

The background of the page is a dark blue color with a large, faint, light blue watermark of the Seal of the City of New York. The seal features an eagle with wings spread, perched atop a shield. The shield is supported by two figures: a Native American on the left and a European on the right. The shield is inscribed with the date '1625'. The entire seal is encircled by a laurel wreath and the Latin motto 'EUREKA' at the top and 'CIVITATIS NOVI EBORACI' at the bottom.

Mayor's Management Report

Fiscal 2023
Indicator Definitions

The City of New York
Mayor Eric L. Adams

Camille Joseph Varlack, Chief of Staff

Daniel Steinberg, Director
Mayor's Office of Operations

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Collaborating to Deliver Results





VISION ZERO

Indicator name:	Motorcycle seizures
Description:	The removal and invoicing of motorcycles as defined in the vehicle and traffic law.
Indicator name:	Moped/Scooter seizures
Description:	Mo-ped removals include the removal and invoicing of limited use motorcycles as defined in the vehicle and traffic law. A motorized scooter is a non-street legal device that weighs 100 pounds or more, does not have operable pedals, and is incapable of being registered with the Dept. of Motor Vehicles as defined in the New York City Administrative code.
Indicator name:	Total Fatalities
Description:	Total citywide traffic fatalities that occurred during the reporting period.
Indicator name:	Fatalities—Pedestrians
Description:	The number of pedestrian traffic fatalities that occurred during the reporting period.
Source:	Office of Management Analysis and Planning
Indicator name:	Fatalities—Bicyclists
Description:	The number of bicyclist traffic fatalities during the reporting period.
Source:	Office of Management Analysis and Planning
Indicator name:	Fatalities—Motorcyclists
Description:	The number of motorcyclist traffic fatalities during the reporting period.
Source:	Office of Management Analysis and Planning
Indicator name:	Fatalities—Motor Vehicle Operators
Description:	The number of motor vehicle operator traffic fatalities during the reporting period.
Source:	Office of Management Analysis and Planning
Indicator name:	Fatalities—Passengers
Description:	Number of vehicle passenger traffic fatalities that occurred during the reporting period.
Source:	Office of Management Analysis and Planning
Indicator name:	Fatalities—Other Motorized
Description:	Number of other motorized vehicle passenger traffic fatalities that occurred during the reporting period.
Source:	Office of Management Analysis and Planning
Indicator name:	Vision Zero-related moving summonses issued—total
Description:	The number of Vision Zero-related moving summonses issued during the reporting period by TLC and NYPD.
Indicator name:	Vision Zero-related moving summonses issued—NYPD
Description:	The number of Vision Zero summonses issued by NYPD during the reporting period.
Indicator name:	Vision Zero-related moving summonses issued—TLC
Description:	The number of Vision Zero summonses issued by TLC during the reporting period.
Indicator name:	Speed boards deployed
Description:	The number of speed boards deployed during the reporting period. Speed boards display to drivers how fast they are driving.

VISION ZERO

Indicator name:	Speed reducers installed
Description:	The number of new speed humps installed during the reporting period. 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.
Indicator name:	Senior centers partnering with DOT to increase feedback on street safety improvements
Description:	The number of Senior centers partnering with DOT to increase feedback on street safety improvements during the reporting period.
Indicator name:	Bicycle lane miles installed—total
Description:	The number of bicycle lane miles (Class I protected paths, II on-street lanes, and III shared lanes) installed during the reporting period.
Source:	Division of Transportation Planning and Management—Bicycle Program
Indicator name:	Bicycle lane miles installed—protected
Description:	The number of Class I protected bicycle paths in lane miles installed during the reporting period. A Class I bicycle path is a facility intended for the use of bicycles that is physically separated from motorized vehicle traffic by an open space, vertical delineation, or barrier and either within the roadway or within an independent right-of-way.
Source:	Division of Transportation Planning and Management—Bicycle Program
Indicator name:	Leading pedestrian intervals installed (signal timing that allows pedestrians to start crossing before traffic is released)
Description:	The number of instances of leading pedestrian intervals installed during the reporting period. Pedestrian intervals adjust signal timing that allows pedestrians to start crossing before traffic is released.
Source:	Division of Traffic Operations—Signal Engineering Unit
Indicator name:	Intersections with accessible pedestrian signals installed
Description:	The number of intersections with accessible pedestrian signals (APS) installed during the reporting period. 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 Unit
Indicator name:	City employees trained in defensive driving citywide (total)
Description:	The number of city employees trained in defensive driving citywide during the reporting period.

THE BLUEPRINT TO END GUN VIOLENCE

Indicator name:	Eligible Summer Youth Employment Program (SYEP) applicants placed in compensated internships (%)
Description:	This indicator tracks DYCD's ability to meet the demand for summer internship opportunities through paid SYEP slots.
Source:	DYCD SYEP
Indicator name:	Participants in Summer Youth Employment Program (SYEP)
Description:	The number of young people placed into compensated internships (ages 16–24 in paid internships, ages 14–15 in project-based learning with stipend) through SYEP.
Source:	DYCD SYEP
Indicator name:	Total SYEP stipends and wages paid (millions)
Indicator name:	Number of youth in foster care receiving Fair Futures services
Description:	The number of youth 11 and older in foster care who received Fair Futures services during the Fiscal year.
Source:	Family Permanency Services
Indicator name:	Number of eligible hospital-based violence intervention program (HVIP) patients who received conflict mediation services
Description:	Total number of eligible patients who arrive at partner hospitals with non-fatal injuries because of assaults (i.e., gunshot wounds, stabbings). Excludes domestic violence cases.
Source:	Hospital Program Reported Data
Indicator name:	Percentage of eligible hospital-based violence intervention program (HVIP) patients who received conflict mediation services at partner hospitals
Description:	Percent of eligible patients who receive conflict mediation services at partner hospitals.
Source:	Hospital Program Reported Data
Indicator name:	Number of hospital-based violence intervention programs (HVIPs) trainings
Description:	HVIP trainings are multi-day trainings that prepare hospital responders and hospital-based staff on the core functions and activities of HVIPs in New York City. Training topics include roles and responsibilities of direct program staff, service delivery and program protocols, HIPAA and privacy compliance, trauma-informed and self-care, and strategies for mediating conflicts inside and outside hospitals. Please Note: Trainings are often offered during the second half of the fiscal year due to a lag in the contract registration process for training vendors.
Source:	DOHMH Violence Prevention Initiative
Indicator name:	Number of hospital-based violence intervention programs (HVIP) training participants
Description:	Total number of participants who attend and complete HVIP trainings. Data only represents participants who met the attendance and completion criteria including passing the post-training assessment.
Source:	DOHMH Violence Prevention Initiative
Indicator name:	Individuals who, after reporting a crime, received support to deal with the emotional, physical and financial aftermath of crime through the Crime Victim Assistance Program
Description:	The number of individuals who have had at least one face-to-face or over the phone encounter and have received services. Service types include clinical assessment, supportive counseling, health promotion and awareness, service referral, connection to care or other stabilizing support, or transport to a hospital.
Source:	MOCJ
Indicator name:	Median time to complete DNA gun crime cases, from evidence submission to report (days)
Description:	The number of DNA samples from gun submitted to OCME Forensic Biology Lab for analysis.
Source:	Forensic Biology Laboratory

THE BLUEPRINT TO END GUN VIOLENCE

HOUSING OUR NEIGHBORS: A BLUEPRINT FOR HOUSING AND HOMELESSNESS

Indicator name:	Active capital projects on schedule (%)
Description:	Percent of all active Capital projects that are on schedule.
Source:	Research & Management Analysis
Indicator name:	Number of developments preserved (RAD/PACT Portfolio)
Description:	The total number of developments that were transitioned from public housing to the RAD/PACT program starting with the Ocean Bay conversion in 2016.
Source:	Research & Management Analysis
Indicator name:	Number of apartments preserved (RAD/PACT Portfolio)
Description:	The total number of units that were transitioned from public housing to the RAD/PACT program starting with the Ocean Bay conversion in 2016.
Source:	Research & Management Analysis
Indicator name:	Total developments preserved (RAD/PACT Portfolio)
Description:	The total number of developments converted from Public Housing to Section 8 RAD/PACT.
Source:	Research & Management Analysis
Indicator name:	Total apartments preserved (RAD/PACT Portfolio)
Description:	The total number of units converted from Public Housing to Section 8 RAD/PACT.
Source:	Research & Management Analysis
Indicator name:	Average days to complete maintenance work orders
Description:	The average days to complete a work order performed by a Maintenance Worker from the date the work order is created to the date the work is completed.
Source:	NYCHA Systems
Indicator name:	Average days to complete skilled trades and vendor work orders
Description:	The average days to complete a work order performed by a skilled trades worker (i.e. carpenter, painter, plasterer, plumber, etc.) from the date the work order is created to the date the work is completed.
Source:	NYCHA Systems
Indicator name:	Number of units abated for lead
Description:	The number of units abated for lead each month at NYCHA developments at the 0.5 mg/cm ² threshold established by NYC as of December 1, 2021.
Source:	NYCHA
Indicator name:	Total affordable housing starts (units)
Description:	The total number of housing units (starts) created or preserved and counted by HPD. Units are created or preserved through financed new construction or rehabilitation, regulatory agreements creating or extending affordability, and homebuyer and homeownership assistance. HPD 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:	Number of apartments preserved (RAD/PACT Portfolio)
Description:	The total number of units that were transitioned from public housing to the RAD/PACT program starting with the Ocean Bay conversion in 2016.

HOUSING OUR NEIGHBORS: A BLUEPRINT FOR HOUSING AND HOMELESSNESS

Indicator name:	Number of affordable units created and preserved
Description:	The total number of affordable housing units (starts) created or preserved and counted by HPD plus the total number of units that were transitioned from public housing to the RAD/PACT program. Units are created or preserved through financed new construction or rehabilitation, regulatory agreements creating or extending affordability, and homebuyer and homeownership assistance. HPD 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. For the units that transitioned from public housing to the RAD/PACT program, the first was the Ocean Bay conversion in 2016.
Source:	HPD and NYCHA
Indicator name:	Percent of new construction in low-affordability areas (%)
Description:	The percentage of new construction housing units (starts) in low affordability areas. Low affordability areas are defined as U.S census areas where the share of low cost rentals are less than 20% of the housing.
Source:	Office of Development
Indicator name:	Percent of preservation in low-affordability areas (%)
Description:	The percentage of preservation housing units (starts) in low affordability areas. Low affordability areas are defined as U.S census areas where the share of low cost rentals are less than 20% of the housing.
Source:	Office of Development
Indicator name:	Extremely and very low-income housing starts (%)
Description:	The percentage of housing units created or preserved for households earning 0-30% and 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:	Extremely and very low-income housing completions (%)
Description:	The percentage of housing units completed for households earning 0-30% and 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:	Office of Development
Indicator name:	Units started for homeless individuals and families
Description:	New construction and preservation units started and counted by HPD that that are restricted for homeless individuals and families.
Source:	Office of Development
Indicator name:	Supportive units started
Description:	New construction and preservation units started and counted by HPD with contracts for supportive services.
Source:	Office of Development
Indicator name:	Total supportive housing units
Description:	Total count of supportive housing units in CAPS.
Source:	HRA's Coordinated Assessment & Placement System (CAPS)

HOUSING OUR NEIGHBORS: A BLUEPRINT FOR HOUSING AND HOMELESSNESS

Indicator name:	Supportive housing occupancy rate (%)
Description:	Percentage of placement-ready supportive housing units in CAPS that were occupied.
Source:	HRA's Coordinated Assessment & Placement System (CAPS)
Indicator name:	Applicants approved for a new construction unit through the lottery
Description:	Number of applicants approved for a new construction unit through lottery.
Source:	Division of Housing Opportunity and Program Services
Indicator name:	Homeless households moved into affordable units
Description:	Number of homeless households that moved into a new construction unit through HPS.
Source:	Division of Housing Opportunity and Program Services
Indicator name:	Total dollar amount awarded to M/WBE contractors for completed affordable housing projects through the Build Up program
Description:	The total dollar amount spent on M/WBE sub-contractors for projects subject to the M/WBE Build Up program that completed construction.
Source:	Division of Housing Opportunity and Program Services
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:	Total complaints closed
Description:	The total number of problems closed due to an inspection, callback to tenant, or repeated attempts for access during the period.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Complaints prompting lead hazard inspections
Description:	The number of problems reported for conditions that may cause a lead-based paint hazard under local law in privately-owned buildings.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Complaints prompting lead hazard inspections closed
Description:	The number of lead emergency problems 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 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

HOUSING OUR NEIGHBORS: A BLUEPRINT FOR HOUSING AND HOMELESSNESS

Indicator name:	Number of children under the age of 18 with blood lead levels of 5 micrograms per deciliter or greater (CY)
Description:	Number of children less than 18 years of age tested in a fiscal year with blood lead level of 5 mcg/ dL or greater. The number includes children with confirmed and non-confirmed blood lead levels. Indicator Venous tests are considered confirmed. The highest venous test (confirmed) for a child in a given year is used, if venous test is not available, the highest fingerstick or unknown (unconfirmed) test type is used. 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 fiscal years with a blood lead test at or above the reference level.
Source:	DOHMH Healthy Homes Program
Indicator name:	Number of children under the age of 6 with blood lead levels of 5 micrograms per deciliter or greater (CY)
Description:	Number of children less than 6 years of age tested in a fiscal year with blood lead level of 5 mcg/ dL or greater. The number includes children with confirmed and non-confirmed blood lead levels. Venous tests are considered confirmed. The highest venous test (confirmed) for a child in a given year is used, if venous test is not available, the highest fingerstick or unknown (unconfirmed) test type is used. 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 fiscal years with a blood lead test at or above the reference level.
Source:	DOHMH Healthy Homes Program
Indicator name:	Percent of lottery projects that completed applicant approvals within six months
Description:	Percent of lotteries that have approved applicants for 95% of the total marketed units within six months of the certificate of occupancy issuance.
Source:	Division of Housing Opportunity and Program Services
Indicator name:	Median time to complete applicant approvals for a lottery project (days)
Description:	Median days from the certificate of occupancy issuance to completion of 95% of applicant approvals for a lottery project.
Source:	Division of Housing Opportunity and Program Services
Indicator name:	Percent of lottery units with applicants approved within three months
Description:	Percent of lottery units with applicants approved within three months of the certificate of occupancy issuance.
Source:	Division of Housing Opportunity and Program Services
Indicator name:	Median time to approve an applicant for a lottery unit (days)
Description:	Median days from the certificate of occupancy issuance to applicant approval for a lottery unit.
Source:	Division of Housing Opportunity and Program Services
Indicator name:	Median time to lease-up a homeless placement set-aside new construction unit (days)
Description:	Lease-up for new construction units is the timing between when the project received TCO and the homeless household exited shelter. Homeless set-aside units are the units designated for homeless households. Median days from TCO to shelter exit date for set-aside units.
Source:	Division of Housing Opportunity and Program Services
Indicator name:	Median time to lease-up a homeless placement voluntary new construction unit (days)
Description:	Lease-up for new construction units is the timing between when the project received TCO and the homeless household exited shelter. Voluntary units are additional affordable units developers choose to lease-up for homeless households through HPS. Median days from TCO to shelter exit date for voluntary units.
Source:	Division of Housing Opportunity and Program Services

HOUSING OUR NEIGHBORS: A BLUEPRINT FOR HOUSING AND HOMELESSNESS

Indicator name:	Section 8 – Median time from completed application to voucher issuance (days)
Description:	The average time from application received by the issuance of a voucher in the Housing Choice Voucher tenant-based program. Includes both complete as well as incomplete applications, which require additional information in order to proceed to voucher issuance, impacting the amount of time.
Source:	Division of Tenant Resources
Indicator name:	Section 8 – Median time from voucher issuance to lease-up (days)
Description:	The average time from voucher issued to successful lease up in the Housing Choice Voucher tenant-based program. Includes both HPD processing times, as well as search times for the voucher holder.
Source:	Division of Tenant Resources
Indicator name:	Supportive housing – median time from determination to referral (days)
Description:	Median time from the date a client's application is approved and they are determined eligible for supportive housing to the date that client gets referred to a Supportive Housing unit.
Source:	HRA's Coordinated Assessment & Placement System (CAPS)
Indicator name:	Supportive housing – median time from viewing to move-in (days)
Description:	Median time from the date a client sees a unit/program (Viewing) to the date that client moves into the Supportive Housing unit.
Source:	HRA's Coordinated Assessment & Placement System (CAPS)
Indicator name:	Supportive housing – median time from determination to move-in (days)
Description:	Median time from the date a client's application is approved and they are determined eligible for supportive housing to the date that client moves into a Supportive Housing unit.
Source:	HRA's Coordinated Assessment & Placement System (CAPS)

HOUSING OUR NEIGHBORS: A BLUEPRINT FOR HOUSING AND HOMELESSNESS

CHILD CARE AND EARLY CHILDHOOD EDUCATION IN NEW YORK CITY

Indicator name: Average number of children accessing child care services through use of a non-mandated low-income voucher

Description: Average number of children accessing child care through use of a child welfare voucher.

Source: Administration for Children's Services

Indicator name: Children from 17 Community Districts enrolled in child care with a voucher

Description: Count of distinct children, aged 0 to 13, who are enrolled in care with a low-income child care block grant (CCBG) voucher and who live in one of the 17 prioritized community districts: Central Harlem, East Harlem, Washington heights/Inwood, Mott Haven/Melrose, Hunts Point/Longwood, Morrisania/Crotona, Highbridge/Concourse, Fordham/University Heights, Belmont/East Tremont, Kingsbridge Heights/Bedford Park, Parkchester/Soundview, Morris Park/Bronxdale, Bedford Stuyvesant, East New York/Starret City, Coney Island, Brownsville, Rockaway/Broad Channel.

Source: Administration for Children's Services

Indicator name: Student enrollment as of October 31 in full day pre-kindergarten

Description: The number of students in full-day Pre-K on the October 31st audited register for a given school year.

Source: Department of Education

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: Department of 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: Department of Education

Indicator name: EarlyLearn—Average center-based enrollment

Description: Average number of children being served by EarlyLearn contractors in center-based (group) settings.

Source: Department of Education

Indicator name: Children enrolled in Promise NYC

Description: Unique count of children enrolled in child care subsidized by Promise NYC, a City tax levy funded child care assistance program.

Source: Administration for Children's Services

Indicator name: Child care applications submitted using MyCity

Description: The number of MyCity - Child Care applications submitted by the public to either ACS or DOE.

Source: Office of Technology and Innovation

Indicator name: New seats created by eligible property owners receiving an abatement

Description: Distinct count of seats created by property owners who have received a property tax abatement to retrofit space to accommodate child care centers. Property owners who create a child care center or increase the number of seats at an existing child care center may be eligible for a property tax abatement covering up to \$225,000 of construction costs required to create the child care seats. NYC Property Tax classes one, two, and four properties may be eligible.

Source: NYC Department of Finance

CHILD CARE AND EARLY CHILDHOOD EDUCATION IN NEW YORK CITY

Indicator name:	Providers who applied for higher reimbursement rates for 2022 New York State market rate
Description:	Distinct count of providers who have applied for higher rates after implementation of the streamlined application process.
Source:	Administration for Children's Services
Indicator name:	Providers approved for higher reimbursement rates for 2022 New York State market rate (%)
Description:	The percentage of providers who have applied for higher rates and were approved after implementation of the streamlined application process.
Source:	Administration for Children's Services

REBUILD, RENEW, REINVENT: NEW YORK CITY'S ECONOMIC RECOVERY

Indicator name:	Total private sector employment
Description:	Total number of non-government jobs located in New York City, taken as a simple average of monthly data that has not been seasonally adjusted for the twelve months of the fiscal year.
Source:	New York City Economic Development Corporation
Indicator name:	Unemployment rate (%)
Description:	The number of unemployed people as a percentage of the labor force, taken as a simple average of monthly data that has not been seasonally adjusted for the twelve months of the fiscal year.
Source:	New York City Economic Development Corporation
Indicator name:	Labor force participation rate (%)
Description:	The percentage of the civilian noninstitutional population 16 years and older that is working or actively looking for work, taken as a simple average of monthly data that has not been seasonally adjusted for the twelve months of the fiscal year.
Source:	New York City Economic Development Corporation
Indicator name:	Net small business starts
Description:	The difference between the number of small businesses, at the firm level, that started up in the timeframe and the number of small businesses that permanently closed. Small businesses are defined as those with less than 50 employees.
Source:	New York City Economic Development Corporation
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:	Department of Sanitation, 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:	Department of Sanitation, 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:	Department of Sanitation, 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:	Department of Sanitation, Mayor's Office of Operations
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. Figures show averages based on monthly ratings of sample BID block faces.
Source:	Department of Small Business Services, Mayor's Office of Operations

REBUILD, RENEW, REINVENT: NEW YORK CITY'S ECONOMIC RECOVERY

Indicator name:	Average processing time (days)
Description:	The average number of calendar days required to process new and renewal license applications for categories containing most DCWP 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:	Department of Consumer and Worker Protection
Indicator name:	Number of businesses served by QuickStart
Description:	Number of businesses served by QuickStart. QuickStart provides small businesses with one-on-one expert support navigating City government.
Source:	Department of Small Business Services
Indicator name:	Number of neighborhoods visited by the SBS Mobile Unit
Description:	Number of neighborhoods visited by the SBS Mobile Unit. The Mobile Unit brings critical resources and services directly to New Yorkers by traveling to neighborhoods throughout the City.
Source:	Department of Small Business Services
Indicator name:	Number of businesses referred or served by Small Business Resource Network (SBRN)
Description:	The number of businesses receiving one or more services through the Small Business Resource Network (SBRN).
Source:	New York City Economic Development Corporation
Indicator name:	M/WBEs awarded City contracts
Description:	A count of unique certified M/WBEs that have been awarded City contracts. Includes prime and sub-contractors.
Source:	Department of Small Business Services, Mayor's Office of Contract Services
Indicator name:	Share of M/WBE certified firms receiving a contract (%)
Description:	The proportion of M/WBE certified firms receiving a contract in the fiscal year. Includes prime and sub contractors.
Source:	Mayor's Office of Contract Services
Indicator name:	Share of LL1-eligible contracts dollars awarded to M/WBEs (%)
Description:	Utilization from Local Law 1 of 2013 (LL 1) reports for each fiscal year. Includes the contract dollars for M/WBE prime and sub-contracts. New York City's M/WBE Program is governed by LL 1. LL 1 was enacted after an updated disparity analysis undertaken by the City. The law allows City agencies to set M/WBE participation goals on standardized, professional and construction services contracts. The full provisions of LL 1 law are detailed in section 6-129 of the New York City Administrative Code.
Source:	Mayor's Office of Contract Services
Indicator name:	Total contract dollars awarded to M/WBEs using the discretionary [Noncompetitive Small Purchase] method (\$000,000)
Description:	Contract value of open contracts registered in particular fiscal year and with a vendor listed in SBS M/WBE list for that fiscal year. Non-procurements are excluded. In January 2020, the City adopted the M/WBE Noncompetitive Small Purchase Method that enables City agencies to award contracts of up to \$500,000 for goods, professional services, standard services and construction directly to M/WBEs.
Source:	Mayor's Office of Contract Services

REBUILD, RENEW, REINVENT: NEW YORK CITY'S ECONOMIC RECOVERY

Indicator name:	Total contract dollars awarded to disparity-within-the-disparity M/ WBEs (Black, Hispanic, and Asian women) using the discretionary [Noncompetitive Small Purchase] method (\$000,000)
Description:	Contract value of open contracts registered in particular fiscal year and with a vendor listed in SBS M/WBE list for that fiscal year, particularly for Black, Hispanic, and Asian women M/WBEs. Non-procurements are excluded. Does not include white women and Asian men M/WBEs. In January 2020, the City adopted the M/WBE Noncompetitive Small Purchase Method that enables City agencies to award contracts of up to \$500,000 for goods, professional services, standard services and construction directly to M/WBEs.
Source:	Mayor's Office of Contract Services
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:	Department of Cultural Affairs
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:	Department of Cultural Affairs
Indicator name:	Business development qualified leads
Description:	Companies that meet the NYCEDC business development team's criteria (e.g., high job count i.e., >50 jobs, financially stable, in sector NYC is competitive with, good community actors, etc.) and is considering moving to, expanding within, or leaving NYC.
Source:	New York City Economic Development Corporation
Indicator name:	Business development qualified wins
Description:	Companies that decide to move to, expand within, or not leave NYC.
Source:	New York City Economic Development Corporation
Indicator name:	Business development jobs attracted/retained
Description:	Number of jobs associated with qualified wins. Jobs are considered attracted if the company is expanding in NYC or moving for the first time. Jobs are retained if a company is in NYC and was considering leaving NYC.
Source:	New York City Economic Development Corporation
Indicator name:	LifeSci NYC Internship program participants
Description:	The 'Life science internship program' reports on the academic year, which begins in September. PMMR data for this indicator includes internship participation from the start of the academic year of the reporting fiscal year (September and October), whereas MMR data reports internship participation for the entirety of the most recent academic year (September through June of the reporting fiscal year).
Source:	New York City Economic Development Corporation

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Indicator name:	Square footage of new life sciences space brought online citywide (000)
Description:	The total number of square footage added for use by life science companies and developers. This indicator is not disaggregated by attribution and includes City funded and non-City funded projects.
Source:	New York City Economic Development Corporation
Indicator name:	Film permits issued
Description:	The total number of permits issued by the City in connection with filming taking place on City jurisdiction/property.
Source:	Mayor's Office of Media & Entertainment

Public Safety and Access to Justice



Public Safety and Access to Justice



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Indicator name:	Payout (\$000) - Police Department
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. The preliminary amount is published in the Mayor's Management Report and is updated and finalized in the Preliminary Mayor's Management Report.
Source:	Law Department Matter Management System (Tort, Special Federal Litigation, General Litigation and Labor and Employment Divisions) – preliminary data. OMB – final data.
Indicator name:	Major felony crime
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:	Murder and non-negligent manslaughter *
Description:	Number of incidents of murder and non-negligent manslaughter corresponding to New York State Penal Law.
Source:	NYPD Office of Management Analysis and Planning
Indicator name:	Forcible rape *
Description:	Number of incidents of forcible rape corresponding to New York State Penal Law.
Source:	NYPD Office of Management Analysis and Planning
Indicator name:	Robbery *
Description:	Number of incidents of robbery corresponding to New York State Penal Law.
Source:	NYPD Office of Management Analysis and Planning
Indicator name:	Felonious assault *
Description:	Number of incidents of felony assault corresponding to New York State Penal Law.
Source:	NYPD Office of Management Analysis and Planning
Indicator name:	Burglary
Description:	Number of incidents of burglary corresponding to New York State Penal Law.
Source:	NYPD Office of Management Analysis and Planning
Indicator name:	Grand larceny
Description:	Number of incidents of grand larceny corresponding to New York State Penal Law.
Source:	NYPD Office of Management Analysis and Planning
Indicator name:	Grand larceny auto
Description:	Number of incidents of grand larceny auto corresponding to New York State Penal Law.
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 / Housing Bureau

NEW YORK CITY POLICE DEPARTMENT

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 / Transit Bureau
Indicator name:	Crime related to domestic violence - Murder *
Description:	The total number of murders and non-negligent homicides 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:	Crime related to domestic violence - Rape *
Description:	Number of rapes 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 / Domestic Violence Unit
Indicator name:	Crime related to domestic violence - Felonious assault *
Description:	Number of 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 / Domestic Violence Unit
Indicator name:	Hate crimes
Description:	All crimes (felony, misdemeanor and violation) categorized by “an offense or unlawful act that is motivated in whole or substantial part by a person’s, a group’s, or a place’s identification with a particular race, color, religion, ethnicity, national origin, or sexual orientation (including gay, lesbian, bi-sexual, and transgender) as determined by the commanding officer of the Hate Crime Task Force.”
Source:	NYPD Office of Management Analysis and Planning
Indicator name:	School safety - Major felony crime
Description:	All crimes categorized as a major felony crime corresponding to New York State Penal Law (murder and non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, grand larceny and grand larceny auto) occurring on City public school property.
Source:	NYPD Office of Management Analysis and Planning / School Safety Division
Indicator name:	School safety - Murder
Description:	Number of murders and non-negligent homicides occurring on City public school property.
Source:	NYPD Office of Management Analysis and Planning / School Safety Division
Indicator name:	School safety - Rape
Description:	Number of rapes occurring on City public school property.
Source:	NYPD Office of Management Analysis and Planning / School Safety Division
Indicator name:	School safety - Robbery
Description:	Number of robberies occurring on City public school property.
Source:	NYPD Office of Management Analysis and Planning / School Safety Division

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Indicator name:	School safety - Felonious assault
Description:	Number of felony assaults occurring on City public school property.
Source:	NYPD Office of Management Analysis and Planning / School Safety Division
Indicator name:	School safety - Burglary
Description:	Number of burglaries occurring on City public school property.
Source:	NYPD Office of Management Analysis and Planning / School Safety Division
Indicator name:	School safety - Grand larceny
Description:	Number of grand larcenies occurring on City public school property.
Source:	NYPD Office of Management Analysis and Planning / School Safety Division
Indicator name:	School safety - Grand larceny auto
Description:	Number of grand larcenies of automobiles occurring on City public school property.
Source:	NYPD Office of Management Analysis and Planning / School Safety Division
Indicator name:	School safety - Other criminal categories
Description:	All other reported felonies and misdemeanors, other than the seven major felonies, occurring on City public school property.
Source:	NYPD Office of Management Analysis and Planning / School Safety Division
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 / School Safety Division
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 / Detective Bureau
Indicator name:	Gun arrests
Description:	Felony and misdemeanor arrests with at least one firearm charge (New York State 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 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:	Narcotics arrests
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:	Juvenile arrests for major felonies
Description:	Arrests of juveniles for major felony crimes. Raise the age legislation identifies "Adolescent Offenders" as juveniles 16 and 17 years of age 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

NEW YORK CITY POLICE DEPARTMENT

Indicator name:	Crime in progress calls
Description:	Number of calls made to 911 regarding crimes in progress.
Source:	NYPD Office of Management Analysis and Planning / Information Technology Bureau
Indicator name:	Counterterrorism training (hrs) - Uniformed members
Description:	The number of hours of training conducted by the Counterterrorism Bureau, Training Bureau, and Community Affairs for members of the Department regarding the prevention, detection and effective response to potential terrorist incidents.
Source:	NYPD Office of Management Analysis and Planning / Counterterrorism Bureau / Training Bureau
Indicator name:	Counterterrorism training (hrs) - Non-members
Description:	The number of hours of training conducted by the Counterterrorism Bureau, Training Bureau, and Community Affairs for civilian employees of the Department (non-members) regarding the prevention, detection and effective response to potential terrorist incidents.
Source:	NYPD Office of Management Analysis and Planning / Counterterrorism Bureau / Training Bureau
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 (critical, serious and non-critical) 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
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
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
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
Indicator name:	Average response time to all crimes in progress (dispatch and travel time only) (minutes)
Description:	The average dispatch and travel time for response to all crimes in progress, including response time to critical crimes in progress (such as shots fired, robbery, assault with a weapon); serious crimes in progress (such as larceny not from a person, assault not involving a weapon, larceny of an auto); and non-critical crimes in progress (crimes in progress not including robbery, burglary, larceny or assault, such as making graffiti, trespass and harassment). Response time is measured from the time the NYPD dispatcher receives the assignment to the time the officers arrive on the scene.
Source:	Mayor's Office

NEW YORK CITY POLICE DEPARTMENT

Indicator name:	Average response time to critical crimes in progress (dispatch and travel time only) (minutes)
Description:	The average dispatch and travel time for response to critical crimes in progress (such as shots fired, robbery, assault with a weapon). 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
Indicator name:	Average response time to serious crimes in progress (dispatch and travel time only) (minutes)
Description:	The average dispatch and travel time for response to serious crimes in progress (such as larceny not from a person, assault not involving a weapon, larceny of an auto. 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
Indicator name:	Average response time to non-critical crimes in progress (dispatch and travel time only) (minutes)
Description:	The average dispatch and travel time for response to 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
Indicator name:	Traffic fatalities (motorist/passengers)
Description:	Motor vehicle operators or passengers killed in vehicle collisions, including motorcycles and other motorized.
Source:	NYPD Office of Management Analysis and Planning / Transportation Bureau
Indicator name:	Driving while intoxicated (DWI) related fatalities *
Description:	The number of fatalities resulting from motor vehicle accidents 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 (000)
Description:	All moving violation summonses issued by NYPD personnel.
Source:	NYPD Office of Management Analysis and Planning / Transportation Bureau
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 / Transportation Bureau
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 New York State Vehicle and Traffic Law.
Source:	NYPD Office of Management Analysis and Planning

NEW YORK CITY POLICE DEPARTMENT

Indicator name:	Bicyclist Fatalities
Description:	Bicyclists killed in vehicle collisions.
Source:	NYPD Office of Management Analysis and Planning / Transportation Bureau
Indicator name:	Pedestrian Fatalities
Description:	Pedestrians killed in vehicle collisions.
Source:	NYPD Office of Management Analysis and Planning / Transportation Bureau
Indicator name:	Traffic fatalities (other motorized)
Description:	Fatalities resulting from collisions involving other motorized vehicles (e-scooters, e-bikes).
Source:	NYPD Office of Management Analysis and Planning / Transportation Bureau
Indicator name:	Traffic Safety Outreach Events
Description:	The number of citywide outreach events dedicated to traffic safety education.
Source:	NYPD Office of Management Analysis and Planning / Transportation Bureau
Indicator name:	Quality-of-life summonses
Description:	Summonses returnable to the New York City Criminal Court or the Office of Administrative Trials and Hearings/Environmental Control Board that have a negative impact on City residents.
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 City Criminal Court or the Environmental Control Board for violations of the New York City Administrative Code related to excessive noise.
Source:	NYPD Office of Management Analysis and Planning
Indicator name:	Transit Summonses
Description:	Summonses returnable to the Transit Adjudication Bureau for offenses that have a negative impact on City residents.
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:	New individuals engaged by a Co-Response Team
Description:	The number of individuals who have had at least one face-to-face or over the phone encounter with CRT and have received services. Service types include clinical assessment, supportive counseling, health promotion and awareness, service referral, connection to care or other stabilizing support, or transportation to a hospital.
Source:	Mayor's Office
Indicator name:	Community Meetings
Description:	The number of 'Build the Block' meetings conducted by precinct neighborhood coordination officers to discuss quality of life and crime conditions.
Source:	NYPD Office of Management Analysis and Planning / Patrol Services Bureau

NEW YORK CITY POLICE DEPARTMENT

Indicator name: Fair and Impartial Policing training (hours) (Uniformed members)
Description: The number of hours of training conducted by the Training Bureau for members of the Department regarding bias policing, and how unconscious perceptions about people and groups can influence actions and decisions.

Source: NYPD Office of Management Analysis and Planning / Training Bureau

Indicator name: Crisis Intervention Team training (hours) (Uniformed members)
Description: The number of hours of training for members of the Department regarding the principles of communication skills, de-escalation, and behavioral disorder awareness when intervening in a crisis. This training is provided by the Training Bureau, and taught in conjunction with external licensed clinicians.

Source: NYPD Office of Management Analysis and Planning / Training Bureau

Indicator name: Trauma Informed Sexual Assault Victim Interview/Investigations Training (hours) (Uniformed and Civilian members)
Description: The number of hours of training conducted for uniformed and civilian members of the service and special victim's investigators to ensure that individuals providing service to sexual assault victims / survivors recognize and understand victim trauma and utilize effective approaches and interview skills to enhance response, investigations, and prosecutions. This training is taught in conjunction with an outside vendor and facilitated by the Detective Bureau- Special Victims Training Unit. It encompasses expansive training provided to SVD investigators and condensed training provided to investigative bureaus, domestic violence officers, school safety agents and incoming recruits.

Source: NYPD Office of Management Analysis and Planning / Detective Bureau

Indicator name: Courtesy, Professionalism and Respect (CPR) testing
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 / Quality Assurance Division

Indicator name: – Exceeds standard
Description: The number of tests conducted face-to-face and anonymously via telephone by the Department's Quality Assurance Division, with the result of exceeds 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 / Quality Assurance Division

Indicator name: – Meets standard
Description: The number of tests conducted face-to-face and anonymously via telephone by the Department's Quality Assurance Division, with the result of meets 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 / Quality Assurance Division

Indicator name: – Below standard
Description: The number of tests conducted face-to-face and anonymously via telephone by the Department's Quality Assurance Division, with the result of 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 / Quality Assurance Division

NEW YORK CITY POLICE DEPARTMENT

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:	Deviation Letters
Description:	The number of letters issued to the Civilian Complaint Review Board (CCRB) when the Police Commissioner makes a final determination, where there is a finding or plea of guilt, in a disciplinary matter that deviates from CCRBs recommendation. Deviation letters are made publicly available at nypdonline.org, when the Police Commissioner imposes a disciplinary penalty set forth in the Discipline Matrix that is lower than CCRB's recommended penalty; or where extraordinary circumstances exist based on the facts and circumstances that a complete departure from the penalties set forth in the Discipline Matrix is warranted.
Source:	NYPD Office of Management Analysis and Planning
Indicator name:	Individuals who, after reporting a crime, received support to deal with the emotional, physical and financial aftermath of crime through the Crime Victim Assistance Program
Description:	Individuals who, after reporting a crime, received support to deal with the emotional, physical and financial aftermath of crime through the Crime Victim Assistance Program.
Source:	Mayor's Office
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
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 / Personnel Bureau
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 Office of Management Analysis and Planning / Information Technology Bureau
Indicator name:	CORE facility rating
Description:	CORE facility rating: 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.
Indicator name:	Calls answered in 30 seconds (%)
Description:	The percentage of calls to NYPD answered in 30 seconds or less.
Source:	NYPD Office of Management Analysis and Planning / Information Technology Bureau

NEW YORK CITY POLICE DEPARTMENT

Indicator name: SLA - Residential Noise - Loud Music/Party — % of SRs Meeting Time to Action

Indicator name: SLA - Residential Noise - Banging/Pounding — % of SRs Meeting Time to Action

Indicator name: SLA - Noise - Street/Sidewalk — % of SRs Meeting Time to Action

Indicator name: SLA - Commercial Noise — % of SRs Meeting Time to Action

Indicator name: SLA - Blocked Driveway - No Access — % of SRs Meeting Time to Action

FIRE DEPARTMENT

Indicator name:	Payout (\$000)—Fire Department
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. The preliminary amount is published in the Mayor's Management Report and is updated and finalized in the Preliminary Mayor's Management Report.
Source:	Law Department Matter Management System (Tort, Special Federal Litigation, General Litigation) (preliminary data), OMB (final data)
Indicator name:	Structural fires
Description:	The number of fires occurring in buildings.
Source:	Fire Operations and 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 and Fire Operations
Indicator name:	Completed inspections performed by civilian fire prevention personnel
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 and Fire Prevention
Indicator name:	Violation orders issued
Description:	The number of violation orders (VO) issued by FDNY inspectors used to give notification of a violation and a directive to correct the violation condition. VOs are issued for imminent hazards and require re-inspections.
Source:	FDNY Bureau of Fire Prevention and 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 and Fire Prevention
Indicator name:	Violation orders corrected (%)
Description:	The percentage of violation orders that were corrected. Conditions for which violations were issued are corrected by the recipient of the violation.
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 and Fire Prevention
Indicator name:	Hazard complaints resolved within one 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:	Fire Prevention and FDNY Bureau of Fire Prevention

FIRE DEPARTMENT

Indicator name:	Completed risk-based inspections performed by uniformed personnel
Description:	The number of inspections of commercial and residential buildings performed by firefighters and fire officers undertaken based on a building's fire risk. A building's fire risk is determined through an analysis of previous fire and emergency activity, building characteristics, violations, complaints and other risk factors that have been found to impact the incidence and severity of fires.
Source:	FDNY Risk Based Inspection System (RBIS)
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:	Fire Investigation and 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:	Fire Investigation and FDNY Bureau of Fire Investigation
Indicator name:	Fire and life safety education presentations
Description:	The total number of presentations given by the Fire Safety Education Unit at fire safety education events, as well as presentations at the Fire Museum and firehouses.
Source:	FDNY Bureau of Training, Education, & Curriculum and Fire & Life Safety
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 of Data Analytics, NYPD, and FDNY
Indicator name:	Average response time to structural fires (FDNY dispatch and travel time only) (minutes:seconds)
Description:	The average dispatch and travel time until the first fire unit arrives on the scene of a structural fire counting from the time FDNY's dispatcher receives the call or notification of request for assistance.
Source:	FDNY Computer Aided Dispatch (CAD) System/STARFIRE and Fire Operations
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 unit arrives on the scene of all incidents (structural fires, non-structural fires, life-threatening medical emergencies and non-fire emergencies) counting from the time FDNY's dispatcher receives the call or notification of request for assistance.
Source:	FDNY Computer Aided Dispatch (CAD) System/STARFIRE and Fire Operations
Indicator name:	Total fire company runs
Description:	The total number of responses made by fire engine and ladder units.
Source:	FDNY Computer Aided Dispatch (CAD) System and Fire Operations

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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 and Fire Operations
Indicator name:	Civilian fire fatalities*
Description:	The number of people, excluding firefighters, who died as a result of injuries sustained in a fire.
Source:	FDNY Bureau of Fire Investigation and Fire Investigation
Indicator name:	Civilian fire fatalities per 100,000 people
Description:	The number of deaths attributed to fire per 100,000 people living in New York City.
Source:	FDNY Computer Aided Dispatch (CAD) System and Fire Investigation
Indicator name:	Serious fires reaching second alarm or higher (%)
Description:	The percentage of serious “all hands” fires in which a second alarm or above was transmitted.
Indicator name:	End-to-end combined average response time to life-threatening medical emergencies by ambulances & 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 responder (ambulance, fly car or fire company) 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 of Data Analytics, 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 ambulance or non-transport Advanced Life Support “fly car” 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 of Data Analytics, 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 unit arrives on scene, including the time it takes for the NYPD call taker to conference in the FDNY emergency medical dispatcher.
Source:	Mayor’s Office of Data Analytics, NYPD and FDNY
Indicator name:	Combined average response time to life-threatening medical emergencies by ambulances & fire companies (FDNY dispatch and travel time only) (minutes:seconds)
Description:	The average dispatch and travel time until either an ambulance or fire unit arrives on the scene of a life-threatening medical emergency, based upon the first unit to arrive, counting from the time FDNY’s dispatcher receives the call or notification of request for assistance.
Source:	FDNY Computer Aided Dispatch (CAD) System/STARFIRE/Emergency Medical Service and EMS

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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 ambulance unit arrives on the scene of a life-threatening medical emergency (incidents of cardiac arrest, choking, unconsciousness, difficulty breathing, and major burns and trauma) counting from the time FDNY's dispatcher receives the call or notification of request for assistance.

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

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 unit arrives on the scene of a life-threatening medical emergency (incidents of cardiac arrest, choking, unconsciousness, difficulty breathing, and major burns and trauma) counting from the time FDNY's dispatcher receives the call or notification of request for assistance.

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

Indicator name: Life-threatening medical emergency incidents

Description: The number of highest-priority medical incidents (segment 1-3), such as incidents of cardiac arrest, choking, unconsciousness, difficulty breathing, and major burns and trauma receiving an FDNY response.

Source: FDNY Computer Aided Dispatch (CAD) System/STARFIRE/Emergency Medical Service, EMS

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

Description: The number of cardiac arrest incidents (sudden cessation of heartbeat and cardiac function) receiving an FDNY response.

Source: EMS Electronic Patient Call Reports (ePCR) and EMS

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 of the highest unit count of ALS and BLS municipal and voluntary ambulances and "fly cars" available for an assignment or on assignment each day. In Fiscal 2017, 10 non-transporting ALS fly cars were operating as a pilot in the Bronx.

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 incidents agency-wide due to burns or non-burn injuries resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.

Source: FDNY Health Services

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Indicator name:	Firefighters / fire officers who sustained service-connected injuries
Description:	Firefighter and fire officer burns, non-burn injuries and service-connected illnesses (This indicator was previously called “Firefighter injuries.”)
Source:	FDNY Health Services and Health Svcs./Safety
Indicator name:	Firefighters / fire officers who sustained service-connected injuries resulting in medical leave
Description:	Firefighter and fire officer injuries other than burns sustained while on duty (with or without medical leave). Burns are reported separately.
Source:	FDNY Health Services
Indicator name:	Firefighters / fire officers who sustained service-connected burn injuries
Description:	The number of firefighter/ fire officers who sustained service-connected burn injuries.
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:	Firefighter and fire officer medical leave for burns sustained while on duty. Medical leave associated with burns sustained in quarters and outside quarters are presented separately.
Source:	FDNY Health Services/Safety, Health Svcs./Safety
Indicator name:	EMS workers / officers who sustained service-connected injuries
Description:	The number of incidents (Emergency Medical Service) resulting in a workers’ compensation or line of duty injury claim regardless of whether or not time is lost.
Source:	FDNY Computerized Injury Reporting System (CIRS)
Indicator name:	Civilian workers who sustained service-connected injuries
Description:	The number of incidents due to burns or non-burn injuries resulting in a civilian workers’ compensation or line of duty injury claim regardless of whether or not time is lost.
Source:	FDNY Health Services
Indicator name:	Firefighter/ fire officer service-connected injury rate (per 10,000 runs)
Description:	Firefighter and Fire Officer medical leave for injuries sustained while on duty per 10,000 Runs.
Source:	FDNY Health Services
Indicator name:	Apparatus collision rate (per 10,000 runs)
Description:	Rate 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:	Rate of collisions involving municipal ALS and BLS 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, Budget

FIRE DEPARTMENT

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, Budget
Indicator name:	Average annual cost of an ambulance (\$000,000)
Description:	The average cost in millions of dollars to operate a three-tour a day ambulance per year.
Source:	FDNY Bureau of Budget Services
Indicator name:	Average time from inspection request until inspection (days)—Fire alarm inspections
Indicator name:	Average time from inspection request until inspection (days)—Rangehood inspections
Indicator name:	Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)
Description:	For all violations returnable to Environmental Control Board (ECB), the number of violations where the respondent defaulted and paid the penalty without a hearing or where the violation was upheld following an ECB hearing as a percent of all violations resolved.
Source:	Environmental Control Board
Indicator name:	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.
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.
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.
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.
Indicator name:	CORE facility rating
Description:	CORE facility rating: 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.

NEW YORK CITY EMERGENCY 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 Readiness Bureau
Indicator name:	Tabletop exercises
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 Readiness Bureau
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 Readiness Bureau
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 Readiness Bureau
Indicator name:	Instructor-led emergency management training sessions
Description:	The number of instructor-led emergency management training sessions hosted, sponsored or delivered by NYCEM that City, state, and federal government employees and non-profit or private-sector individuals working in an emergency management-related field have attended.
Source:	NYCEM Readiness Bureau
Indicator name:	Total participants at emergency preparedness education sessions
Description:	The total number of people who attended NYCEM-sponsored emergency preparedness events, including Community Emergency Response Team (CERT) seminars, public preparedness presentations for residents and community groups, preparedness activities conducted at outreach fairs and preparedness in the workplace presentations.
Source:	NYCEM Community Engagement Bureau
Indicator name:	Online emergency management courses completed through Learning Management System
Description:	All online courses taken through the NYCEM Academy Learning Management System. Courses are taken by internal staff and agency partners.
Source:	NYCEM Readiness Bureau
Indicator name:	Subscribers to Notify NYC, CorpNet, Advance Warning System, and Community Preparedness Newsletter
Description:	The total number of subscribers to NYCEM's messaging and alert services.
Source:	NYCEM External Affairs Bureau
Indicator name:	Know Your Zone webpage views
Description:	Number of times the Know Your Zone webpage was viewed online at https://www1.nyc.gov/assets/em/html/know-your-zone/knowyourzone.html .
Source:	NYCEM External Affairs Bureau
Indicator name:	Community events participated in
Description:	Number of community events NYCEM staff attend to train New Yorkers on emergency preparedness, including Ready NY events.
Source:	Community Engagement Bureau

NEW YORK CITY EMERGENCY MANAGEMENT

Indicator name:	Interagency meetings held during field responses
Description:	The number of in the field on-site conferences held by NYCEM with other responding agencies. May represent multiple interagency conferences per field response.
Source:	NYCEM Response Bureau
Indicator name:	CERT members recruited
Description:	The number of members of community-based, non-profit organizations that have been recruited for disaster preparedness and basic response skills as part of a Community Emergency Response Team (CERT).
Source:	NYCEM Community Engagement Bureau
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 Response Bureau
Indicator name:	Average time from incident to issuing of Notify NYC message (minutes:seconds)
Description:	The amount of time, in minutes and seconds, from the beginning of an emergency incident to NYCEM Watch Command issuing a notification message via Notify NYC.
Source:	NYCEM Response Bureau
Indicator name:	Incidents
Description:	The total number of individual emergency incidents requiring field response or monitoring from NYCEM Watch Command.
Source:	NYCEM Response Bureau
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 Response Bureau
Indicator name:	Incidents monitored from Watch Command
Description:	The number of individual emergency incidents monitored and coordinated from the 24/7/365 NYCEM Watch Command, without any field response. Actions include impact assessment, internal and external notifications and logistical support.
Source:	NYCEM Response Bureau
Indicator name:	Days Emergency Operations Center activated
Description:	The number of days that the City's Emergency Operations Center (EOC) was activated.
Source:	NYCEM Readiness Bureau
Indicator name:	Community Emergency Response Team (CERT) volunteer hours
Description:	Number of hours Community Emergency Response Team (CERT) members volunteer. CERTs are community-based nonprofit organizations whose members have completed disaster preparedness and basic response skills training required for certification.
Source:	NYCEM Community Engagement Bureau
Indicator name:	Community Emergency Response Team (CERT) deployments

NEW YORK CITY EMERGENCY MANAGEMENT

Description: Number of deployments for Community Emergency Response Team (CERT) volunteer members. CERTs are community-based nonprofit organizations whose members have completed disaster preparedness and basic response skills training required for certification.

Source: NYCEM Community Engagement Bureau

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 Office of Business Operations

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 Office of Business Operations

NEW YORK CITY EMERGENCY MANAGEMENT

DEPARTMENT OF CORRECTION

Indicator name:	Payout (\$000)—Corrections
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. The preliminary amount is published in the Mayor's Management Report and is updated and finalized in the Preliminary Mayor's Management Report.
Source:	Law Department Matter Management System (Tort, Special Federal Litigation, General Litigation and Labor and Employment Divisions)—preliminary data. OMB—final data.
Indicator name:	Admissions
Description:	Number of individuals admitted to DOC custody from courts during fiscal year.
Source:	Population Research
Indicator name:	Average daily population
Description:	Annual average of the daily number of individuals in DOC custody during fiscal year.
Source:	Population Research
Indicator name:	Individuals in custody in Security Risk Group (% ADP)
Description:	The percent of the average daily population of individuals in custody identified as Security Risk Group (i.e. gang) members.
Source:	DOC SRG Database
Indicator name:	Fight/assault infractions
Description:	The number of fight and assault infractions processed by the DOC Adjudication Unit.
Source:	Intelligence Division, Security database
Indicator name:	Jail-based arrests of individuals in custody
Description:	The number of individuals who were arrested for committing criminal offenses while in DOC custody.
Source:	Intelligence Division, Security database
Indicator name:	Searches
Description:	The number of searches conducted by uniformed staff.
Source:	Intelligence Division, Security database
Indicator name:	Weapons recovered
Description:	The number of weapons recovered during searches.
Source:	Intelligence Division, Security database
Indicator name:	Violent individuals in custody-on-individuals in custody incidents (monthly rate per 1,000 ADP)
Description:	The monthly rate, per 1,000 individuals in custody, of incidents of reported violence by an individual(s) in custody against another individual(s) in custody. These incidents include individuals in custody physical fights and assaults, including slashings and stabbings.
Source:	Security database
Indicator name:	Serious injury to individuals in custody as a result of violent individuals in custody-on-individuals in custody incidents (monthly rate per 1,000 ADP)
Description:	The monthly rate, per 1,000 individuals in custody, of incidents of reported violence by an individual(s) in custody against another individual(s) in custody, (such as physical fights/assaults, slashings, and stabbings), that result in an injury to an individual in custody requiring medical treatment beyond the prescription of over-the-counter analgesics.
Source:	Security database
Indicator name:	Individual in custody assault on staff (monthly rate per 1,000 ADP)
Description:	The monthly rate, per 1,000 individuals in custody, of incidents involving an individual in custody 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,

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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: Security database

Indicator name: Serious injury to staff as a result of individual in custody assault on staff (monthly rate per 1,000 ADP)
Description: The monthly rate, per 1,000 individuals in custody, of incidents where an individual(s) in custody assault 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: Security database

Indicator name: Escapes
Description: The number of escapes from DOC custody.
Source: Intelligence Division, Security database

Indicator name: Non-natural deaths of individuals in custody
Description: The number, of deaths of individuals in custody resulting from non-natural causes including suicides, homicides, overdoses, and accidents. The Department does not determine cause or manner of death; cause of death can only be reported once the NYC Office of the Chief Medical Examiner has issued a final report with a determination.

Source: Health Affairs database

Indicator name: Stabbings and Slashings
Description: The number of incidents that medical staff determined involved a stabbing and/or slashing. Although rare, a single incident may involve multiple stabbing and/or slashing victims who are in custody.

Source: Security database

Indicator name: Incidents of use of force—total
Description: Total number of incidents where custodial staff used force against one or more individuals in custody to enforce Department policy. Physical contact employed by staff in a non-confrontational manner to apply mechanical restraints or to guide the individual in custody 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 individuals in custody, of incidents where uniformed staff used force against one or more individuals in custody and at least one person involved suffered an injury requiring treatment beyond the prescription of over-the-counter analgesics or minor first aid.

Source: Security database

Indicator name: Department use of force incidents with minor injury (rate per 1,000 ADP)
Description: The monthly rate, per 1,000 individuals in custody, of incidents where uniformed staff used force against one or more individuals in custody 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: Security database

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

Source: 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 individuals in custody to enforce Department policy. Physical contact employed by staff in a non-confrontational manner to apply mechanical restraints or to guide the individual in custody is not a reportable use of force.

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Source:	DOC Security database
Indicator name:	Individuals in custody with a mental health diagnosis (% ADP)
Description:	The percent of the average daily population in DOC custody during the reporting period comprised of individuals in custody with a mental health diagnosis.
Source:	Strategic Planning and Programs database
Indicator name:	Individuals in custody with a serious mental health diagnosis (% ADP)
Description:	The percent of the average daily population in DOC custody during the reporting period comprised of individuals in custody with a serious mental illness diagnosis.
Source:	NYC H+H
Indicator name:	Individual in custody health clinic visits
Description:	The number of individuals in custody who visited a health clinic as a result of the sick call process and phone calls to Correctional Health Services supplementary Health Triage Line.
Source:	Health Affairs database
Indicator name:	Average Clinic Waiting Time (minutes)
Description:	The average number of minutes an individual in custody waited to see medical staff at a facility clinic.
Source:	Health Affairs database
Indicator name:	Jail-cells unavailable (short-term repair) (%)
Description:	The percent of jail cells in need of short-term repair.
Source:	Custody Management database
Indicator name:	Population as % of capacity
Description:	The percent of open and ready beds that individuals in custody occupied.
Source:	Custody Management database
Indicator name:	On-trial individuals in custody delivered to court on-time (%)
Description:	The percent of individuals in custody on trial whom the DOC delivered to court on time.
Source:	Criminal Justice Bureau database
Indicator name:	Total scheduled on-site court appearances
Description:	The number of appearances scheduled that require the an individual in custody to be physically present at a court house.
Source:	Criminal Justice Bureau database
Indicator name:	Total scheduled on-site court appearances produced (%)
Description:	The number on-site court appearances with successful production divided by the total number of scheduled physical appearances.
Source:	Criminal Justice Bureau
Indicator name:	Total scheduled teleconference court appearances
Description:	The number of appearances scheduled that require the an individual in custody to appear for a video teleconference.
Source:	Criminal Justice Bureau
Indicator name:	Total scheduled teleconference court appearances produced (%)
Description:	The number of video teleconference court appearances with successful production divided by the total number of scheduled video teleconferences scheduled.
Source:	Criminal Justice Bureau

DEPARTMENT OF CORRECTION

Indicator name:	Individuals in custody participating in programs, services and activities (%)
Description:	The percent of individuals in custody for more than ten days during the reporting period who participated in programs, services and other activities.
Source:	Strategic Planning and Programs database
Indicator name:	Average daily attendance in school programs
Description:	The average daily attendance of individuals in custody in Department of Education (DOE) school programs. Data for this performance measure includes individuals in custody for whom school attendance is not mandated, however DOC and DOE are required to provide educational services upon their request (18 to 21 year olds).
Source:	Strategic Planning and Programs database
Indicator name:	Total number of enrollments in workforce development programs
Description:	Total number of times individuals in custody enrolled and participated in workforce development programs for certificates or certification, such as OSHA and Food Protection.
Source:	DOC Strategic Planning and Programs database
Indicator name:	Number of group facilitation sessions provided to individuals in custody
Description:	The number of jail-based program sessions provided to individuals in custody in a group setting such as anger management, job readiness, and fine and performing arts.
Source:	DOC Strategic Planning and Programs database
Indicator name:	Number of one-on-one sessions provided to individuals in custody
Description:	The number of jail-based programs provided to individuals in custody on an individual basis, such as counseling programs and social services.
Source:	DOC Strategic Planning and Programs database
Indicator name:	Total number of individuals in custody participated in post-secondary education programs
Description:	Total number of unique individuals in custody participating in college readiness programs.
Source:	DOC Strategic Planning and Programs database
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.
Indicator name:	Accidents involving individuals in custody
Description:	All accidents resulting in an injury to an individual in custody requiring more than over-the-counter treatment.
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.
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.

DEPARTMENT OF PROBATION

Indicator name:	Adult investigation reports completed - total
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:	Caseload Explorer automated case management system
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:	Caseload Explorer automated case management system
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:	Caseload Explorer automated case management system
Indicator name:	Juvenile delinquency cases eligible for adjustment (%)
Description:	The percent of eligible Juvenile Delinquency cases opened for adjustment services divided by all new intake case recommendations, 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 case recommendations, 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 case recommendations, 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 case recommendations, 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

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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:	Juvenile Operations
Indicator name:	Average time to complete adult initial risk assessments (days)
Description:	The number of days after sentencing that a probation client's initial risk assessment is completed by a probation officer.
Source:	The adult supervision office in each borough
Indicator name:	Average time to complete juvenile initial risk assessments (days)
Description:	The number of days after a pre-sentence investigation is ordered that a probation client's initial risk assessment is completed by a probation officer.
Source:	The juvenile investigations office in each borough
Indicator name:	Adult Probationer Rearrest Rate (monthly average)(%)
Description:	The monthly number of adult probationers arrested divided by the total number of individuals supervised, aggregated based on the reporting period.
Source:	Statistical Tracking, Analysis & Reporting System.
Indicator name:	Adult probationers arrested citywide as a percentage of the NYPD arrest report (monthly average)
Description:	The proportion of NYPD arrests that are adult probationers.
Source:	Statistical Tracking, Analysis & Reporting System
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
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

DEPARTMENT OF PROBATION

Indicator name:	Probation revocation rate due to violation 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 revocation rate due to violation 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:	Caseload Explorer automated case management system
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:	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:	Intel Unit Monthly Reports
Indicator name:	Cyber/social media investigations
Description:	The number of cyber investigations completed by the Department's Intelligence Unit.
Source:	NYC DOP General Counsel's Office (Intel Unit)
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 Impact (formerly 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

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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:	Borough Offices/Juvenile Operations
Indicator name:	Adult probationer early completion rate (%)
Description:	The percentage of all case closings that are closed for early discharge.
Source:	Caseload Explorer automated case management 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:	Caseload Explorer automated case management system
Indicator name:	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:	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, STARS
Indicator name:	Total number of 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:	Adult & Juvenile Borough Supervision Offices
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:	Adult & Juvenile Borough Supervision Offices
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:	Adult & Juvenile Borough Supervision Offices

CIVILIAN COMPLAINT REVIEW BOARD

Indicator name:	Total civilian complaints against uniformed members of NYPD
Description:	The number of complaints made by civilians against members of the New York City Police Department, investigated by CCRB, for allegations of excessive force, abuse of authority, discourtesy and offensive language.
Source:	Investigations Unit, Complaint Tracking System
Indicator name:	Cases closed
Description:	Number of cases in which Board members render a final decision.
Source:	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:	Investigations Unit, Complaint Tracking System
Indicator name:	Full investigations as a percentage of total cases closed (%)
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:	Investigations Unit, Complaint Tracking System
Indicator name:	Unable to investigate complaints closed
Description:	The number of complaints closed during the year as "Unable to Investigate."
Source:	Investigations Unit
Indicator name:	Complaint Withdrawn complaints closed
Description:	The number of complaints closed during the year as "Complaint Withdrawn."
Source:	Investigations Unit
Indicator name:	Closed Pending Litigation complaints closed
Description:	The number of complaints closed during the year as "Closed Pending Litigation."
Source:	Investigations Unit
Indicator name:	Miscellaneous closure complaints closed
Description:	The number of complaints closed during the year as a miscellaneous closure.
Source:	Investigations Unit
Indicator name:	Substantiated complaints closed
Description:	The number of complaints closed during the year as Substantiated.
Source:	Investigations Unit
Indicator name:	Within NYPD Guidelines complaints closed
Description:	The number of complaints closed during the year as "Within NYPD Guidelines."
Source:	Investigations Unit
Indicator name:	Unfounded complaints closed
Description:	The number of complaints closed during the year as "Unfounded."
Source:	Investigations Unit
Indicator name:	Officer Unidentified complaints closed
Description:	The number of complaints closed during the year as "Officer Unidentified."
Source:	Investigations Unit

CIVILIAN COMPLAINT REVIEW BOARD

Indicator name:	Unable to Determine complaints closed
Description:	The number of complaints closed during the year as “Unable to Determine.”
Source:	Investigations Unit
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 investigation (days)
Description:	The average number of days to complete a full investigation measured from the date CCRB received the complaint to the date when the Board members render a final decision. The indicator measures the elapsed time from the start of the investigation to the closing date for all full investigations closed in the reporting period.
Source:	Investigations Unit, Complaint Tracking System
Indicator name:	Average days to first officer interview
Description:	The average number of days until CCRB investigators complete a first interview with a subject or witness officer.
Source:	Investigations Unit
Indicator name:	Average days for response to BWC request
Description:	The average number of days until CCRB receives a response to a Body-Worn Camera footage request.
Source:	Investigations Unit
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 CCRB received the complaint to the date when the Board renders a final decision. The indicator measures the elapsed time from the start of the investigation to the closing date for all full substantiated investigations closed within the reporting period.
Indicator name:	Substantiated cases in which the statute of limitations expired (%)
Description:	The percentage of substantiated cases completed after a cases’ statute of limitations has expired. The statute of limitations is measured from the date of incident.
Source:	Complaint Tracking System
Indicator name:	Officers disciplined (excluding pending and filed cases) (%)
Description:	The percentage of substantiated complaints reviewed by NYPD where the police officer received some sort of discipline. Excludes pending cases (cases that are still open) and filed cases (those with officers no longer employed by the Department when the case was reviewed).
Source:	Investigations Unit, New York City Police Department (NYPD) & CCRB Complaint Tracking System
Indicator name:	Force allegations closed per month
Description:	The number of “Force” allegations closed.
Source:	Investigations Unit
Indicator name:	Abuse of authority allegations closed per month
Description:	The number of “Abuse of Authority” allegations closed.
Source:	Investigations Unit
Indicator name:	Discourtesy allegations closed per month
Description:	The number of “Discourtesy” allegations closed.
Source:	Investigations Unit

CIVILIAN COMPLAINT REVIEW BOARD

Indicator name:	Offensive language allegations closed per month
Description:	The number of “Offensive Language” allegations closed.
Source:	Investigations Unit
Indicator name:	Untruthful statement allegations closed per month
Description:	The number of “Untruthful Statements” allegations closed.
Source:	Investigations Unit
Indicator name:	Active MOS with greater than 5 complaints
Description:	The number of NYPD members of service active with more than 5 complaints.
Source:	Investigations Unit
Indicator name:	Active MOS with greater than 10 complaints
Description:	The number of NYPD members of service active with more than 10 complaints.
Source:	Investigations Unit
Indicator name:	Number of concurrence decisions returned
Description:	The number of decisions returned by NYPD in concurrence with CCRB’s finding and recommendations.
Source:	Investigations Unit
Indicator name:	Number of non-concurrence decisions returned
Description:	The number of decisions returned by NYPD not in concurrence with CCRB’s finding and recommendations.
Source:	Investigations Unit
Indicator name:	Number of cases with discipline returned
Description:	The number of decisions returned by NYPD involving any amount of discipline.
Source:	Investigations Unit
Indicator name:	Number of cases without discipline returned
Description:	The number of decisions returned by NYPD without any discipline.
Source:	Investigations Unit
Indicator name:	Number of non-adjudicated cases returned
Description:	Number of cases returned to CCRB without adjudication (for example, cases in which the SOL expired, or in which an officer retired)
Source:	Investigations Unit
Indicator name:	Cases with mutual agreement to mediate
Description:	The number of cases referred and accepted for mediation. Source: CCRB Complaint Tracking System.
Source:	Mediation Unit
Indicator name:	Officers who accepted mediation (%)
Description:	The percentage of identified officers who accepted mediation after the civilian(s) agreed to mediate the complaint as an alternative to a full investigation.
Source:	Mediation Unit, 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:	Mediation Unit, Complaint Tracking System

CIVILIAN COMPLAINT REVIEW BOARD

Indicator name:	Cases successfully mediated
Description:	The number of cases where both the civilian(s) and the officer(s) participated in a successful mediation session at CCRB.
Source:	Mediation Unit, 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:	Mediation Unit, 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:	Mediation Unit, Complaint Tracking System
Indicator name:	Administrative prosecution cases closed - total
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:	Administrative Prosecution Unit (APU)
Indicator name:	Administrative prosecution 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:	Administrative Prosecution Unit (APU)
Indicator name:	Administrative prosecution 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:	Administrative Prosecution Unit (APU)
Indicator name:	Outreach presentations conducted
Description:	The number of outreach events conducted by CCRB's Outreach Unit.
Source:	Outreach Unit
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.
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.

CIVILIAN COMPLAINT REVIEW BOARD

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.

Indicator name: CORE facility rating

Description: CORE facility rating: 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.

CIVILIAN COMPLAINT REVIEW BOARD

LAW DEPARTMENT

Indicator name:	Cases commenced against the City in state and federal court - Parks & Recreation
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 Department Matter Management System System (Tort, Special Federal Litigation, General Litigation and Labor and Employment Divisions)
Indicator name:	Cases commenced against the City in state and federal court - Police Department
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 Department Matter Management System System (Tort, Special Federal Litigation, General Litigation and Labor and Employment Divisions)
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:	Law Department Law Department Matter Management System System (Tort, Special Federal Litigation, General Litigation and Labor and Employment Divisions)
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:	Law Department Law Department Matter Management System System (Tort, Special Federal Litigation, General Litigation and Labor and Employment Divisions)
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:	Law Department Law Department Matter Management System System (Special Federal Litigation Division)
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:	Law Department Law Department Matter Management System System (Special Federal Litigation Division)
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:	Law Department Law Department Matter Management System System (Tort Division)

LAW DEPARTMENT

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 and motions 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:	Law Department Law Department Matter Management System System (Tort Division)
Indicator name:	Win rate on affirmative motions (%)
Description:	The percent 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:	Law Department Law Department Matter Management System System (Tort Division)
Indicator name:	Dismissals and 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:	Law Department Law Department Matter Management System System (Special Federal Litigation Division)
Indicator name:	Referred cases filed for prosecution (%)
Description:	The percent 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:	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:	Family Court Division
Indicator name:	Juveniles successfully referred to a diversion program with no new delinquency referral within one year (%)
Description:	The percent 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:	Family Court Division
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

LAW DEPARTMENT

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 Services(OCSS). OCSS 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.
Source:	Family Court Division
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:	Family Court 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:	Administration 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:	Mayor's Office
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:	Legal Counsel Division
Indicator name:	Cases commenced against the City in state and federal court - Transportation
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 Department Matter Management System System (Tort, Special Federal Litigation, General Litigation and Labor and Employment Divisions)
Indicator name:	Cases commenced against the City in state and federal court - Sanitation
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 Department Matter Management System System (Tort, Special Federal Litigation, General Litigation and Labor and Employment Divisions)

LAW DEPARTMENT

DEPARTMENT OF INVESTIGATION

Indicator name:	Complaints
Description:	The number of complaints containing allegations of criminal activity, corruption or conflicts of interest, as well as service complaints, received via the internet, telephone, walk-ins and conventional mail. Not all complaints received fall under DOI's jurisdiction.
Source:	Case Management System
Indicator name:	Written policy and procedure recommendations (PPRs) issued 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:	PPR Information System (PPRIS).
Indicator name:	Written PPRs issued during previous fiscal years that have been accepted by City agencies (%)
Description:	The percentage of DOI's formal written recommendations issued during the previous fiscal years 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 the fiscal years recommendations will be updated for each reporting cycle. Accepted PPRs include those where the agency already had the practice in place at the time the PPR was issued.
Source:	PPR Information System (PPRIS)
Indicator name:	Written PPRs issued during previous fiscal years that have been implemented of those accepted by City agencies (%)
Description:	The percentage of DOI's formal written recommendations issued during the previous fiscal years that have been implemented by City agencies out of the total of those accepted. Full fiscal year data from City agencies on their acceptance and implementation of DOI's recommendations will be reported in the PMMR to account for the time agencies require to respond to the recommendations. Acceptance of the fiscal years recommendations will be updated for each reporting cycle. Accepted and implemented PPRs include those where the agency already had the practice in place at the time the PPR was issued.
Source:	PPR Information System (PPRIS)
Indicator name:	Written PPRs issued during previous fiscal years that are still pending an outcome from City agencies (%)
Description:	The percentage of DOI's formal written recommendations issued during the previous fiscal year that are still pending an outcome from City agencies. Full fiscal year data from City agencies on their current status of DOI's recommendations will be reported in the PMMR to account for the time agencies require to respond to the recommendations. The status of the fiscal years recommendations will be updated for each reporting cycle. Pending PPRs are still in evaluation with agencies and DOI and may be outstanding for a variety of reasons.
Source:	PPR Information System (PPRIS)
Indicator name:	Written PPRs issued during previous fiscal years that have been rejected by City agencies (%)
Description:	The percentage of DOI's formal written recommendations issued during the previous fiscal years that have been rejected by City agencies. Full fiscal year data from City agencies on their rejection of DOI's recommendations will be reported in the PMMR to account for the time agencies require to respond to the recommendations. Rejection of the fiscal years recommendations will be updated for each reporting cycle. Rejected PPRs include those where the agency rejected the PPR partially or in full.
Source:	PPR Information System (PPRIS)

DEPARTMENT OF INVESTIGATION

Indicator name:	Corruption prevention and whistleblower lectures conducted
Description:	The number of in-person and webinar 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
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
Indicator name:	Corruption prevention lecture e-learning attendees
Description:	The number of individuals completing DOI corruption prevention lectures online.
Source:	DCAS
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:	DOI Vendor Integrity Unit
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. Data prior to Fiscal 2010 was measured in business days and is not comparable.
Source:	VENDEX Unit
Indicator name:	Active Investigations
Description:	The number of investigations of alleged corruption, fraud, waste, abuse or unethical conduct active during the reporting period.
Source:	Case Management System
Indicator name:	Closed Investigations
Description:	The number of investigations of alleged corruption, fraud, waste, abuse or unethical conduct closed during the reporting period.
Source:	Case Management System
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

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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
Indicator name:	Financial recoveries to the City ordered/agreed (\$000)
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:	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
Indicator name:	Financial recoveries to the City collected (\$000)
Description:	The total dollar value of financial recoveries actually received by the City as a result of DOI investigations, including the payment of restitution, fines, forfeiture, satisfaction of debt, or the recovery of City equipment/property.
Source:	DOI offices of Inspector General and General Counsel
Indicator name:	Financial recoveries to individuals and non-City entities ordered/agreed (\$000)
Description:	The total dollar value ordered or agreed to be paid to, or otherwise recovered by, individuals or non-City entities as a result of DOI investigations in civil, criminal and administrative cases, including Special Commissioner of Investigation for the City School District and Department of Buildings Inspector General Office/Buildings Special Investigations Unit cases. These funds include restitution, fines, forfeiture, or other money recovered, such as the satisfaction of debt owed, including the reinstatement of fines or taxes collected, contract adjustments or credits, reimbursements or the recovery of equipment or property.
Source:	DOI offices of Inspector General and General Counsel
Indicator name:	Average time to complete a background investigation (from date of receipt) (days)
Description:	The average number of days to close background investigations of candidates for decision-making or sensitive City jobs from date of receipt of background packet to completion of investigation for those background packets received on or after July 1, 2019. This data will be reported for the first time beginning in the Fiscal 2020 Mayor's Management Report to account for the six-month closure period that commenced on July 1, 2019. Requests received before July 1, 2019 are included in the 'backlogged background investigations' indicators.
Source:	Background Investigations Unit
Indicator name:	Closed background investigations (of those opened on or after July 1, 2019)
Description:	Investigations of candidates for decision making or sensitive City jobs received on or after July 1, 2019 and closed during the reporting period.
Source:	Background Investigations Unit

DEPARTMENT OF INVESTIGATION

Indicator name:	Background investigations received and closed within 6 months (%)
Description:	Of requests for investigations of candidates for decision making or sensitive City jobs received on or after July 1, 2019 and closed during the reporting period, the percentage that were closed within six months or less from date of receipt of background packet to completion of investigation. This data will be reported for the first time beginning in the Fiscal 2020 Mayor's Management Report to account for the six-month closure period that commenced on July 1, 2019. Requests received before July 1, 2019 are included in the 'backlogged background investigations' indicators.
Source:	Background Investigations Unit
Indicator name:	Backlogged background investigations closed during the reporting period
Description:	The number of pending requests for background investigations received prior to July 1, 2019 that were competed or otherwise closed during the current reporting period.
Source:	Background Investigations Unit
Indicator name:	Backlogged background investigations remaining open
Description:	The number of pending requests for background investigations received prior to July 1, 2019 that remain open.
Source:	Background Investigations Unit
Indicator name:	Time to notify agencies of arrest notifications for current childcare, home care and family care workers after receipt from 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:	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:	Mayor's Office of Operations
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
Description:	CORE facility rating: 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.
Source:	Mayor's Office of Operations
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

CITY COMMISSION ON HUMAN RIGHTS

Indicator name:	Inquiries received
Description:	Number of inquiries fielded by Commission staff.
Source:	CCHR Law Enforcement Bureau
Indicator name:	Matters initiated
Description:	Number of inquiries that result in a matter being initiated that requires follow-up from Commission staff. Possible outcomes include resolution before filing a complaint or the filing of a complaint.
Source:	CCHR Law Enforcement Bureau
Indicator name:	Pre-complaint resolutions
Description:	The number of matters resolved on consent of all parties prior to the filing of a complaint.
Source:	CCHR Law Enforcement Bureau
Indicator name:	Modifications for accessibility for people with disabilities
Description:	The number of matters where modifications are made to housing accommodations, public accommodations, or workplaces in order to allow for accessibility for individuals with disabilities.
Source:	CCHR Law Enforcement Bureau
Indicator name:	Complaints filed
Description:	The number of complaints filed during the reporting period.
Source:	CCHR Law Enforcement Bureau
Indicator name:	Complaints closed
Description:	The number of complaints closed during the reporting period.
Source:	Source: Law Enforcement Bureau. CCHR
Indicator name:	Complaints closed (%)—No probable cause determination
Description:	The percentage of complaints closed during the reporting period where the Law Enforcement Bureau finds that probable cause does not exist to believe that the respondent(s) engaged in unlawful discrimination under the New York City Human Rights Law.
Source:	CCHR Law Enforcement Bureau
Indicator name:	Complaints closed (%)—Probable cause determination
Description:	The percent of complaints closed during the reporting period where the Law Enforcement Bureau believes that probable cause exists to believe that the respondent(s) engaged in unlawful discrimination under the New York City Human Rights Law.
Source:	CCHR Law Enforcement Bureau
Indicator name:	Complaints closed (%)—Administrative cause
Description:	The percentage of closed complaints where the Law Enforcement Bureau finds dismissal appropriate due to, but not limited to: the inability to locate complainant after diligent efforts to do so; complainant's repeated failure to appear at mutually agreed-upon appointments with CCHR staff or unwillingness to meet with CCHR staff, provide requested information, or attend a hearing; complainant's unwillingness to accept reasonable proposed conciliation agreement; complainant's repeated conduct disruptive to the orderly function of the Commission; complainant's request for dismissal; or where the Law Enforcement Bureau finds the prosecution of the complaint will not serve the public interest.
Source:	CCHR Law Enforcement Bureau
Indicator name:	Complaints closed (%)—Settlement
Description:	The percentage of complaints closed during the reporting period due to the parties' agreement to terms that will resolve and close the complaint.
Source:	CCHR Law Enforcement Bureau

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Indicator name:	Complaints successfully mediated
Description:	The number of complaints resolved through the Commission's free and voluntary mediation office.
Source:	CCHR
Indicator name:	Complaints referred to the Office of Administrative Trials and Hearings
Description:	The number of complaints that the Law Enforcement Bureau refers to the Office of Administrative Trials and Hearings for trial.
Source:	CCHR 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, ordered to be paid to complainants.
Source:	CCHR Law Enforcement Bureau
Indicator name:	Value of civil penalties imposed (\$)
Description:	The value in dollars of civil penalties ordered to be paid to the City.
Source:	CCHR Law Enforcement Bureau
Indicator name:	Open matters
Description:	Number of pending matters at the close of the period.
Source:	CCHR Law Enforcement Bureau
Indicator name:	Open complaints
Description:	The number of open complaints with the Law Enforcement Bureau at the close of the reporting period.
Source:	CCHR Law Enforcement Bureau
Indicator name:	Average age of complaint caseload (days)
Description:	The average time open complaints at the close of the reporting period have been in progress measured from the date the complaint was filed through to the close of the reporting period.
Source:	CCHR Law Enforcement Bureau
Indicator name:	Complaints pending by age—less than one year
Description:	The number of open complaints still in progress that have been open with the Law Enforcement Bureau for less than one year measured from the date the complaint was filed through the close of the reporting period.
Source:	CCHR Law Enforcement Bureau
Indicator name:	Average days to completion for an Office of Mediation and Conflict Resolution case
Description:	Average days to completion for an Office of Mediation and Conflict Resolution case
Source:	Office of Mediation and Conflict Resolution (OMCR)
Indicator name:	Conferences, workshops and training sessions
Description:	The number of conferences, workshops, training sessions and youth-based training sessions on issues including but not limited to the Human Rights Law, cultural diversity, and conflict resolution.
Source:	CCHR Research Division
Indicator name:	Youth-based training sessions conducted
Description:	The number of workshops and training sessions that cater to youth on issues including but not limited to the Human Rights Law, cultural diversity, conflict resolution and peer mediation provided by CCHR to students, teachers, parents or administrators.
Source:	CCHR Community Relations Bureau

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Indicator name:	People served
Description:	Number of individual 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:	CCHR Community Relations Bureau
Indicator name:	Bias/Hate Prevention and Intervention
Description:	The number of: responses to bias based incidents, days of action, bystander intervention trainings, talking circles, and other events whose primary focus is hate and bias prevention.
Source:	CCHR Community Relations Bureau
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 that 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 track internally 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. 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 that 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 track internally the additional time until a customer has a complete and full response.
Source:	City Commission on Human Rights
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:	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 facility rating
Description:	CORE facility rating: 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.
Source:	Mayor's Office of Operations

OFFICE OF ADMINISTRATIVE TRIALS AND HEARINGS

Indicator name:	OATH Trials Division cases with decisions issued within 45 business days (%)
Description:	The percent of OATH Trials Division cases for which decisions were issued within the targeted number of business days after the record was closed out of the total number of cases conducted and closed.
Source:	OATH Tribunal Calendar Unit
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 out of the total number of trials conducted.
Source:	OATH Tribunal Calendar Unit
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 out of the total number of all cases processed.
Source:	OATH Tribunal Calendar Unit
Indicator name:	Cases filed at the OATH Trials Division (total)
Description:	The total number of cases filed at the OATH Trials Division.
Source:	OATH Tribunal Calendar Unit
Indicator name:	Cases closed at the OATH Trials Division (total)
Description:	The total number of cases closed at the OATH Trials Division.
Source:	OATH Tribunal Calendar Unit
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 Tribunal Calendar Unit
Indicator name:	Average time for the 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:	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 Summonses Adjudicated
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-hearing activities at the OATH Hearings Division
Description:	Total 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 Trials Division

OFFICE OF ADMINISTRATIVE TRIALS AND HEARINGS

Indicator name:	Total summonses processed at the OATH Hearings Division
Description:	Total of all defaults, live hearings, alternative hearings and motions to vacate processed at the OATH Hearings Division.
Source:	OATH Hearings Division
Indicator name:	Summonses with decision 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 (calendar 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:	Defenses submitted by mail (% of total remote hearings/submissions)
Description:	The percentage distribution of Remote Hearings/submissions conducted by OATH that were selected by respondents as a mail defense submission, in which they can contest charges by submitting their defense and supporting documents by mail at their convenience without having to appear in person.
Source:	OATH Hearings Division
Indicator name:	OATH hearings by phone (% of total remote hearings/submissions)
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 online submissions (% of total remote hearings/submissions)
Description:	The indicator is the percentage of total number of all Remote Hearings/Submissions that were One-Click online submissions, in which a respondent can contest charges by submitting their defense and supporting documents by computer at their convenience without having to appear in person.
Source:	OATH Hearings Division
Indicator name:	Total number of help sessions conducted by OATH Help Centers
Description:	Summonses for which respondent has had an active session with a Procedural Justice Coordinator (PJC).
Source:	Help Center/Ombudsman
Indicator name:	Defenses submitted by mail
Description:	The total number of all Remote Hearings/submissions that were mail defense submissions, in which a respondent can contest charges by submitting their defense and supporting documents by mail at their convenience without having to appear in person.
Source:	OATH Hearings Division
Indicator name:	Hearings by phone
Description:	The total number of all Remote Hearings/submissions conducted by OATH that were selected by respondents as a Hearing by Phone, in which they can contest eligible charges by submitting their defense by telephone at their convenience without having to appear in person.
Source:	OATH Hearings Division

OFFICE OF ADMINISTRATIVE TRIALS AND HEARINGS

Indicator name:	One-click online submissions
Description:	The total number of all Remote Hearings/submissions that were One-Click online submissions, in which a respondent can contest charges by submitting their defense and supporting documents by computer at their convenience without having to appear in person.
Source:	OATH Hearings Division
Indicator name:	Average days after emailed request is made to initiate Help Session
Description:	The number of calendar days from the date emailed request for Help Session is received to the date the Help Center responded to initiate the Help Session.
Source:	Help Center correspondence report
Indicator name:	Mediations administered for City employees
Description:	The total number of voluntary mediation sessions conducted by CCCR that were referred or requested by various city agencies to help manage and resolve an interpersonal workplace conflict.
Source:	Center for Creative Conflict Resolution
Indicator name:	Conflict resolution trainings administered for City employees.
Description:	The total number of conflict resolution trainings conducted by CCCR that were requested by various city agencies in building internal conflict capacity and professional development for staff and management.
Source:	Center for Creative Conflict Resolution
Indicator name:	Coaching sessions for City personnel
Description:	The total number of voluntary individual conflict and leadership coaching sessions conducted by CCR that were referred or requested by city personnel seeking support with a workplace conflict.
Source:	Center for Creative Conflict Resolution
Indicator name:	Consultations for City personnel
Description:	The total number of individual consultations conducted by CCCR that were requested by city personnel seeking guidance for the development of an internal conflict resolution office, seeking mediation services or a restorative justice initiative, or, for strategic support with managing workplace conflict.
Source:	Center for Creative Conflict Resolution
Indicator name:	Restorative group sessions
Description:	The total number of restorative circles or group facilitation sessions conducted by CCCR that were provided as a community service option under the CJRA or for the Citywide roundtables, or were provided as requested or referred by city agencies seeking conflict resolution and other support for work groups.
Source:	Center for Creative Conflict Resolution
Indicator name:	Mediations administered for members of the public
Description:	The total number of voluntary mediation sessions conducted by CCCR that involve or were requested by members of the public, including through the MEND program that provides mediation for quality of life disputes between community members and bar/restaurants or small business commercial lease disputes.
Source:	Center for Creative Conflict Resolution
Indicator name:	Participants who reported satisfaction with conflict resolution services (% of total participants)
Description:	Of all surveyed participants, the percentage who reported being "satisfied" with the service or program they participated in with the Center.
Source:	Center for Creative Conflict Resolution Quarterly Report

OFFICE OF ADMINISTRATIVE TRIALS AND HEARINGS

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 Administrative Trials and Hearings
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:	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. 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:	CORE facility rating
Description:	CORE facility rating: 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.
Source:	Mayor's Office of Operations

BUSINESS INTEGRITY COMMISSION

Indicator name:	Violations issued to private waste haulers—Total
Description:	The number of violations issued to private carters for violating the Agency's law and rules, ranging from dirty trucks to unlicensed or unregistered trade waste removal activity.
Source:	Investigations Unit and Legal 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:	Investigations Unit and Legal 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:	Investigations Unit and Legal Unit
Indicator name:	Private Waste Hauler 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:	Investigations Unit and Legal 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/Background Investigations Unit
Indicator name:	Waste hauling complaints received
Description:	The number of waste hauling complaints received.
Source:	Investigations Unit
Indicator name:	Waste hauling applications pending—New
Description:	The number of new waste hauling license and registration applications pending, from the date of the filing, at the end of the current reporting period. This does not include applications slated for denial or under long-term investigation.
Source:	Licensing Unit/Legal Unit/Background Investigations Unit
Indicator name:	Average age of pending waste hauling applications (days)—New
Description:	The average number of days new waste hauling license and registration applications are pending, from the date of the filing through the current reporting period. This does not include applications slated for denial or under long-term investigation.
Source:	Licensing Unit/Legal Unit/Background Investigations Unit
Indicator name:	Waste hauling applications approved—New
Description:	The number of new waste hauling license and registration applications approved after completion of background investigations of the applicant company, principals and key employees.
Source:	Licensing Unit/Legal Unit/Background Investigations Unit
Indicator name:	Average time to approve waste hauling applications (days)—New
Description:	The average number of days to process and approve new 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:	Licensing Unit/Legal Unit/Background Investigations Unit

BUSINESS INTEGRITY COMMISSION

Indicator name:	Waste hauling applications pending—Renewal
Description:	The number of renewal waste hauling license and registration applications pending, from the date of the filing, at the end of the current reporting period. This does not include renewal applications slated for denial or under long-term investigation.
Source:	Licensing Unit/Legal Unit/Background Investigations Unit
Indicator name:	Average age of pending waste hauling applications (days)—Renewal
Description:	The average number of days renewal waste hauling license and registration applications are pending, from the date of the filing through the current reporting period. This does not include renewal applications slated for denial or under long-term investigation.
Source:	Licensing Unit/Legal Unit/Background Investigations Unit
Indicator name:	Waste hauling applications approved—Renewal
Description:	The number of renewal waste hauling license and registration applications approved after completion of background investigations of the applicant company, principals and key employees.
Source:	Licensing Unit/Legal Unit/Background Investigations Unit
Indicator name:	Average time to approve waste hauling applications (days)—Renewal
Description:	The average number of days to process and approve waste hauling license and registration renewal 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:	Licensing Unit/Legal Unit/Background Investigations Unit
Indicator name:	Violations issued to public wholesale markets and businesses
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:	Markets Enforcement Unit
Indicator name:	Public Wholesale Markets 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 at public markets.
Source:	Markets Enforcement Unit
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/Background Investigations Unit
Indicator name:	Public wholesale market applications pending—New
Description:	The number of new public wholesale market registration applications pending at the end of the current reporting period. This does not include applications slated for denial or under long-term investigation.
Source:	Licensing Unit/Legal Unit/Background Investigations Unit
Indicator name:	Average age of pending public wholesale market applications (days)—New
Description:	The average number of days new public wholesale market registration applications are pending, from the date of the filing to the end of the current reporting period. This does not include applications slated for denial or under long-term investigation.
Source:	Licensing Unit/Legal Unit/Background Investigations Unit

BUSINESS INTEGRITY COMMISSION

Indicator name:	Public wholesale market applications approved—New
Description:	The number of new public wholesale market applications approved after completion of background investigations.
Source:	Licensing Unit/Legal Unit/Background Investigations Unit
Indicator name:	Average time to approve public wholesale market applications (days)—New
Description:	The average number of days to process and approve new public wholesale market 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.
Source:	Licensing Unit/Legal Unit/Background Investigations Unit
Indicator name:	Public wholesale market applications pending—Renewal
Description:	The number of renewal public wholesale market registration applications pending at the end of the current reporting period. This does not include applications slated for
Source:	Licensing Unit/Legal Unit/Background Investigations Unit
Indicator name:	Average age of pending public wholesale market applications (days)—Renewal
Description:	The average number of days renewal public wholesale market registration applications are pending, from the date of the filing to the end of the current reporting period. This does not include renewal applications slated for denial or under long-term investigation.
Source:	Licensing Unit/Legal Unit/Background Investigations Unit
Indicator name:	Public wholesale market applications approved—Renewal
Description:	The number of renewal public wholesale market applications approved. This does not include renewal applications that were approved subsequent to undergoing long-term investigations.
Source:	Licensing Unit/Management Information System
Indicator name:	Average time to approve public wholesale market applications (days)—Renewal
Description:	The average number of days to process and approve renewal public wholesale markets applications, from the date of the filing of the application to the date of approval by the Legal Unit. This does not include renewal applications that undergo long-term investigation.
Source:	Licensing Unit/Legal Unit/Background Investigations 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 by the agency, an acknowledgement including 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 track internally the additional time until a customer has a full and complete 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. 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 by the agency, an acknowledgement including 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 track internally the additional time until a customer has a full and complete response.
Source:	Business Integrity Commission

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:	CORE facility rating
Description:	CORE facility rating: 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.
Source:	Mayor's Office of Operations



Basic Services for All New Yorkers

Basic Services for All New Yorkers

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 Department of Parks & Recreation p 87	 311 Customer Service Center p 105
 Department of Cultural Affairs p 95	 Taxi and Limousine Commission p 107

DEPARTMENT OF SANITATION

Indicator name:	Payout (\$000)—Sanitation
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. The preliminary amount is published in the Mayor's Management Report and is updated and finalized in the Preliminary Mayor's Management Report.
Source:	Law Department Matter Management System (Tort, Special Federal Litigation, General Litigation and Labor and Employment Divisions)—preliminary data. OMB—final data.
Indicator name:	Streets rated acceptably clean (%)
Description:	Percentage of over 6,000 sample blocks rated acceptably clean by Mayor's Office field inspectors, based on a seven-point picture-based rating scale. Figures show averages based on twice-monthly ratings of the citywide street sample.
Source:	Mayor's Office of Operations
Indicator name:	Streets rated filthy (%)
Description:	On a scale of 1.0 (a clean street with no litter) to 3.0 (a street where litter is highly concentrated along the curbs and overflowing onto the sidewalk), the percent of streets with a rating of 1.75 or higher (filthy).
Source:	Mayor's Office of Operations
Indicator name:	Sidewalks rated acceptably clean (%)
Description:	Percent of over 6,000 sample blocks rated acceptably clean by Mayor's Office field inspectors, based on a seven-point picture-based rating scale. Figures show annual averages based on twice-monthly ratings of the citywide sidewalk sample.
Source:	Mayor's Office of Operations
Indicator name:	Sidewalks rated filthy (%)
Description:	On a scale of 1.0 (a clean sidewalk with no litter) to 3.0 (a street where litter is highly concentrated along the curbs and overflowing onto the sidewalk), the percent of sidewalks with a rating of 1.75 or higher (filthy).
Source:	Mayor's Office of Operations
Indicator name:	Vacant lot cleaning requests
Description:	The total number of vacant lot cleaning requests received via 311, elected officials, executive correspondences, interagency & internal referrals.
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.
Source:	Bureau of Cleaning and Collection
Indicator name:	Total number of needles removed
Description:	The total number of discarded, improperly disposed needles removed by DSNY Environmental Police Unit
Indicator name:	Total number of litter baskets serviced
Description:	The total number of litter baskets serviced based on assigned routes during the reporting period.
Source:	Operations Management Division; Bureau of Cleaning & Collection

DEPARTMENT OF SANITATION

Indicator name:	Total number of TNT locations cleaned
Description:	The number of walkways, medians, step streets, overpasses and other areas cleaned by DSNY's Targeted Neighborhood Taskforce.
Source:	Bureau of Cleaning & Collection
Indicator name:	Total distance of TNT locations cleaned (miles)
Description:	The number of walkways, medians, step streets, overpasses and other areas cleaned by DSNY's Targeted Neighborhood Taskforce.
Source:	Bureau of Cleaning & Collection
Indicator name:	Miles of highway cleaned
Description:	The total linear distance of highways cleaned as part of DSNY's litter picking, street sweeping and on/off ramp cleaning efforts.
Source:	Bureau of Cleaning & Collection
Indicator name:	Number of Graffiti SRs received
Description:	The total number of graffiti complaints received via 311, elected officials, executive correspondences, interagency & internal referrals.
Source:	Bureau of Cleaning & Collection
Indicator name:	Number of Graffiti SRs closed
Description:	The number of graffiti complaints closed after dispatching a cleaning crew to the location.
Source:	Bureau of Cleaning & Collection
Indicator name:	Violations issued
Description:	Number of violations that have an impact on the cleanliness and overall quality of life issues throughout the City
Indicator name:	Number of Illegal Dumping Cameras Deployed
Description:	The number of illegal dumping enforcement cameras deployed.
Source:	Enforcement
Indicator name:	Number of Abandoned vehicles removed from City Streets
Description:	The number of vehicles removed from NYC streets as part of DSNY only and joint DSNY/NYPD removal operations.
Source:	Enforcement
Indicator name:	Tons of refuse disposed (000)
Description:	Total refuse tonnage disposed by the Department.
Source:	Bureau of Waste Disposal
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
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

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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
Indicator name:	Curbside and containerized recycling diversion rate (%)
Description:	Percent of the Department's residential waste stream (curbside and containerized metal, glass, plastic, organics and mixed paper) that is recycled.
Source:	Operations Management Division
Indicator name:	Curbside and containerized recycled tons (000)
Description:	Tonnage (in thousands) of the Department's residential waste stream (curbside and containerized metal, glass, plastic, organics, mixed paper, and other recyclable programs) that is recycled.
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
Indicator name:	Recycled tons per day (annual total)
Description:	Tons of recycled materials per day, including residential curbside and containerized, institutional, City office paper, indirect, bulk and private sector recyclables. Reported on an annual basis. Full fiscal year data is available four to six months after the close of the year.
Source:	Operations Management Division
Indicator name:	Total tons recycled (000)
Description:	Tons of recycled materials per year, including residential curbside and containerized, institutional, City office paper, indirect, bulk and private sector recyclables. Full fiscal year data is available four to six months after the close of the year.
Source:	Operations Management Division
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
Indicator name:	Missed recycling collections (%)
Description:	Percent of curbside and containerized recycling tonnage scheduled for collection but not removed by midnight. Excludes holiday weeks.
Source:	Operations Management Division
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

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Indicator name:	Recycling summonses issued
Description:	Summonses issued to residents and commercial establishments for violating recycling regulations. Source: Bureau of Planning and Budget.
Source:	Enforcement
Indicator name:	Total tons HHW recycled (000)
Description:	Tonnage (in thousands) of household hazardous waste diverted through DSNY-managed programs, including but not limited to SAFE Events, Special Waste Sites, and pop-up events. Also includes tonnages (in thousands) of household hazardous waste diverted through non-DSNY managed programs, including but not limited to New York State's PaintCare paint recovery program.
Source:	Bureau of Recycling and Sustainability
Indicator name:	Total tons textiles recycled (000)
Description:	Tonnage (in thousands) of textile waste diverted through DSNY-managed programs, including but not limited to refashionNYC. Also includes tonnages (in thousands) of textile waste diverted through non-DSNY managed programs, including but not limited to the DonateNYC Partnership organization collections, public registered clothing bins.
Source:	Bureau of Recycling and Sustainability
Indicator name:	Total tons e-waste recycled (000)
Description:	Tonnage (in thousands) of electronic waste diverted through DSNY-managed programs, including but not limited to ecycleNYC, SAFE Events, Special Waste Sites, and the Staten Island curbside electronics pilot. Also includes tonnages (in thousands) of electronic waste diverted through non-DSNY managed programs, including but not limited to pop-up special events.
Source:	Source: Bureau of Recycling and Sustainability
Indicator name:	Total tons of organics diverted (000)
Description:	Tonnage (in thousands) of organics collected through curbside collections (residential and schools) and the DSNY-managed Food Scrap Drop Off sites. Also includes tonnages for organic material that partner organizations process onsite as well as tonnages of food donations diverted through DonateNYC Food Donations Portal.
Source:	Source: Bureau of Recycling and Sustainability
Indicator name:	Total Number of Smart Composting Bins Deployed
Description:	The cumulative number of organic SmartBins deployed.
Source:	Bureau of Cleaning & Collection
Indicator name:	Number of Smart Composting Bin Unlocks
Description:	The number of user SmartBin unlocks.
Source:	Bureau of Cleaning & Collection
Indicator name:	Snowfall (total inches)
Description:	Total amount of snow, in inches, that has fallen during the reporting period.
Source:	Bureau of Cleaning and Collection
Indicator name:	Salt used (tons)
Description:	Amount of salt used, in tons, due to snowfall and icy conditions.
Source:	Bureau of Cleaning and Collection
Indicator name:	Brine used (gallons)
Description:	Amount of brine used, in gallons, due to snowfall and icy conditions.
Source:	Bureau of Cleaning & Collection; Bureau of Planning & Budget.

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Indicator name:	Snow Activation Events
Description:	The number of times that the agency needed to mobilize for a snow event.
Source:	Bureau of Cleaning & Collection; Bureau of Planning & Budget.
Indicator name:	Private transfer station permits
Description:	The number of private transfer station permits issued by the Department.
Source:	Department's Legal Affairs Division, Permit Inspection Unit
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:	Source: Permit inspection unit report. Permit Inspection Unit
Indicator name:	Total Office of Administrative Trials and Hearings violations issued
Description:	The number of notices of violation issued by DSNY that fall under the jurisdiction of the Environmental Control Board (ECB). Source: Bureau of Planning & Budget.
Source:	Enforcement
Indicator name:	Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)
Description:	For all violations returnable to ECB, the number of violations where the respondent admitted to the violation and paid the penalty without a hearing or where the violation was upheld following an ECB hearing as a percent of all violations resolved (violations admitted to plus violations where ECB issued decisions) during the reporting period.
Source:	Office of Administrative Trials and Hearings, ECB
Indicator name:	Refuse collection cost per ton (\$)
Description:	Cost of collecting curbside and containerized refuse on a per ton basis. This is a "fully loaded" cost including a complete range of direct, indirect and overhead expenses. Full fiscal year data is available seven to nine months after the close of the year.
Source:	Planning and Budget, Internal reports and budget documents
Indicator name:	Refuse cost per ton (fully loaded) (\$)
Description:	Cost of curbside and containerized collection and disposal on a per ton basis. This is a "fully loaded" cost including a complete range of direct, indirect and overhead expenses. Full fiscal year data is available seven to nine months after the close of the year.
Source:	Planning and Budget, Internal reports and budget documents
Indicator name:	Disposal cost per ton (\$)
Description:	Cost of curbside and containerized refuse disposal on a per ton basis. This is a "fully loaded" cost including a complete range of direct, indirect and overhead expenses. Full fiscal year data is available seven to nine months after the close of the year.
Source:	Planning and Budget, Internal reports and budget documents
Indicator name:	Recycling cost per ton (fully loaded) (\$)
Description:	Cost of curbside and containerized recycling and processing on a per ton basis. This is a "fully loaded" cost including a complete range of direct, indirect and overhead expenses. Full fiscal year data is available seven to nine months after the close of the year.
Source:	Planning and Budget, Internal reports and budget documents

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Indicator name:	Recycling collection cost per ton (\$)
Description:	Cost of collecting curbside and containerized recyclables on a per ton basis. This is a “fully loaded” cost including a complete range of direct, indirect and overhead expenses. Full fiscal year data is available seven to nine months after the close of the year.
Source:	Planning and Budget, Internal reports and budget documents
Indicator name:	Paper recycling revenue per ton (\$)
Description:	The actual amount of revenue per ton agreed to in the Department’s contracts with paper recyclers.
Source:	Bureau of Waste Prevention, Reuse and Recycling
Indicator name:	Removal cost per inch of snow (\$000)
Description:	The total annual cost of snow removal operations divided by the total number of inches of snow for the year; data is shown in thousands of dollars.
Source:	Bureau of Planning and Budget
Indicator name:	Workplace injuries reported (uniform and civilian)
Description:	All incidents (uniform and civilian) 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.
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.
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.
Indicator name:	SLA—Sanitation Condition—Street Cond/Dump-Out/Drop-Off—% of SRs Meeting Time to Action
Source:	Mayor’s Office of Operations/Citywide Performance Reporting
Indicator name:	SLA—Literature Request—Blue Recycling Decals—% of SRs Meeting Time to Action
Source:	Mayor’s Office of Operations/Citywide Performance Reporting
Indicator name:	SLA—Literature Request—Green Mixed Paper Recycling Decals—% of SRs Meeting Time to Action
Source:	Mayor’s Office of Operations/Citywide Performance Reporting
Indicator name:	SLA—Dirty Conditions—Illegal Postering—% of SRs Meeting Time to Action
Source:	Mayor’s Office of Operations/Citywide Performance Reporting

DEPARTMENT OF PARKS & RECREATION

Indicator name:	Payout (\$000)—Parks & Recreation
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. The preliminary amount is published in the Mayor's Management Report and is updated and finalized in the Preliminary Mayor's Management Report.
Source:	Law Department Matter Management System (Tort, Special Federal Litigation, General Litigation and Labor and Employment Divisions) – preliminary data. OMB – final data.
Indicator name:	Citywide acceptability rating for the overall condition of small parks and playgrounds, large parks & greenstreets (%)
Description:	The percent of park sites that pass an inspection based on up to 16 individual features. If three or more features are rated unacceptable based on the Parks Inspection Program's standards, 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 an unacceptable rating 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:	Citywide acceptability rating for the overall condition of small parks and playgrounds, large parks & greenstreets (%)
Description:	The percent of park sites that pass an inspection based on up to 16 individual features. If three or more features are rated unacceptable based on the Parks Inspection Program's standards, 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 an unacceptable rating 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:	Citywide acceptability rating for the 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 up to 16 individual features. If three or more features are rated unacceptable based on the Parks Inspection Program's standards, 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 an unacceptable rating for overall condition.
Source:	Operations & Management Planning Division
Indicator name:	Citywide acceptability rating for the overall condition of large parks (%)
Description:	The percent of large parks (more than six acres) that pass an inspection based on up to 16 individual features. If three or more features are rated unacceptable based on the Parks Inspection Program's standards, 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 an unacceptable rating for overall condition.
Source:	Operations & Management Planning Division
Indicator name:	Citywide acceptability rating for the overall condition of greenstreets (%)
Description:	The percent of greenstreets (street triangles and medians landscaped with horticultural installations) that pass an inspection based on up to 16 individual features. If three or more features are rated unacceptable based on the Parks Inspection Program's standards, 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 an unacceptable rating for overall condition.
Source:	Operations & Management Planning Division
Indicator name:	Citywide acceptability rating for the cleanliness of small parks and playgrounds, large parks & greenstreets (%)

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Description:	The percent of park sites with acceptable cleanliness based on the acceptability of litter, broken glass, graffiti, and weeds or ice (depending on the season) at a site. A park will fail for cleanliness if two of the four cleanliness features are unacceptable or if conditions for one feature are egregious based on the Parks Inspection Program's standards. 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:	Citywide acceptability rating for the cleanliness of small parks and playgrounds (%)
Description:	The percent of small parks (six acres or less) and playgrounds with acceptable cleanliness based on the acceptability of litter, broken glass, graffiti, and weeds or ice (depending on the season) at a site. A park will fail for cleanliness if two of the four cleanliness features are unacceptable or if conditions for one feature are egregious based on the Parks Inspection Program's standards.
Source:	Operations & Management Planning Division
Indicator name:	Citywide acceptability rating for the cleanliness of large parks (%)
Description:	The percent of large parks (more than six acres) with acceptable cleanliness based on the acceptability of litter, broken glass, graffiti, and weeds or ice (depending on the season) at a site. A park will fail for cleanliness if two of the four cleanliness features are unacceptable or if conditions for one feature are egregious based on the Parks Inspection Program's standards.
Source:	Operations & Management Planning Division
Indicator name:	Citywide acceptability rating for the cleanliness of greenstreets (%)
Description:	The percent of greenstreets (street triangles and medians landscaped with horticultural installations) with acceptable cleanliness based on the acceptability of litter, broken glass, graffiti, and weeds or ice (depending on the season) at a site. A park will fail for cleanliness if two of the four cleanliness features are unacceptable or if conditions for one feature are egregious based on the Parks Inspection Program's standards.
Source:	Operations & Management Planning Division
Indicator name:	Acceptable by feature small parks, large parks & greenstreets (%)—Play equipment
Description:	The percent of play equipment in all parks, playgrounds and greenstreets rated acceptable based on the Parks Inspection Program's standards. Play equipment includes, but is not limited to, slides and jungle gyms, handball court walls, and chess and checkers tables.
Source:	Operations & Management Planning Division
Indicator name:	Acceptable by feature small parks, large parks & greenstreets (%)—Safety surface
Description:	The percent of safety surfaces (impact-absorbing material placed on the ground) in all parks, playgrounds and greenstreets rated acceptable based on the Parks Inspection Program's standards. This includes safety matting under playground equipment and wood chipping under adult exercise equipment.
Source:	Operations & Management Planning Division
Indicator name:	Public restrooms in service (in season only) (%)
Description:	From April 1st to October 31st, the percent of public restrooms 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 inspection. Spray showers are required to be on when the temperature exceeds 80 degrees and children are present.
Source:	Operations & Management Planning Division

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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 inspection.
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 Park's monuments and public art in the City's collection that receive maintenance on a yearly basis.
Source:	Art and Antiquities
Indicator name:	Total major felonies reported on Parks' properties (excludes Central Park)—Crimes against persons*
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. 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:	NYPD
Indicator name:	Total major felonies reported on Parks' properties (excludes Central Park)—Crimes against property
Description:	The total number of major felony crimes reported within seven categories as these correspond to New York State Penal Law. 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:	NYPD
Indicator name:	Summons issued (PEP) (Grand Total)
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:	Urban Park Service/Parks Enforcement Patrol

DEPARTMENT OF PARKS & RECREATION

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:	Environmental Control Board
Indicator name:	Street trees pruned – block program
Description:	The number of street trees pruned in the block program during the reporting period. Through the block program DPR prunes City street trees on an established cycle to ensure tree health and to minimize safety hazards, such as low-hanging limbs over sidewalks and trees blocking traffic signs. Note: Due to changes in funding, the established pruning cycle can be subject to change.
Source:	Forestry Division
Indicator name:	Annual pruning goal completed (%)
Description:	The percent of the funding-based annual pruning goal that was completed during the reporting period.
Source:	Forestry Division
Indicator name:	Street 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 (490,417) as determined by the 2005–2006 street tree census.
Source:	Forestry Division
Indicator name:	Total trees removed (street and parks)
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 on street and non-forest park trees. Includes all inspections that yield any risk priority category. Prior to Fiscal 2019 this indicator included inspections by DPR staff only.
Source:	Forestry Division
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

DEPARTMENT OF PARKS & RECREATION

Indicator name:	Trees planted
Description:	The total number of street 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
Indicator name:	Trees planted along City streets
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:	Trees planted on landscaped areas of parks
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:	Trees planted in natural areas of parks
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 Division
Indicator name:	Capital projects completed on time or early (%)
Description:	The percent of capital construction projects completed on time or early, exclusive of programmatic scope changes. Projects completed before the scheduled completion date are considered early; those completed more than 30 days after the scheduled completion date are considered late. All others are considered on time.
Source:	Capital 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 Division

DEPARTMENT OF PARKS & RECREATION

Indicator name:	Eligible capital projects including accessibility improvements (%)
Description:	Percent of completed eligible capital projects that included accessibility improvements. Projects that construct or reconstruct a property that is open to the public and facilitates pedestrian mobility are eligible. This includes facilities such as parks and playgrounds, public restrooms and recreation centers, and also includes features such as pavements, pathways, and benches.
Source:	Capital Division
Indicator name:	New Yorkers living within walking distance of a park (%)
Description:	The percent of people living within a quarter mile of a small, publicly accessible park or a half of a mile of a larger park.
Source:	OneNYC
Indicator name:	Acres of natural areas cared for
Description:	Non-overlapping acreage of management activities occurring in NYC Parks' natural areas, including invasive species removal, debris removal, clean-up, trail improvement, and native species planting.
Source:	Environment & Planning Division
Indicator name:	Number of native plants (non-trees) planted in natural areas
Description:	Quantity of shrubs and herbaceous plants (grasses and wildflowers) planted in habitat restoration activities across NYC Parks' natural areas.
Source:	Environment & Planning Division
Indicator name:	Recreation center memberships—Total
Description:	The total number of active memberships as of the end of the reporting period. This includes all senior, adult, youth and young adult, persons with disabilities, and veteran memberships.
Source:	Public Programs
Indicator name:	Recreation center attendance—Total
Description:	The total recreation center attendance for seniors, adults, youths and children, and visitors.
Source:	Operations & Management Planning Division
Indicator name:	Swimming pools—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 2022 covers the relevant period of June 2022 through September 2022.
Source:	Office of 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:	Ice skating—Attendance at skating rinks
Description:	The number of people in attendance at DPR skating rinks, not including off-season programming, during the reporting period.
Source:	Revenue Division

DEPARTMENT OF PARKS & RECREATION

Indicator name:	Attendance at non-recreation center programs—Total
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:	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 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:	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:	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 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 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

DEPARTMENT OF PARKS & RECREATION

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 facility rating
Description:	CORE facility rating: 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.
Source:	Mayor's Office of Operations—SCOUT
Indicator name:	Public service requests received—Total (Forestry)
Description:	The total number of public service requests received from 311 and the Department's internet request form for forestry work during the reporting period. Examples include requests for the removal of dead trees, hanging limbs or tree stumps, and tree emergencies.
Source:	Forestry Division
Indicator name:	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:	Damaged Tree—Branch or Limb Has Fallen Down—% of SRs Meeting Time to First Action (8 days)
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:	Dead Tree—Dead/Dying Tree—% of SRs Meeting Time to First Action (30 days for trees planted within a 2 year period, 7 days for all other trees)
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:	New Tree Request—For One Address—% of SRs Meeting Time to First Action (180 days)
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:	Overgrown Tree/Branches—Hitting Building—% of SRs Meeting Time to First Action (30 days)
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:	Root/Sewer/Sidewalk Condition—Trees and Sidewalks Program—% of SRs Meeting Time to First Action (30 days)
Description:	The percentage of service requests for which the agency met its planned time of action to provide the service.
Source:	Mayor's Office of Operations/Citywide Performance Reporting

DEPARTMENT OF CULTURAL AFFAIRS

Indicator name:	Operating support payments made to Cultural Institutions Group by the 5th day of each month (%)
Description:	The percent of operating support payments made by the fifth business day of each month after receiving a correct payment requisition. The Cultural Institutions Group is comprised of 34 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 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:	The average number of business days to issue 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:	Total operational support to CIGs (\$000,000)
Description:	The total amount of financial support provided to the coalition of 34 nonprofit museums, performing arts centers, historical societies, zoos, and botanical gardens that make up the Cultural Institutions Group.
Source:	Finance Unit
Indicator name:	Value of contributed Materials for the Arts materials and equipment (\$000,000)
Description:	The estimated dollar value of reusable material and equipment donated to the MFTA Program, as determined by the donor.
Source:	Database files maintained by MFTA
Indicator name:	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

DEPARTMENT OF CULTURAL AFFAIRS

Indicator name:	Capital projects planned that were initiated (%)
Description:	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:	Materials for the Arts
Indicator name:	Materials for the Arts 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:	Materials for the Arts
Indicator name:	Visitors to the Cultural Institutions Group (000)
Description:	The total number of visitors (onsite attendance) at the 34 organizations that comprise the Cultural Institutions Group. Attendance is reported to DCLA by each funded organization.
Source:	Cultural Institutions Unit
Indicator name:	Visitors to CIG using free admission and/or tickets (%)
Description:	Of the total number of visitors to the 34 City-owned cultural institutions (CIG), the percentage utilizing free admission hours/tickets.
Source:	Cultural Institutions Unit
Indicator name:	Total number of CDF seminars held
Description:	The total number of Cultural Development Fund seminars held to enable qualifying cultural organizations to apply for grants from the DCLA.
Source:	Public Affairs
Indicator name:	E-mails responded to in 14 days (%)
Description:	The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source:	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

DEPARTMENT OF CONSUMER AND WORKER PROTECTION

Indicator name:	Complaints entering mediation
Description:	The number of complaints referred to mediation. Before a complaint can enter mediation, the complainant must first request the complaint be mediated and submit documentation substantiating their claim, and DCWP must determine that it has oversight authority over the nature of the complaint. (http://www1.nyc.gov/assets/dca/downloads/pdf/consumers/Consumers-ReferralList.pdf), and the complainant has requested the complaint be mediated.
Source:	Office of the General Counsel (OGC) Consumer Services Unit
Indicator name:	Mediated complaints resolved
Description:	The number of mediated complaints that have been closed based on the date the mediator enters an outcome. Mediations can be closed in several ways – agreement between the consumer and vendor is reached, a referral to DCWP’s General Counsel Division (GCD), referrals to other City agencies, and referrals to external entities such as New York State agencies.
Source:	Office of the General Counsel (OGC) Consumer Services Unit
Indicator name:	Mediations completed within 28 days (%)
Description:	The percent of mediations closed within 28 days of being referred to mediation.
Source:	Office of the General Counsel (OGC) Consumer Services Unit
Indicator name:	Mediations completed within 50 days (%)
Description:	The percent of mediations closed within 50 days of being referred to mediation.
Source:	Office of the General Counsel (OGC) Consumer Services Unit
Indicator name:	Mediations completed within 90 days (%)
Description:	The percent of mediations closed within 90 days of being referred to mediation.
Source:	Office of the General Counsel (OGC) Consumer Services Unit
Indicator name:	Median days to close mediations
Description:	The median number of calendar days measured from the time the case is referred to mediation to the time the mediation case is closed. Mediations can be resolved or closed in several ways – agreement between the consumer and vendor is reached, a referral to DCWP’s General Counsel Division, referrals to other City agencies, and referrals to external entities such as New York State agencies.
Source:	Office of the General Counsel (OGC) Consumer Services Unit
Indicator name:	Consumer restitution awarded (\$000)
Description:	The dollar value of restitution awarded to consumers. Restitution comes from two main sources: Amounts negotiated by the General Counsel Division (GCD) after mediation or as part of settlement with GCD attorneys 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
Indicator name:	Complaints referred for inspection
Description:	Complaints referred to the Enforcement division for inspection. Before a complaint can be referred for inspection, DCWP must determine that the subject of the complaint is covered by an enforceable law or regulation under DCWP’s jurisdiction and have sufficient information to identify the business location.
Source:	Office of the General Counsel Consumer Services Unit
Indicator name:	Median days to respond to inspection referrals
Description:	The median number of days between the time a consumer complaint requesting an inspection is received in the system and the time the inspection result is recorded.
Source:	Office of the General Counsel Consumer Services Unit and Enforcement Division

DEPARTMENT OF CONSUMER AND WORKER PROTECTION

Indicator name:	Sites inspected - Total
Description:	The number of distinct sites receiving inspections performed by DCWP 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:	Sites inspected - Proactive
Description:	Total number of sites receiving proactive inspections performed by DCWP inspectors including all weights and measures, qualifying vehicle, qualifying site, periodic compliance, and patrol inspections.
Source:	Enforcement Division
Indicator name:	Sites inspected - Tobacco program
Description:	Total number of sites receiving tobacco retail dealer and electronic cigarette retail dealer inspections performed by the tobacco unit.
Source:	Enforcement Division
Indicator name:	Sites inspected - Referred
Description:	Total number of sites receiving inspections performed after a referral or request from consumers, another DCWP division, or external agency.
Source:	Enforcement Division
Indicator name:	Sites issued summonses - Total
Description:	The number of sites receiving summonses issued by the Enforcement Division. Summonses that are withdrawn or voided before the adjudicatory process are not included in this total.
Source:	Enforcement Division, DCWP's Office of the General Counsel and Office of Labor Policy and Standards
Indicator name:	Sites issued summonses - Proactive inspection summonses
Description:	Sites receiving proactive inspections resulting in a violation.
Source:	Enforcement Division
Indicator name:	Sites issued summonses - Tobacco program inspection summonses
Description:	The number of sites receiving Tobacco Program inspections resulting in a violation.
Source:	Enforcement Division
Indicator name:	Sites issued summonses - Referred inspection summonses
Description:	The number of inspections resulting from a referral or request from consumers, another DCWP division, or external agency that resulted in a violation.
Source:	Enforcement Division
Indicator name:	License Law – License requirement compliance rate (%)
Description:	Percentage of inspected business holding licenses for all business activities requiring a DCWP-issued license at the time of inspection, calculated by dividing the total number of businesses not issued a violation for unlicensed activity after an inspection by the total number of businesses inspected for compliance with the licensing law.
Source:	Enforcement
Indicator name:	License Law – Licensee compliance rate (%)
Description:	Percentage of inspected licensees found in compliance with Licensing Laws, Rules and Regulations calculated by dividing the number of licensed businesses not issued a violation of the licensing laws and rules after an inspection by the total number of businesses inspected for compliance.
Source:	Enforcement

DEPARTMENT OF CONSUMER AND WORKER PROTECTION

Indicator name:	Consumer protection law compliance rate (%)
Description:	Percentage of inspected business in compliance with Consumer Protection Laws, Rules and Regulations during each inspection performed, calculated by dividing the number of businesses not issued a summons with a Consumer Protection Law violation by the total number of businesses inspected for compliance with a Consumer Protection Law regulation.
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
Indicator name:	Weights and Measures Law compliance rate - fuel trucks (%)
Description:	The percent of fuel trucks that accurately dispensed indicated amounts during inspections of meters, calculated by dividing the number of passed inspections by the total number of inspections.
Source:	Enforcement
Indicator name:	Tobacco Program - Sale to youth compliance rate (%)
Description:	Percentage of tobacco and electronic cigarette retail dealers in compliance with laws prohibiting the sale of tobacco and e-cigarette products to underage youth calculated by dividing the number of businesses not issued a violation for sale to underage youth by the total number of businesses receiving a tobacco program inspection.
Source:	Enforcement Division
Indicator name:	Tobacco Program – Out of package sales compliance rate (%)
Description:	Percentage of Tobacco and Electronic Cigarette retail dealers found in compliance with laws prohibiting the sale of tobacco products outside of its packaging calculated by dividing the number of businesses not issued a violation for an out of package sale by the total number of businesses receiving a tobacco program inspection.
Source:	Enforcement Division
Indicator name:	Tobacco Program - Flavored tobacco and e-cigarette compliance rate (%)
Description:	Percentage of Tobacco and Electronic Cigarette retail dealers found in compliance with laws prohibiting the sale of flavored tobacco and e-cigarette products calculated by dividing the number of businesses issued a violation for flavored product sales by the total number of businesses receiving a tobacco program inspection.
Source:	Enforcement Division
Indicator name:	Total settlements (\$000)
Description:	Fines collected through settlement and pleading offers prior to final adjudication of a summons. The amount includes fine amounts from summonses issued by inspectors and fines and civil penalties resulting from proactive investigations by the General Counsel Division. It does not include fines and civil penalties resulting from worker protection violations, which are reported under Service Area 4.
Source:	Collections
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)

DEPARTMENT OF CONSUMER AND WORKER PROTECTION

Indicator name:	Applications received
Description:	The number of new, renewal and amendment applications received for DCWP-issued licenses and applications for temporary permits
Source:	Licensing Division
Indicator name:	Average processing time (days)
Description:	The average number of days required to process new and renewal license applications for most DCWP licensees. Amendments, temporary permits, and licenses requiring approval by outside agencies, special inspections, mandatory waiting periods, or extensive legal review are excluded from this calculation.
Source:	Licensing
Indicator name:	Applications submitted online (%)
Description:	The number of new, renewal, and amendment DCWP license applications submitted online as a percent of all applications received by DCWP.
Source:	Licensing Division
Indicator name:	Average Licensing Center wait time (minutes)
Description:	The average number of minutes a customer waits to speak with a customer service representative who processes applications at all DCWP Licensing Centers, measured from the time the customer receives a Q-matic ticket to the time the customer reaches their first service window.
Source:	Q-matic system maintained by the DCA's Licensing Division
Indicator name:	Businesses participating in engagement and outreach events
Description:	The number of businesses visited on business education days, attending virtual and in-person outreach events, participating in Live Chats, and the number of Business Education inspections conducted.
Source:	External Affairs
Indicator name:	Clients served
Description:	The number of clients receiving financial counseling through the Office of Financial Empowerment financial counseling programs. FYTD will be the number of unique client ID for the Fiscal Year, not the sum of each individual month.
Source:	Office of Financial Empowerment (OFE)
Indicator name:	First-time clients
Description:	The number of newly enrolled clients participating in their first financial counseling session
Source:	Office of Financial Empowerment (OFE)
Indicator name:	Clients achieving short-term success within their first year (%)
Description:	The percent of Office of Financial Empowerment financial counseling program clients that achieved at least one short-term financial behavioral change within one-year of entering the program. Short-term financial behavioral changes include: opening or transitioning to a safe and affordable bank account; maintaining a bank account for at least six months; establishing a credit score; actively maintaining a new savings behavior for at least three (3) months.
Source:	Office of Financial Empowerment (OFE)

DEPARTMENT OF CONSUMER AND WORKER PROTECTION

Indicator name:	Clients achieving long-term financial goals (%)
Description:	The percent of Office of Financial Empowerment financial counseling program clients that achieved at least one long-term financial goal during the most recent fiscal year. Long-term financial goals include: increasing credit score by at least 35 points (over a baseline credit score); decreasing debt by 10% (compared to a baseline debt amount that cannot have occurred more than 15 months in the past); or 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 (OFE)
Indicator name:	Cumulative debt reduced (\$000)
Description:	The cumulative amount of debt reduction achieved by clients measured from the point the client began participating in the program.
Source:	Office of Financial Empowerment
Indicator name:	Cumulative savings increase (\$)
Description:	The cumulative amount of savings increases achieved by clients measured from the time the client began participating in the program.
Source:	Office of Financial Empowerment
Indicator name:	Tax returns filed through the NYC Free Tax Preparation Program
Description:	The number of tax returns filed through the NYC Free Tax Preparation Program.
Source:	Office of Financial Empowerment
Indicator name:	Complaints received
Description:	The number of complaints filed with DCWP alleging violations of worker protection laws.
Source:	Office of Labor Policy and Standards (OLPS)
Indicator name:	Investigations opened
Description:	The number of complaints from freelance workers that were received by DCWP
Source:	Office of Labor Policy and Standards (OLPS)
Indicator name:	Median days to open investigations
Description:	The median number of calendar days it takes to open an investigation into a violation alleged in a complaint. Time is measured from the date a complaint is received to the date it is associated with an investigation, whether new or ongoing.
Source:	Office of Labor Policy and Standards (OLPS)
Indicator name:	Investigations closed
Description:	The number of investigations into compliance with NYC worker protection laws closed by DCWP
Source:	Office of Labor Policy and Standards (OLPS)
Indicator name:	Median days to close investigations
Description:	The median number of calendar days it takes to close an investigation into compliance with NYC worker protection laws. Time is measured from the date the investigation is opened to the date it is closed.
Source:	Office of Labor Policy and Standards (OLPS)
Indicator name:	Workers entitled to restitution
Description:	The number of workers entitled to restitution because of a settlement agreement or a trial resulting from a DCWP investigation into compliance with NYC worker protection laws.
Source:	Office of Labor Policy and Standards (OLPS)

DEPARTMENT OF CONSUMER AND WORKER PROTECTION

Indicator name:	Worker restitution assessed (\$)
Description:	The dollar value of restitution assessed through a settlement agreement or trial resulting from a DCWP investigation into compliance with NYC worker protection laws.
Source:	Office of Labor Policy and Standards (OLPS)
Indicator name:	Penalties assessed (\$)
Description:	The dollar value of civil penalties imposed through a settlement agreement or trial resulting from a DCWP investigation into compliance with a NYC worker protection law.
Source:	Office of Labor Policy and Standards (OLPS)
Indicator name:	Complaints received
Description:	The number of complaints from freelance workers that were received by DCWP
Source:	Office of Labor Policy and Standards (OLPS)
Indicator name:	Navigation cases opened
Description:	The number of Freelance Isn't Free complaints assigned to a navigator for assistance.
Source:	Office of Labor Policy and Standards (OLPS)
Indicator name:	Navigation cases closed
Description:	The number of Freelance Isn't Free navigation cases concluded.
Source:	Office of Labor Policy and Standards (OLPS)
Indicator name:	Amount recovered by complainants (\$)
Description:	The amount of money recovered by freelancers after receiving navigation services. Amounts recovered are self-reported by the freelancers and may not reflect the total recovered.
Source:	Office of Labor Policy and Standards
Indicator name:	Average wait time to speak with a customer service agent (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, Office of General Counsel Consumer Unit and Collections Division
Indicator name:	Total number of 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:	External Affairs
Indicator name:	CORE facility rating
Description:	CORE facility rating: 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.
Source:	Mayor's Office of Operations - SCOUT
Indicator name:	Consumer Complaint - Exchange/Refund/Return - % of SRs Meeting Time to First Action (4 days)

DEPARTMENT OF CONSUMER AND WORKER PROTECTION

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:	Consumer Complaint - False Advertising - % of SRs Meeting Time to First Action (4 days)
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:	Consumer Complaint - Non-Delivery Goods/Services - % of SRs Meeting Time to First Action (4 days)
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:	Consumer Complaint - Overcharge - % of SRs Meeting Time to First Action (4 days)
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:	DCA / DOHMH New License Application Request - General Street Vendor License - % of SRs Meeting Time to Action (7 days)
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 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 Spanish language calls (000)
Description:	The number of calls received by the Customer Service Center that selected the Spanish language prompt in the Interactive Voice Response menu.
Source:	311 Customer Service Center
Indicator name:	311 calls in languages other than English or Spanish (000)
Description:	The number of calls received by the Customer Service Center that were handled by representatives using a translation service. Typically, these are calls in languages other than English or Spanish.
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 contacts, in thousands, for information or service made to 311 via 311-NYC (311-692). Each conversation with a text caller only counts as one contact, even if multiple messages are exchanged.
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:	Completed service requests (000)
Description:	Number of service requests to 311 that were completed in that fiscal year.
Source:	311 Customer Service Center
Indicator name:	Calls answered in 30 seconds (%)
Description:	The percentage of calls answered by a call center representative in 30 seconds or less. Time begins after initial prerecorded messages.
Source:	311 Customer Service Center
Indicator name:	Average wait time (tier 1 calls) peak hours (minutes:seconds)
Description:	The average wait time, in minutes and seconds, until a call in the tier 1 queue is answered by a live call center representative during Peak hours. Tier 1 is the general 311 call queue, which excludes callers that select one of the menu options. The average is calculated for the Peak hours of 10am-2pm Monday to Friday. Wait time begins after initial prerecorded messages.
Source:	311 Customer Service Center

311 CUSTOMER SERVICE CENTER

Indicator name:	Average wait time (tier 1 calls) off-peak hours (minutes:seconds)
Description:	The average wait time, in minutes and seconds, until a call in the tier 1 queue is answered by a live call center representative during Off-peak hours. Tier 1 is the general 311 call queue, which excludes callers that select one of the menu options. The average is calculated for Off-peak hours (i.e., outside of 10am–2pm Monday to Friday). Wait time begins after initial prerecorded messages.
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 (311 only)
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 here is a comparison and weighted metric that triangulates the customer's view on ideal customer experience; desired customer experience; and actual customer experience.
Source:	311 Customer Service Center

TAXI AND LIMOUSINE COMMISSION

Indicator name:	Active medallion taxis that are accessible
Description:	The number of active medallion taxicabs that are wheelchair accessible. All accessible taxicabs must be compliant with the applicable requirements of the Americans with Disabilities Act.
Source:	TLC Safety and Emissions / Policy Division
Indicator name:	Active Boro Taxis that are accessible
Description:	The number of Boro Taxis (also known as Street Hail Liveries or green cabs) that are wheelchair accessible. All accessible Boro Taxis must be compliant with the applicable requirements of the Americans with Disabilities Act.
Source:	TLC Safety and Emissions / Policy Division
Indicator name:	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 (in hours and minutes) for passengers who requested a wheelchair accessible vehicle through the Accessible Dispatch Program. The median wait time includes the time associated with traffic and travel to the passenger's pick-up location and is calculated from the time the request for an accessible taxi is submitted to the time the driver arrives at the passenger's pick-up location.
Source:	TLC Policy Division
Indicator name:	Accessible dispatch trips fulfilled as a percent of requested trips (%)
Description:	The percentage of passenger trips fulfilled through the Accessible Dispatch program as a percent of all requested trips.
Source:	TLC Policy Division
Indicator name:	Medallion safety and emissions inspections conducted - Total
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 (%)
Description:	The percentage of medallion taxicabs that failed initial safety and emissions 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 failure rate - Re-Inspection (%)
Description:	The percentage of medallion vehicles that failed their re-inspections. Medallion vehicles that fail their 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:	Safety and Emissions

TAXI AND LIMOUSINE COMMISSION

Indicator name:	FHV safety and emissions inspections conducted at TLC facility – Total
Description:	The total number of completed initial and re-test inspections of for-hire vehicles (FHVs). 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:	Safety and Emissions Division
Indicator name:	FHV safety and emissions failure rate - Initial inspection (%)
Description:	The percentage of FHV vehicles that failed initial safety and emissions inspections. Vehicles that fail initial inspections must return to TLC's Woodside facility for re-inspection until they are able to pass.
Source:	Safety and Emissions Division
Indicator name:	FHV safety and emissions failure rate - Re-Inspection (%)
Description:	The percentage of for-hire vehicles that failed their re-inspections. For-hire vehicles that fail their initial inspections must return to TLC's Woodside facility for re-inspection until they are able to pass.
Source:	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:	Safety and Emissions Division
Indicator name:	Boro Taxi safety and emissions inspections conducted - Total
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 Taxi safety and emissions failure rate - Initial inspection (%)
Description:	The percent of Boro Taxis that failed initial 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:	Boro Taxi safety and emissions failure rate - Re-inspection (%)
Description:	The percentage of Boro Taxis that failed their re-inspections. For-hire vehicles that fail their 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:	Enforcement

TAXI AND LIMOUSINE COMMISSION

Indicator name:	Patrol summonses issued to owners/agents/bases
Description:	The total number of patrol summonses issued to vehicle owners, agents and bases for not complying with TLC's rules and regulations. A patrol summons is a field summons issued while an inspector is on patrol.
Source:	Enforcement
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/vehicle owners of commuter and paratransit vans; 2) drivers/vehicle owners of street hail liveries (Boro taxis) that pick up street hails in the Exclusionary Zone; and 3) any other driver/vehicle owner 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:	Enforcement
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:	Enforcement
Indicator name:	Administrative summonses issued to drivers
Description:	The total number of administrative summonses issued to TLC 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:	Enforcement
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:	Enforcement
Indicator name:	Violations admitted to or upheld at the Taxi and Limousine Tribunal at the Office of Administrative Trials and Hearings (%)
Description:	The number of violations where the respondent admitted to the rule violation and/or paid the penalty without a hearing (referred to as a stipulation) or where the rule violation was upheld following a hearing as a percent of all violations resolved (stipulations, plus violations upheld and dismissed).
Source:	Office of Operations Support and Programs
Indicator name:	Vision Zero summonses issued
Description:	Total summonses for moving traffic hazardous violation such as speeding; Failure to stop for a school bus; Following a vehicle too closely (tailgating); Failure to yield; Failure to obey traffic signal; Stop Sign violation; Improper Passing; Unsafe Lane Change; Driving in the wrong direction; Use of an electronic communication device; Reckless driving; Driving left of center; Inadequate brakes (own vehicle); Leaving scene of an accident involving property damage or injury to animal; No seat belt; and Illegal U-Turn.
Source:	Enforcement
Indicator name:	Service Refusal summonses issued
Description:	Total summonses for Refusing Passengers. Driver must not refuse to transport in any passengers.
Source:	Enforcement

TAXI AND LIMOUSINE COMMISSION

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 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:	Licensing Division
Indicator name:	TLC driver licenses issued - New licenses
Description:	The total number of new TLC driver licenses issued to applicants who met TLC standards and completed all requirements.
Source:	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:	Licensing Division
Indicator name:	Average agency processing time to issue a new driver license (calendar days)
Description:	The average time, measured in calendar days, to issue a new TLC driver 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:	Licensing Division
Indicator name:	Number of owners approved for the Medallion Relief Program
Description:	The total number of medallion owners approved to receive a loan.
Source:	Medallion Relief Program
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:	Safety and Emissions
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 for-hire vehicle, includes both the time spent waiting for the inspection and the time spent on the inspection.
Source:	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 both the time spent waiting for the inspection and the time spent on the inspection.
Source:	TLC Safety and Emissions Division
Indicator name:	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

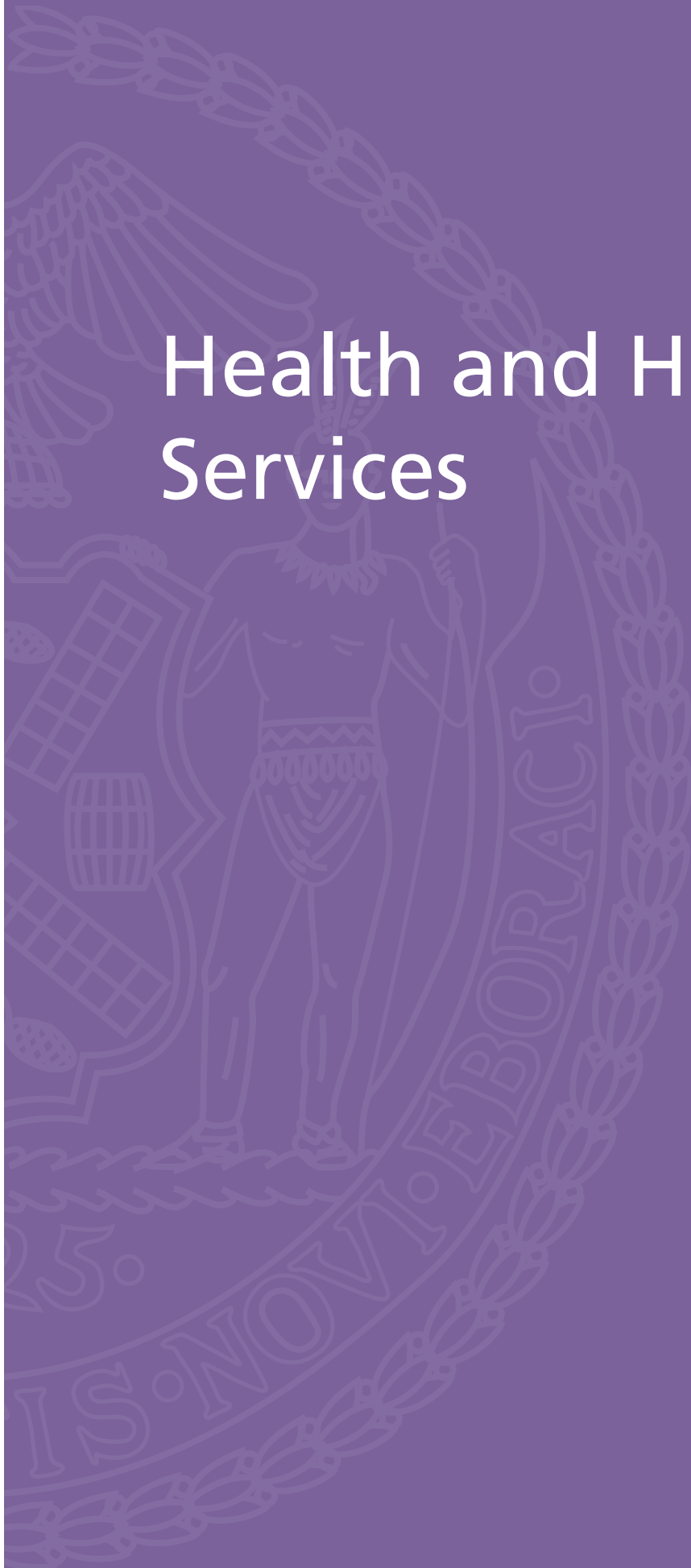
TAXI AND LIMOUSINE COMMISSION

Indicator name:	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 current total number of medallion taxicab vehicles.
Source:	TLC Licensing Division
Indicator name:	For-hire vehicles (includes Boro Taxis)
Description:	The total number of for-hire vehicles, including Boro Taxis.
Source:	TLC Licensing Division
Indicator name:	Boro Taxis
Description:	The total number of Boro Taxis, also known as green cabs.
Source:	TLC Licensing Division
Indicator name:	Electric vehicles that are medallion vehicles
Description:	The total number of Electric vehicles that are medallion taxicab vehicles.
Source:	Licensing
Indicator name:	Electric vehicles that are for-hire vehicles
Description:	The total number of Electric vehicles that are for-hire vehicles (FHV's).
Source:	Licensing
Indicator name:	E-mails responded to in 14 days (%)
Description:	The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source:	TLC Call Center
Indicator name:	Letters responded to in 14 days (%)
Description:	The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source:	TLC Call Center

TAXI AND LIMOUSINE COMMISSION

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 facility rating
Description:	CORE facility rating: 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.
Source:	Mayor's Office of Operations - SCOUT
Indicator name:	For Hire Vehicle Complaint - % of SRs Meeting Time to First Action (14 days)
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:	Lost Property - % of SRs Meeting Time to Action (7 days)
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:	Miscellaneous Comments- % of SRs Meeting Time to First Action (14 days)
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:	Request for Information - % of SRs Meeting Time to First Action (14 days)
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:	Taxi Complaint - % of SRs Meeting Time to First Action (14 days)
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

Health and Human Services



Health and Human Services



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DEPARTMENT OF HEALTH AND MENTAL HYGIENE

Indicator name:	New HIV diagnoses (CY Preliminary)
Description:	The number of new HIV diagnoses cases reported and confirmed by the NYC Department of Health and Mental Hygiene. MMR report data account for the first 6 months of the previous calendar year because data is reported bi-annually (June and December) for the previous year (i.e., FY24 = CY23) based on bi-annual datasets that are created in April and October. HIV data for the previous full calendar year is embargoed every year until World AIDS Day on 12/1. Data is preliminary.
Source:	Bureau of Hepatitis, HIV, and Sexually Transmitted Infections
Indicator name:	Infectious syphilis cases
Description:	The number of primary and secondary stage syphilis cases reported to the NYC Department of Health and Mental Hygiene.
Source:	Bureau of Hepatitis, HIV, and Sexually Transmitted Infections
Indicator name:	Congenital syphilis cases
Description:	The number of congenital syphilis cases (disease acquired before or at birth) reported to the NYC Department of Health and Mental Hygiene.
Source:	Bureau of Hepatitis, HIV, and Sexually Transmitted Infections, STI Surveillance Registry
Indicator name:	Safer sex product distribution (000)
Description:	The sum total of all safer sex products (male condoms, internal condoms, lubricant) distributed by the NYC Department of Health and Mental Hygiene as tracked by the NYC Condom Availability Program's safer sex ordering portal. Data is in thousands.
Source:	Bureau of Hepatitis, HIV, & STI, Division of Disease Control
Indicator name:	New tuberculosis cases (CY)
Description:	The number of new tuberculosis cases reported and confirmed by the NYC Department of Health and Mental Hygiene. Fiscal year data is by calendar year.
Source:	Bureau of Tuberculosis Control
Indicator name:	Seniors, aged 65+, who reported receiving a flu shot in the last 12 months (%)
Description:	The percentage of seniors, aged 65+, who reported being immunized against influenza in the last 12 months as noted in the NYC Community Health Survey. The 12 month period surveyed depends on the time period that the CHS is being conducted. Data usually reflect 2, and sometimes 3, influenza seasons.
Source:	Bureau of Epidemiology Services, NYC Department of Health and Mental Hygiene Community Health Survey
Indicator name:	COVID-19 hospitalizations rate (per 100,000 admissions) (CY)
Description:	The number of admissions per 100,000 to a NYC hospital from 7 days before to 3 days after COVID-19 diagnosis.
Source:	Bureau of Communicable Disease
Indicator name:	Animals testing positive for rabies at the Public Health Lab (CY)
Description:	The number of animals testing positive at the Department's Public Health Lab (PHL) for rabies.
Source:	Bureau of Communicable Disease
Indicator name:	Hepatitis C cleared or cured (%) (CY)
Description:	The proportion of people with a diagnosis of chronic hepatitis C who were cleared or cured of the hepatitis C virus.
Source:	Bureau of Hepatitis, HIV, and Sexually Transmitted Infections, STI Surveillance Registry

DEPARTMENT OF HEALTH AND MENTAL HYGIENE

Indicator name:	Children aged 19–35 months with up-to-date immunizations (%)
Description:	The number of children aged 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, 1 or more doses of varicella vaccine, and 4 or more doses of pneumococcal vaccine divided by the total number of children ages 19–35 months according to the 2022 Vintage population estimates.
Source:	Bureau of Immunization
Indicator name:	Children in 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 public health law, divided by the number of children in grades K–12 enrolled in NYC public schools.
Source:	Bureau of Immunization
Indicator name:	HPV vaccine series completion (%)
Description:	The number of 13-year-olds who completed the HPV vaccination series by the 13th birthday divided by the total number of 13-year-old adolescents according to the 2022 Vintage population estimates. The HPV vaccine series can be completed with 2 or 3 doses depending on the age at initiation and the amount of time elapsed between the 1st and 2nd dose.
Source:	Bureau of Immunization
Indicator name:	Adults who smoke (%) (CY)
Description:	The percentage of adult New Yorkers who currently smoke cigarettes, per the NYC Community Health Survey. Data is by calendar year.
Source:	Bureau of Epidemiology Services, NYC Department of Health and Mental Hygiene Community Health Survey
Indicator name:	Adults with obesity (%) (CY)
Description:	The percentage of 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:	Bureau of Epidemiology Service, NYC Department of Health and Mental Hygiene Community Health Survey
Indicator name:	Adults who consume one or more servings of sugar-sweetened beverages per day (%) (CY)
Description:	The percentage of adults who consume an average of one or more servings of sugar-sweetened beverages 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:	Bureau of Epidemiology Services, NYC Department of Health and Mental Hygiene Community Health Survey
Indicator name:	Adult New Yorkers without health insurance (%) (CY)
Description:	The age-adjusted percentage of adults that reported not having health insurance. Data is by calendar year.
Source:	Bureau of Epidemiology Services, NYC Department of Health and Mental Hygiene Community Health Survey
Indicator name:	Adults, aged 45–75, screened for colorectal cancer (%) (CY)
Description:	The percentage of adults, aged 45–75, screened for colorectal cancer (colonoscopy in the past ten years or stool-based test in the last year). Data is by calendar year.
Source:	Bureau of Epidemiology Services, NYC Department of Health and Mental Hygiene Community Health Survey

DEPARTMENT OF HEALTH AND MENTAL HYGIENE

Indicator name:	Asthma-related emergency department visits among children ages 5–17 (per 10,000 children) (CY) (preliminary)
Description:	The number of asthma-related emergency department visits among children ages 5–17 (per 10,000 children). Data is preliminary and by calendar year.
Source:	New York State Department of Health
Indicator name:	Diabetes management among adult New Yorkers (%) (CY)
Description:	The proportion of NYC adults with likely diabetes (history of two or more A1C test values of 6.5% or greater as of 2020) who had a test result reported to the NYC A1C Registry in the year of interest whose latest test result is <8.0%. The denominator for this analysis is persons with likely diabetes (as described above) with a test result reported to the Registry (~620,000). Data is by calendar year.
Source:	Bureau of Epidemiology Services, NYC Department of Health and Mental Hygiene A1C Registry
Indicator name:	Infant mortality rate (per 1,000 live births) (CY) *
Description:	The number of deaths of infants under one year of age per 1,000 live births in NYC. Data is by calendar year.
Source:	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 (CY)
Description:	The number of children less than 18 years of age tested in a calendar year with blood lead level of 5 mcg/dL or greater. The number includes children with confirmed (venous test) and non-confirmed (fingerstick/unknown) blood lead levels. The total for the full calendar year does not equal the sum of all 12 months. Some children are tested multiple times per year and may have elevated blood levels in several different months of the year; those are included in the monthly data, but only unique children are used to calculate the total for the full calendar year. In addition, 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.
Source:	Bureau of Environmental Disease and Injury Prevention, Healthy Homes 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 (CY)
Description:	The number of children less than 6 years of age tested in a calendar year with blood lead level of 5 mcg/dL or greater. The number includes children with confirmed (venous test) and non-confirmed (fingerstick/unknown) blood lead levels. The total for the full calendar year does not equal the sum of all 12 months. Some children are tested multiple times per year and may have elevated blood levels in several different months of the year; those are included in the monthly data, but only unique children are used to calculate the total for the full calendar year. In addition, 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.
Source:	Bureau of Environmental Disease and Injury Prevention, Healthy Homes Program
Indicator name:	Active group child care center full inspections
Description:	The number of full inspections (initials, monitoring and compliance inspections) conducted at active group child care centers.
Source:	Bureau of Child Care
Indicator name:	Active group child care center initial inspections that do not require a compliance inspection (%)
Description:	The percentage of child care facilities that were not cited for a public health hazard, critical violation, or more than 5 minor violations, of the facilities that had an initial inspection in this fiscal year.
Source:	Bureau of Child Care

DEPARTMENT OF HEALTH AND MENTAL HYGIENE

Indicator name:	Restaurants inspected (%)
Description:	The number of restaurants with at least one full sanitary inspection performed, divided by the number of permitted restaurants in NYC, not including mobile vending units.
Source:	Bureau of Food Safety and Community Sanitation
Indicator name:	Restaurants scoring an 'A' grade (%)
Description:	The percentage 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:	Bureau of Food Safety and Community Sanitation
Indicator name:	Initial pest control inspections (000)
Description:	The total number of initial pest control inspections of private properties by the NYC Department of Health and Mental Hygiene citywide. Data is in thousands.
Source:	Bureau of Veterinary and Pest Control Services
Indicator name:	Initial inspections with active rat signs (ARS) (%)
Description:	The percentage 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:	Bureau of Veterinary and Pest Control Services
Indicator name:	Compliance inspections found to be rat free (%)
Description:	The number of private 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:	Bureau of Veterinary and Pest Control Services
Indicator name:	Dogs licensed (000)
Description:	The number of dogs with an active license. Data is in thousands.
Source:	Bureau of Veterinary and Pest Control Services
Indicator name:	Buprenorphine patients (CY)
Description:	The total number of individuals who had a buprenorphine prescription, a medication used to treat opioid use disorder, filled at some point during the year. Data is by calendar year.
Source:	NYS DOH Bureau of Narcotics Enforcement
Indicator name:	Deaths from unintentional drug overdose (CY)
Description:	The number of deaths from unintentional drug overdose. Deaths due to use of, or accidental poisoning by, psychoactive substances include deaths with an underlying or multiple cause code for the following listed on death certificates: X40, X41, X42, X43, F111, F141, F191, or F199. Homicides, suicides, and undetermined deaths were excluded. Data is by calendar year.
Source:	Bureau of Vital Statistics; Office of the Chief Medical Examiner
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 of unique individuals in the program from July 1st to June 30th of the following year.
Source:	Bureau of Mental Hygiene

DEPARTMENT OF HEALTH AND MENTAL HYGIENE

Indicator name:	Units of supportive housing available to persons with or 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 Department of Health and Mental Hygiene. 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:	Bureau 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:	Division of Family and Child Health, NYC Early Intervention Program
Indicator name:	Supportive connections provided by 988/NYC Well
Description:	The number of supportive connections (calls, texts and chats) answered by NYC Well, a behavioral health helpline.
Source:	Bureau of Mental Health
Indicator name:	Individuals who received services from long-term mobile community-based treatment providers
Description:	The number of individuals who received services from long-term mobile community-based treatment providers (includes assertive community treatment (ACT), forensic assertive community treatment (FACT), and intensive mobile treatment (IMT) teams).
Source:	Bureau of Mental Health
Indicator name:	New individuals served by a Co-Response Team
Description:	The number of new individuals who have had at least one face-to-face or over the phone encounter with Co-Response Team (CRT).
Source:	Bureau of Mental Health
Indicator name:	Average response time for birth certificates by mail/online/in person (days)
Description:	The average response time for birth certificates by mail/online/in person (days) from receipt of necessary documentation to response/issuance. Outliers, voided and canceled orders are excluded.
Source:	Office of Vital Records
Indicator name:	Average response time for death certificates by mail/online/in person (days)
Description:	The average response time for death certificates by mail/online/in person (days) from receipt of necessary documentation to response/issuance, including funeral director orders. Outliers, voided and canceled orders are excluded.
Source:	Office of Vital Records
Indicator name:	Workplace injuries reported
Description:	The number of workers' compensation claims filed during the reporting period.
Source:	New York City Law Department
Indicator name:	ECB violations received at the Office of Administrative Trials and Hearings
Description:	Total violations issued
Source:	Office of Administrative Trials and Hearings

DEPARTMENT OF HEALTH AND MENTAL HYGIENE

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
Indicator name:	Total number of completed requests for interpretation
Description:	The number of requests for telephonic, in-person and ASL interpretation services requested by agency staff when providing services to the general public.
Source:	Vendor data is from LanguageLine, Geneva and Accurate.
Indicator name:	Letters responded to in 14 days (%)
Description:	The percentage of letters answered in 14 calendar days or less.
Source:	Intranet Quorum (correspondence tracking system)
Indicator name:	E-mails responded to in 14 days (%)
Description:	The percentage of e-mails answered within 14 calendar days.
Source:	Intranet Quorum (correspondence tracking 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.
Source:	Bureau of Public Health Clinics; Bureau of Immunization
Indicator name:	CORE facility rating
Description:	The Customers Observing and Reporting Experiences (CORE) score is based on a 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.
Source:	CORE Facility Inspection Program
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:	PureConnect
Indicator name:	SLA—Rodent—% of SRs Meeting Time to Action
Description:	The percentage of complaints received about rodents responded to within 14 days.
Source:	Bureau of Veterinary and Pest Control Services
Indicator name:	SLA—Food Establishment—% of SRs Meeting Time to Action
Description:	The percentage of complaints received about food service establishments (excluding mobile food vending units) responded to within 14 days.
Source:	Bureau of Food Safety and Community Sanitation
Indicator name:	SLA—Food Poisoning—% of SRs Meeting Time to Action
Description:	The percentage of complaints received about food poisoning responded to within 3 days.
Source:	Office of Environmental Investigations

DEPARTMENT OF HEALTH AND MENTAL HYGIENE

Indicator name: SLA—Indoor Air Quality—% of SRs Meeting Time to Action
Description: The percentage of complaints received about indoor air quality responded to within 14 days.
Source: Office of Environmental Investigations

Indicator name: SLA—Smoking complaint—% of SRs Meeting Time to Action
Description: The percentage of complaints received about smoking responded to within 14 days.
Source: Bureau of Food Safety and Community Sanitation

OFFICE OF CHIEF MEDICAL EXAMINER

Indicator name:	Median time for scene arrivals by medicolegal investigators (MLIs) (hours)
Description:	Medicolegal investigators (MLIs) make the preliminary review of all reported deaths to determine whether or they fall within Medical examiner Jurisdiction.
Source:	IT MEANS System
Indicator name:	Deaths reported
Description:	The number of deaths reported to the OCME. Deaths from violence, accidents, or otherwise suspicious or unexplained causes must be reported to OCME and investigated.
Source:	IT MEANS System
Indicator name:	Cases where Medical Examiner takes jurisdiction and certifies at an OCME facility
Description:	OCME is responsible for investigating deaths resulting from criminal violence, accident or suicide; that occur suddenly and when in apparent good health; when unattended by a physician; in a correctional facility or in custody of any criminal justice entity; or occurring in any suspicious or unusual manner or threat to public health. These types of cases are referred to as being under "Medical Examiner jurisdiction." This indicator is where the OCME takes ME jurisdiction and conducts an investigation as to the cause and manner of death, and the body is examined at an OCME facility.
Source:	Forensic Pathology
Indicator name:	Cases where Medical Examiner takes jurisdiction and certifies at scene or a health care facility
Indicator name:	Cases where Medical Examiner declines jurisdiction
Description:	OCME is responsible for investigating deaths resulting from criminal violence, accident or suicide; that occur suddenly and when in apparent good health; when unattended by a physician; in a correctional facility or in custody of any criminal justice entity; or occurring in any suspicious or unusual manner or threat to public health. These types of cases are referred to as being under "Medical Examiner jurisdiction." This indicator is where the OCME takes ME jurisdiction and the body is located and the cause and manner of death certified at the scene.
Source:	Forensic Pathology
Indicator name:	Median time to complete autopsy reports (days)
Description:	Median time to complete autopsy reports, which detail the cause and manner of death and as well as other findings, after autopsy completion.
Source:	Source: Records Unit. IT MEANS System
Indicator name:	Autopsies performed
Description:	In cases where it takes jurisdiction, OCME either performs an autopsy or conducts an external examination on the body to determine cause and manner of death.
Source:	Forensic Pathology
Indicator name:	External examinations performed
Description:	In cases where OCME takes Medical examiner jurisdiction, perform external examinations necessary to issue timely death certificates.
Source:	Forensic Pathology
Indicator name:	Total cremation requests received and investigated as requirement of processing
Description:	The total number of cremation requests received by OCME, all of which must be investigated under law, whether finally carried out or not.
Source:	IT MEANS System

OFFICE OF CHIEF MEDICAL EXAMINER

Indicator name:	Cremation requests rejected after investigation and turned over to Medical Examiner jurisdiction
Description:	The number of cremation requests that were rejected after initial required investigation by OCME and turned over to Medical Examiner for further investigation.
Source:	OCME IT MEANS
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 initially receiving decedents remains. State law mandates that all remains be issued an initial death certificate within 72 hours, and therefore DOHMH requires of OCME that such an issuance be provided it within that time.
Source:	OCME IT MEANS
Indicator name:	Decedents' remains transported and stored by OCME
Description:	The number of decedents that are unclaimed or that fall under Medical Examiner Jurisdiction which are stored at OCME locations until final disposition is facilitated.
Source:	OCME IT MEANS
Indicator name:	Median time from OCME receipt of decedents' remains to "Ready to Release" status (hours)
Description:	The median amount of time that lapses from OCME receipt of decedents' remains to when those remains are ready to be released to funeral directors.
Source:	OCME IT MEANS
Indicator name:	Median time to clear and release to third party for final disposition, per case (minutes)
Description:	The median amount of turnaround time that lapses from when funeral directors arrive at an OCME facility and have their paperwork verified by OCME security personnel to when they depart the facility with the correct remains.
Source:	OCME IT MEANS
Indicator name:	Number of fatalities handled by OCME following a mass fatality event
Description:	The total number of decedents following a mass fatality incident in the reporting fiscal year. The definition of a mass fatality event, as defined in the NYC All Hazards Mass Fatality Response Plan, includes: <ul style="list-style-type: none">– Any event having the potential to yield 10 or more fatalities– Any situation in which there are remains contaminated by chemical, biological, radiological, nuclear or explosive agents or materials– Any incident or other special circumstance requiring a multi-agency response to support MFM operations– Any incident involving a protracted or complex remains recovery operation.
Indicator name:	Remains identified following the September 11, 2001 attacks (cumulative)
Description:	The cumulative number of human remains recovered from the September 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 using DNA on submitted evidence to identify the source of the collected specimens in cases such as homicides, sexual assaults and burglaries, from the time OCME receives the case.
Source:	Forensic Biology DNA Laboratory

OFFICE OF CHIEF MEDICAL EXAMINER

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 a crime scene that match the DNA profiles stored in the Combined DNA Index System (CODIS) national database.
Source:	Forensic Biology DNA Laboratory
Indicator name:	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 (driving under the influence) cases (days)
Description:	Median time to complete analysis, from the time OCME receives the case, where individuals are alleged to have been driving under the influence of alcohol or other drugs to determine the presence and level of such destabilizing substances.
Source:	Forensic Toxicology Laboratory
Indicator name:	Median time to complete toxicology sexual assault cases (days)
Description:	Median time for sexual assault cases to be screened by the Forensic Toxicology Laboratory for the presence of volatiles, opiates, benzoylcegonine, barbiturates, salicylates, acetaminophen, and basic drugs from the time OCME receives the case.
Source:	Forensic Toxicology Laboratory
Indicator name:	DNA samples received
Description:	The number of DNA samples submitted to OCME Forensic Biology Lab for analysis.
Source:	Forensic Biology Laboratory
Indicator name:	Median time to complete DNA gun crime cases, from evidence submission to report (days)
Description:	The number of DNA samples from gun submitted to OCME Forensic Biology Lab for analysis.
Source:	Foresnic Biology 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.

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. 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 that 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 track internally the additional time until a customer has a complete and full response.

Indicator name: E-mails responded to in 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement that 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 track internally the additional time until a customer has a complete and full response.

NYC HEALTH + HOSPITALS

Indicator name:	Payout (\$000)—Health + Hospitals
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. The preliminary amount is published in the Mayor's Management Report and is updated and finalized in the Preliminary Mayor's Management Report.
Source:	Law Department Matter Management System (Tort, Special Federal Litigation, General Litigation and Labor and Employment Divisions)—preliminary data. OMB—final data.
Indicator name:	Unique patients
Description:	The number of unique HHC Patients represent all in and outpatients for the most current rolling 12 month period based on the unique patient identifier.
Source:	Epic, Dentrix, Point click care
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. Inclusion criteria has been updated from a prior definition to include only completed and fully billable encounters from the last 12 months included (i.e. definition now excludes lab work or immunization-only encounters).
Source:	Epic
Indicator name:	Uninsured patients served
Description:	The number of patients without health insurance served by HHC. Data is presented annually.
Source:	Division of Finance
Indicator name:	eConsults completed
Description:	The number of electronic consultations, or specialty referrals, completed.
Source:	Epic (Division of Population Health)
Indicator name:	Telehealth visits
Description:	Number of patients that had telehealth visit, video+audio.
Source:	Epic
Indicator name:	Eligible women receiving a mammogram screening (%)
Description:	The percentage of eligible women age 40 to 70, who have made a primary care or women's health visit at an HHC facility during the last two years, receiving a mammography screening.
Source:	HHC MISYS Data Warehouse
Source:	HHC MISYS Data Warehouse
Indicator name:	HIV patients retained in care (%) (annual)
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:	Epic
Indicator name:	Calendar days to third next available new appointment—adult medicine
Description:	Calendar days to third next available new appointment—adult medicine
Source:	Division of Population Health
Indicator name:	Calendar days to third next available new appointment—pediatric medicine
Description:	Calendar days to third next available new appointment—pediatric medicine
Source:	Division of Population Health

NYC HEALTH + HOSPITALS

Indicator name:	NYC Care enrollment
Description:	The number of recipients enrolled in NYC Care.
Source:	NYC H+H/ NYC Care (Epic)
Indicator name:	Patients enrolled in care in the 1st trimester of pregnancy
Description:	Denominator: All women that have delivered in NYC Health + Hospitals facilities. Numerator: Women that delivered, who had a prenatal visit in the first trimester.
Source:	Epic
Indicator name:	Follow-up appointment kept within 30 days after behavioral health discharge (%)
Description:	The percent of 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:	Epic
Indicator name:	Correctional health patients with a substance use diagnosis that 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:	Division of Correctional Health
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:	Division of Correctional Health
Indicator name:	Individuals who received clinical services from Mental Health Service Corps behavioral health clinicians
Description:	The number of individuals who received clinical services from Mental Health Service Corps behavioral health clinicians.
Source:	Division of Mental Health Services
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 on the hospital top box score (most positive response to HCAHPS Survey items)
Source:	Press Ganey
Indicator name:	Patients diagnosed with diabetes who have appropriately controlled blood sugar (%)
Description:	The percent of patients aged 18-75 with diabetes whose most recent HbA1c level during the last 12 months is adequately controlled (<8.0%).
Source:	Epic (Division of Population Health)
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:	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:	Survey

NYC HEALTH + HOSPITALS

Indicator name:	Total facility-specific Community Advisory Board meetings held over the year
Description:	The Community Advisory Boards (CABs) are a direct and formal link between NYC Health + Hospitals' facilities and our patients and local advocates. Community Advisory Board members are critically important to planning, program development in the communities we serve, and service delivery. These members also provide advocacy from the local community perspective.
Source:	Office of External & Regulatory Affairs
Indicator name:	Patients who left Emergency Department without being seen (%)
Description:	A patient who registers to be evaluated in the Emergency Department who leaves the Emergency Department prior to being evaluated by a provider.
Source:	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:	Division of Finance
Indicator name:	Patient care revenue/expenses (%)
Description:	Patient care revenue growth and expense reduction adjusting for changes in city/state/federal policy or other issues outside NYC Health + Hospitals' management's control.
Source:	Division of Finance
Indicator name:	MetroPlus Health Plan medical spending 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 spending.
Source:	MetroPlus Health
Indicator name:	MetroPlus membership
Description:	The number of recipients enrolled in any of HHC's MetroPlus health plans.
Source:	MetroPlus Health
Indicator name:	Percentage of uninsured patients enrolled in insurance or financial assistance
Description:	The indicator is the percent of full self-pay patients who have a financial assistance case multiplied by the percent of patients with a financial assistance case who are enrolled in insurance or financial assistance. The metric is generated by dividing "# of full self-pay patients with a financial assistance case" by "# of full self-pay patients" and then multiplying that quotient by the "# of patients with a completed financial assistance case enrolled in health insurance of financial assistance" divided by the "# of patients with a financial assistance case."
Source:	Epic
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. Overall Mean Score (Mean Score Roll up of all survey sections).
Source:	Press Ganey
Indicator name:	MyChart Activations (%)
Description:	Numerator: Patients that have an active Mychart account. Denominator: All patients that had face to face visit during FY20 July 2019 through June 2020
Source:	Epic

NYC HEALTH + HOSPITALS

Indicator name:	Post-acute care satisfaction rate (%)
Description:	The percent of post-acute patients surveyed who are likely to recommend the hospital to others. This measure reflects the mean score. Post-acute care refers to services that patients receive following, or in some cases instead of, a stay in a hospital.
Source:	Press Ganey
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:	Survey
Indicator name:	Total System Council of Community Advisory Board meetings held over the year
Description:	The Community Advisory Boards (CABs) are a direct and formal link between NYC Health + Hospitals' facilities, patients and local advocates.
Source:	Office of External & Regulatory Affairs

HUMAN RESOURCES ADMINISTRATION

Indicator name:	Cash assistance unduplicated number of persons (12-month) (000)
Description:	This indicator measures the number of distinct people who received only one-time emergency assistance or an ongoing recurring Cash Assistance benefit on the time-limited Family Assistance Program, the Safety Net Assistance (SNA) Program, or the 60-month Converted to Safety Net program within last 12 months. Everyone receiving any of these types of cash assistance is counted only once during the 12-month period.
Source:	DSS Office Performance Management and Data Analytics (OPMDA) 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. Everyone receiving any of these types of cash assistance is counted only once during the 12-month period.
Source:	DSS Office Performance Management and Data Analytics (OPMDA) 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. Everyone receiving any of these types of cash assistance is counted only once during the 12-month period.
Source:	DSS Office Performance Management and Data Analytics (OPMDA) and WMS report CRM01OR1
Indicator name:	Persons receiving cash assistance (000)
Description:	As of the end of the reporting period, this indicator measures the number of persons who are eligible for the time-limited Family Assistance Program, the Safety Net Assistance Program or the 60-month Converted to Safety Net program.
Source:	DSS OPMDA 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 received 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 program.
Source:	DSS OPMDA and WMS report CRM01OR1
Indicator name:	Persons receiving emergency assistance (000)
Description:	As of the end of the reporting month, this indicator measures only the number of persons who received 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 program.
Source:	DSS OPMDA 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:	DSS OPMDA and WMS report CRM01OR1
Indicator name:	Cash assistance applications (000)
Description:	The cumulative number of cases applying for Cash Assistance (Recurring or Single-Issue benefits).
Source:	DSS Office Performance Management and Data Analytics (OPMDA)
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:	DSS Office Performance Management and Data Analytics (OPMDA)

HUMAN RESOURCES ADMINISTRATION

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:	DSS Office Performance Management and Data Analytics (OPMDA)
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:	DSS Office Performance Management and Data Analytics (OPMDA)
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:	DSS 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 SNAP benefits at residential treatment centers and recipients of Supplemental Security Income (SSI) who receive SNAP benefits.
Source:	DSS Office Performance Management and Data Analytics (OPMDA)
Indicator name:	Cash assistance persons receiving Supplemental Nutrition Assistance Program (SNAP) benefits (000)
Description:	As of the end of the reporting period, the total number of persons who receive both Supplemental Nutrition Assistance Program benefits and Cash Assistance.
Source:	DSS Office Performance Management and Data Analytics (OPMDA)
Indicator name:	Non-cash assistance persons receiving Supplemental Nutrition Assistance Program (SNAP) benefits (000)
Description:	As of 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:	DSS Office Performance Management and Data Analytics (OPMDA)
Indicator name:	SSI persons receiving Supplemental Nutrition Assistance Program (SNAP) benefits (000)
Description:	As of the end of the reporting period, the total number of eligible recipients of SSI receiving federally supported Supplemental Nutrition Assistance Program benefits.
Source:	DSS Office Performance Management and Data Analytics (OPMDA)
Indicator name:	Total SNAP households (000)
Description:	As of the end of the reporting period, the total number of eligible households receiving Supplemental Nutrition Assistance Program benefits.
Source:	DSS Office Performance Management and Data Analytics (OPMDA)
Indicator name:	Cash assistance households receiving SNAP benefits (000)
Description:	As of the end of the reporting period, the total number of Cash Assistance eligible households receiving Supplemental Nutrition Assistance Program benefits.
Source:	DSS Office Performance Management and Data Analytics (OPMDA)

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Indicator name:	Non-cash assistance households receiving SNAP benefits (000)
Description:	As of the end of the reporting period, the total number of households who receive Supplemental Nutrition Assistance Program benefits who are not cash assistance or SSI recipients.
Source:	DSS Office Performance Management and Data Analytics (OPMDA)
Indicator name:	SSI households receiving SNAP benefits (000)
Description:	As of the end of the reporting period, the total number of eligible SSI households SSI receiving federally supported Supplemental Nutrition Assistance Program benefits.
Source:	DSS Office Performance Management and Data Analytics (OPMDA)
Indicator name:	Supplemental Nutritional 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 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: October through September.
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 through Access HRA out of the total number of cases that applied for SNAP benefits in the respective month.
Source:	DSS Office of Performance Management and Data Analytics (OPMDA)
Indicator name:	Average monthly benefit for Cash Assistance households receiving SNAP benefits
Description:	The average monthly SNAP benefit among households receiving Cash Assistance.
Source:	NYS Welfare Management System (WMS)
Indicator name:	Average monthly benefit for non-Cash Assistance households receiving SNAP benefits
Description:	The average monthly SNAP benefit among households who are not cash assistance or SSI recipients.
Source:	NYS Welfare Management System (WMS)
Indicator name:	Medicaid enrollees administered by HRA (000)
Description:	As of the end of the reporting period, the total number of persons enrolled in Medicaid administered by HRA who also receive cash assistance or SSI, and Medicaid without cash assistance (Medicaid-only) administered by HRA. A person can apply for Medicaid administered by HRA if he or she is over 65 years of age or older, 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 case young adult under 26 years of age.
Source:	WMS report WINR0521 and HealthStat Report

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Indicator name:	Medicaid-only enrollees administered by HRA (000)
Description:	As of 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. As of January 2014, most Medicaid-only eligible clients (Medicaid clients without cash assistance) began to be enrolled in the New York State administered Medicaid program through State Health Care Exchange. People can apply for Medicaid administered by HRA if he or she is over 65 years of age or older, 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 years of age.
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 [Medical Assistance Program (MAP)]
Indicator name:	Clients whom HRA helped obtain employment (000)
Description:	An unduplicated cumulative 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:	HRA New York City WAY (NYCWAY), Welfare Management System (WMS), CA and Non-CA cases matched against State New Hire Placements file, OPMDA, and 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 average 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 who obtained employment six months prior to the reporting period, remained open and were not re-budgeted for CA within 180 days due to the loss of employment income.
Source:	HRA NYCWAY, WMS and OPMDA
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 percentage 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:	DSS Office Performance Management and Data Analytics (OPMDA)

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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 average 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 if they participate in full or part-time GED programs.
Source:	HRA NYCWAY and OPMDA
Indicator name:	Family cases engaged in training or education in accordance with New York City guidelines (%)
Description:	The City Fiscal Year-to-date average 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. 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 language programs designed specifically for different types of jobs, or if they participate in full or part-time GED programs.
Source:	HRA NYCWAY and OPMDA
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 OPMDA
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. Cases with orders of support include all cases with an order—both actively charging cases and arrears only cases. Arrears only cases are those where the order stopped charging, but debt is still owed.
Source:	New York State Office of Temporary and Disability Services, Division of Child Support Services. Support Enforcement: 157 Report—Performance Measures—SEP
Indicator name:	Child support collected (\$000,000)
Description:	The cumulative 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 Office of Temporary & Disability Assistance, Department of Child Support Services: Monthly Calendar Year Comparisons of Collections—Total Collections

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Indicator name:	Total WeCARE recipients
Description:	As of the end of the reporting period, the unduplicated total of Wellness, Comprehensive Assessment, Rehabilitation, and Employment (WeCARE) recipients. 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
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 cumulative 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:	As of the end of the reporting period, 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:	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 (families with children) who are diverted from entering a homeless shelter. Efforts are made at PATH to provide prevention assistance that allows families with children to either remain in place or find alternative housing.
Source:	Department of Homeless Services' "Client Assistance and Rehousing Enterprise System" (CARES) database
Indicator name:	Adults receiving preventive services who did not enter the shelter system (%)
Description:	Those 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

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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:	Rent Assistance Unit Emergency Assistance Requests Approved (%)
Description:	Percent of emergency assistance requests from CA recipients at the Rental Assistance Unit that are approved.
Source:	HRA Housing and Homeless Assistance Services/Initiatives, Rental Assistance Unit
Indicator name:	Requests for Emergency Assistance at the Rental Assistance Unit
Description:	The City Fiscal Year cumulative number of request Emergency Rental Assistance by CA recipients/ 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:	Low-income cases facing eviction and homelessness who were assisted with legal services in Housing Court
Description:	The cumulative number of low-income households who are facing eviction in Housing Court to whom HRA legal services providers gave either full 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 that provide temporary and emergency housing supportive services for victims of domestic violence and their children. All programs provide a safe environment as well as counseling, advocacy and referral services.
Source:	HRA ODVEIS Shelter Occupancy Referral Tracking System
Indicator name:	Average number of individuals served per day in the Emergency Domestic Violence shelter program
Description:	The monthly average of the number of individuals served per day in emergency domestic violence shelters that provide temporary and emergency housing and supportive services for victims of domestic violence and their children. All programs provide a safe environment as well as counseling, advocacy and referral services.
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 city fiscal year-to-date average of the monthly number of active cases participating in the non-residential programs.
Source:	Contracted non-residential shelter provider reports

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Indicator name:	Average number of families served per day in the Domestic Violence Tier II shelter program
Description:	The monthly average of the number of families served per day in Tier II domestic violence shelters that provide transitional housing and supportive services for victims of domestic violence and their children. All programs provide a safe environment as well as counseling, advocacy and referral services.
Source:	HRA ODVEIS Shelter Occupancy Referral Tracking System
Indicator name:	Average number of individuals served per day in the Domestic Violence Tier II shelter program
Description:	The monthly average of the number of individuals served per day in Tier II domestic violence shelters that provide transitional housing and supportive services for victims of domestic violence and their children. All programs provide a safe environment as well as counseling, advocacy and referral services.
Source:	HRA ODVEIS Shelter Occupancy Referral Tracking System
Indicator name:	Adult Protective Services (APS) assessment cases
Description:	The unduplicated number of individuals in the assessment phase for APS services during the month. Only assessment cases that are still open are counted, not including the assessment cases that were closed, rejected, or accepted. 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 three working days, as mandated by the State Office of Children and Family Services.
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:	The cumulative number of referrals screened at Central Intake Unit for presumptive eligibility or referral to other agencies.
Source:	HRA Adult Protective Services Monthly Compliance Report
Indicator name:	Personal care services - average weekly billable hours
Description:	At the end of the reporting period, the average number of weekly billable hours of service for all clients receiving personal care services (home attendant and housekeeping). The billable hours indicator measures the number of hours during which service is actually provided.
Source:	HRA Home Care Services Program
Indicator name:	Serious personal care complaints resolved in 24 hours (%)
Description:	Percent of client serious complaints resolved within required timeframe of 24 hours. Vendors must remove the risk has to the client within 24 hours for the complaint to be resolved.
Source:	HRA MICSA

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Indicator name:	Average days to initiate home attendant and housekeeper services for all cases
Description:	At the end of the reporting period, the average number of days from the date of application to the commencement of service for all new Home Attendant and Housekeeping cases during the reporting month. All cases with service start dates during the reporting month are included in this measure and include applicants who are currently enrolled in Medicaid and those who have applied for but not begun to receive Medicaid.
Source:	HRA Home Care Services Program
Indicator name:	Cases receiving home care services (Total)
Description:	As of the end of the reporting period, the number of cases receiving Medicaid-funded Home Attendant and Housekeeping; Long Term Home Health Care; and AIDS Project/AIDS Lombardi Home Care services at the end of the month.
Source:	HRA Home Care Services Program
Indicator name:	New applicants for HIV/AIDS Services Administration (HASA) services
Description:	The cumulative number of new applicants to HASA services.
Source:	HRA HIV/AIDS Services Administration (HASA)
Indicator name:	Individuals receiving HASA services
Description:	As of 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 cases 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 for HASA cases 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 to HASA cases after the completed application is submitted. Benefits are required for clients in HASA cases 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 cases
Description:	The average number of calendar days from submission of a completed application it takes to issue housing-related enhanced financial benefits to HASA cases to enable clients in these cases 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:	Number of individuals served in HASA emergency and transitional housing (point in time)
Description:	The number of individuals residing in HASA emergency and transitional housing programs as of the last day of the month. The Fiscal Year calculation is the average of the monthly point in time counts.
Source:	HRA HIV/AIDS Services Administration: HASA Web
Indicator name:	Pounds of food distributed through Community Food Connection
Description:	The pounds of shelf-stabilized, refrigerated and frozen foods distributed per month through Community Food Connection (CFC).
Source:	Food Bank For NYC

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Indicator name:	Active Community Food Connection programs – Food Pantries
Description:	The number of active Food Pantries receiving funding from the Community Food Connections program. Counts are point in time as of the last month of the fiscal year.
Source:	Easy Access To Supplemental Food System (EATS)
Indicator name:	Active Community Food Connection programs – Soup Kitchens
Description:	The number of active Soup Kitchens receiving funding from the Community Food Connections program. Counts are point in time as of the last month of the fiscal year.
Source:	Easy Access To Supplemental Food System (EATS)
Indicator name:	Medicaid recoveries and cost avoidance for fraud waste & abuse (\$000,000)
Description:	This indicator shows the cumulative 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 cumulative 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 has changed its method for calculating the Cash Assistance cost avoidance and recoveries indicator by no longer placing a value on reduced budget recommendations from HRA's Bureau of Eligibility Verification (BEV). 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 cumulative amount of 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:	The cumulative number of client requests for hearings to contest decisions made by HRA regarding any benefit programs administered by HRA. For Fiscal Years 2019, 2020, and 2021, HRA adjusted its count of fair hearings requested to be consistent with how these requests are determined by New York State. This adjustment resulted in a slight decrease in the reported monthly number of fair hearings requested compared to previously reported data.
Source:	HRA Office of Performance Management and Data Analytics (OPMDA)

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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 currently excluded 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 and other outcomes. Other outcomes include, for example, the appellant's lack of standing. The denominator includes all fair hearing issues heard with all outcomes including affirmation, correct when made, agency withdrawal, settled, reversal and other outcomes. The rate is calculated based on all outcomes on hearings heard, and it does not include defaults in which the client fails to appear, and the hearing is therefore not actually heard.
Source:	DSS Office of Performance Management and Data Analytics (OPMDA)
Indicator name:	IDNYC - number of applications processed
Description:	The City Fiscal Year to date cumulative number of IDNYC applications processed for eligibility clients as of the end of the 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. The card helps New Yorkers gain access to City services and buildings. In addition, it 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 cumulative 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. In addition, it 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:	Fair Fares NYC – total enrollment
Description:	This indicator measures the number of people enrolled in Fair Fares NYC as of June 30th, the end of the City Fiscal Year reporting period. Launched in January 2019, Fair Fares NYC is a city program to help people who live in New York City with low incomes manage their transportation costs. With the Fair Fares NYC discount, eligible New York City residents receive a 50% discount on subway and eligible bus fares or Access-A-Ride fares.
Source:	HRA Office Performance Management and Data Analytics (OPMDA)
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 percentage 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

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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: Workplace injuries reported
Description: The cumulative number of all incidents resulting in a workers' compensation or line of duty injury claim regardless of whether time is lost.
Source: DSS Office of Human Resources Solutions

Indicator name: Applications filed with the United States Citizenship and Immigration Services
Description: The cumulative 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: Total number of 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: Human Resources Administration

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: Human Resources Administration

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: Human Resources Administration

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.
Source: Human Resources Administration

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Indicator name:	CORE facility rating
Description:	CORE facility rating: 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.
Source:	Human Resources Administration
Indicator name:	Calls answered in 30 seconds (%)
Description:	The percentage of calls answered by a call center representative in 30 seconds or less.
Source:	Human Resources Administration
Indicator name:	Customer satisfaction rating for Public Health Insurance Program services “good” or better (%)
Description:	Customer satisfaction ratings in obtaining benefits for Cash Assistance, SNAP and Public Health Insurance
Source:	Human Resources Administration

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Indicator name:	Number of State Central Register consolidated investigations
Description:	Number of abuse/neglect investigations conducted. Excludes those reports that have been consolidated based on a set of identified criteria.
Source:	Connections, Division of Policy Planning and Measurement/Office of Research and Evaluation
Indicator name:	Number of new Collaborative Assessment Response, Engagement, and Support (CARES) cases
Description:	Number of new Collaborative Assessment Response, Engagement, and Support (CARES) cases opened.
Source:	Connections, Division of Policy Planning and Measurement/Office of Research and Evaluation
Indicator name:	Percentage of new child protection cases that are CARES
Description:	Percentage of new Collaborative Assessment Response, Engagement, and Support (CARES) cases and investigations opened that are CARES.
Source:	Connections, Division of Policy Planning and Measurement/Office of Research and Evaluation
Indicator name:	Percent investigations completed in 60 days
Description:	The percent of new child abuse and/or neglect investigations that were completed within 60 days of opening.
Source:	Connections, Division of Policy Planning and Measurement/Office of Research and Analytics
Indicator name:	Abuse and/or neglect reports responded to within 24 hours of receipt from the State Central Register (%)
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:	Connections, Division of Policy Planning and Measurement/Office of Research and Evaluation
Indicator name:	Percent of investigations that are substantiated
Description:	The percent of child abuse/neglect investigations that are substantiated upon completion of investigation.
Source:	Connections, Division of Policy Planning and Measurement/Office of Research and Evaluation
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, Division of Policy Planning and Measurement/Office of Research and Evaluation
Indicator name:	Children in substantiated investigations with repeat substantiated investigations within a year (%)
Description:	The percent of children who were named as victims in a substantiated investigation, who were then named as victims in another substantiated investigation within a year of the closing of the first investigation. Figures are provided for the initial substantiated investigations in the prior fiscal year.
Source:	Connections, Division of Policy Planning and Measurement/Office of Research and Evaluation
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:	Case Assignment System, Division of Policy Planning and Measurement/Office of Research and Evaluation
Indicator name:	Families entering child welfare preventive services
Description:	Total number of Families entering child welfare preventive services during the month.
Source:	Prevention Organizational Management Information System, Division of Policy Planning and Measurement/Office of Research and Evaluation

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Indicator name:	Children receiving child welfare preventive services (daily average)
Description:	The number of children in active child welfare preventive cases at the end of the month.
Source:	Prevention Organizational Management Information System, Division of Policy Planning and Measurement/Office of Research and Evaluation
Indicator name:	Children who received child welfare preventive services during the year (annual total)
Description:	The cumulative number of unique children in families that received child welfare preventive services during the fiscal year.
Source:	Prevention Organizational Management Information System, Division of Policy Planning and Measurement/Office of Research and Evaluation
Indicator name:	Percent of respondents to the Prevention Services Family Experience Survey who said prevention services are helping them achieve their goals
Description:	Percent of respondents to the Prevention Services Family Experience Survey who said prevention services are helping them achieve their goals. ACS in partnership with prevention provider agencies, conducts the annual ACS Prevention Family Experience Survey in accordance with Local Law 17 of 2018, which was adopted into the New York City administrative code on December 31, 2017. The legislation requires ACS to survey all families in contracted prevention programs about their experiences in prevention services. The purpose of the survey is to better understand the lived experiences of families while participating in prevention services.
Source:	Prevention Services, ACS Prevention Family Experience Survey
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, Division of Policy Planning and Measurement/Office of Research and Evaluation
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 and Connections, Division of Policy Planning and Measurement/Office of Research and Evaluation
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.
Source:	Statewide Services Payment System, Division of Policy Planning and Measurement/Office of Research and Evaluation
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.
Source:	Statewide Services Payment System, Division of Policy Planning and Measurement/Office of Research and Evaluation
Indicator name:	Children in nonrelative foster boarding 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.
Source:	Statewide Services Payment System, Division of Policy Planning and Measurement/Office of Research and Evaluation

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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.
Source:	Statewide Services Payment System, Division of Policy Planning and Measurement/Office of Research and Evaluation
Indicator name:	Total days all children spent in foster care
Description:	The days children spent in foster care.
Source:	Child Care Review Service, Division of Policy Planning and Measurement/Office of Research and Evaluation
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:	Child Care Review Service, Division of Policy Planning and Measurement/Office of Research and Evaluation
Indicator name:	Children who re-enter foster care within a year of discharge to a 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:	Child Care Review Service, Division of Policy Planning and Measurement/Office of Research and Evaluation
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:	DOE, Division of Policy Planning and Measurement/Office of Research and Evaluation
Indicator name:	Number of youth in foster care receiving Fair Futures services
Description:	Number of youth in foster care receiving Fair Futures services. Fair Futures provides trained, salaried coaches to work with foster and justice involved youth from middle school through age 26, providing guidance on education, housing, and career prep, and emotional and social support.
Source:	Division of Family Permanency, Care 4 Database
Indicator name:	Number of youth in foster care enrolled in College Choice
Description:	Number of youth in foster care enrolled in College Choice. College Choice is a program that provides college students in foster care with greater support systems, including financial support. As part of the program, ACS helps pay remaining costs of college tuition in addition to any room and board not covered by a student's financial aid package. College students in foster care also receive a daily stipend which can be used towards food, clothing, transportation, and more.
Source:	Division of Family Permanency, College Choice tracking database
Indicator name:	Children maltreated during family foster care placement per 100,000 care days
Description:	The number of children with substantiated abuse or neglect while in family foster care per 100,000 care days. Calculation: =(children with substantiated allegations of abuse or neglect while in foster care during period / total number of care days in period) *100,000
Source:	Child Care Review Service and Connections, Division of Policy Planning and Measurement/Office of Research and Evaluation

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Indicator name:	Percent of youth in foster care who feel very supported or somewhat supported by their foster parents or residential facility staff
Description:	Percent of respondents to the Youth Experience Survey who reported they feel 'very supported' or 'somewhat supported' by their foster parents or residential facility staff.
Source:	Division of Family Permanency, Youth Experience Survey
Indicator name:	Children placed in foster care in their borough
Description:	The percent of children placed in regular foster boarding homes in their home borough.
Source:	Source: Child Care Review Service (CCRS) and CONNECTIONS maintained by ACS Management Information Systems Unit. Division of Policy & Planning
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:	Child Care Review Service, Division of Policy Planning and Measurement/Office of Research and Evaluation
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:	Child Care Review Service and Connections, Division of Policy Planning and Measurement/Office of Research and Evaluation
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:	Child Care Review Service, Division of Policy Planning and Measurement/Office of Research and Evaluation
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:	Child Care Review Service, Division of Policy Planning and Measurement/Office of Research and Evaluation
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:	Child Care Review Service, Division of Policy Planning and Measurement/Office of Research and Evaluation
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:	Child Care Review Service, Division of Policy Planning and Measurement/Office of Research and Evaluation

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Indicator name:	Children adopted
Description:	The number of children with a finalized adoption.
Source:	Child Care Review Service, Division of Policy Planning and Measurement/Office of Research and Evaluation
Indicator name:	Kinship Guardianship Assistance discharges
Description:	The number of children discharged from foster care to permanent placement through the Kinship Guardian Assistance program. The Kinship Guardian Assistance program is a permanency option designed for a foster child to achieve a permanent placement with a relative who had been the child's foster parent. The program provides financial support and does not require termination of parental rights.
Source:	Child Care Review Service, Division of Policy Planning and Measurement/Office of Research and Evaluation
Indicator name:	Children returned to parents (reunifications)
Description:	The number of children discharged from foster care to their parent(s).
Source:	Child Care Review Service, Division of Policy Planning and Measurement/Office of Research and Evaluation
Indicator name:	Average child care voucher enrollment
Description:	The number of children accessing child care services through a voucher.
Source:	Automated Child Care Information System, Child and Family Wellbeing
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:	Automated Child Care Information System, Child and Family Wellbeing
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:	Automated Child Care Information System, Child and Family Wellbeing
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:	Automated Child Care Information System, Child and Family Wellbeing
Indicator name:	Average informal (home-based) child care 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:	Automated Child Care Information System, Child and Family Wellbeing
Indicator name:	Average number of children accessing child care services through use of a non-mandated low-income voucher
Description:	Average number of children accessing child care services through use of a non-mandated low-income voucher.
Source:	Child and Family Wellbeing, Automated Child Care Information System
Indicator name:	Average number of children accessing child care through use of a child welfare voucher
Description:	Average number of children accessing child care through use of a child welfare voucher.
Source:	Child and Family Wellbeing, Automated Child Care Information System

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Indicator name:	Percent of voucher applications with eligibility determinations within 30 days
Description:	Percent of childcare voucher applications with eligibility determinations within 30 days of submission.
Source:	Division of Child and Family Wellbeing
Indicator name:	Fiscal year spending per child—Center-based child care vouchers
Description:	Fiscal year spending per child—center-based child care vouchers
Source:	Division of Financial Services
Indicator name:	Fiscal year spending per child—Family child care vouchers
Description:	Fiscal year spending per child—family child care vouchers.
Source:	Division of Financial Services
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:	Division of Financial Services
Indicator name:	Abuse and/or neglect reports for children in child care
Description:	The number of abuse or neglect reports for children in child care which are investigated by the Office of Confidential Special (OSI), of ACS/Division of Child Protection.
Source:	Connections, Division of Policy Planning and Measurement/Office of Research and Evaluation
Indicator name:	Abuse and/or neglect reports for children in child care that are substantiated (%)
Description:	The percent of abuse and/or neglect reports for children in child care that are determined upon investigation by the Office of Special Investigations (OSI) to be substantiated.
Source:	Connections, Division of Policy Planning and Measurement/Office of Research and Evaluation
Indicator name:	Total admissions to detention
Description:	The total number of admissions to detention.
Source:	Juvenile Detention Automated System, Division of Policy Planning and Measurement/Office of Research and Evaluation
Indicator name:	Average Daily Population in Detention (Total)
Description:	The number of youth in custody on an average day during the reporting period.
Source:	Juvenile Detention Automated System, Division of Policy Planning and Measurement/Office of Research and Evaluation
Indicator name:	Average Daily Population in Secure Detention
Description:	The number of youth in secure detention on an average day during the reporting period
Source:	Juvenile Detention Automated System, Division of Policy Planning and Measurement/Office of Research and Evaluation
Indicator name:	Average Daily Population in Non-secure Detention
Description:	The number of youth in non-secure detention on an average day during the reporting period.
Source:	Juvenile Detention Automated System, Division of Policy Planning and Measurement/Office of Research and Evaluation
Indicator name:	Combined average length of stay (ALOS) in secure and non-secure detention (days)
Description:	The average number of days between the admission date and release date of all youth released from either secure detention or non-secure detention.
Source:	Juvenile Detention Automated System, Division of Policy Planning and Measurement/Office of Research and Evaluation

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Indicator name:	Escapes from 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:	Group Oriented Analysis of Leadership Strategies, Division of Policy Planning and Measurement/Office of Research and Evaluation
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:	Group Oriented Analysis of Leadership Strategies, Division of Policy Planning and Measurement/Office of Research and Evaluation
Indicator name:	Youth on Youth Assaults and Altercations with Injury Rate (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:	Group Oriented Analysis of Leadership Strategies, Division of Policy Planning and Measurement/Office of Research and Evaluation
Indicator name:	Youth on Staff Assaults and Altercations with Injury Rate (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:	Group Oriented Analysis of Leadership Strategies, Division of Policy Planning and Measurement/Office of Research and Evaluation
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:	Group Oriented Analysis of Leadership Strategies, Division of Policy Planning and Measurement/Office of Research and Evaluation
Indicator name:	Illegal substance/prescription or OTC medication recovery rate (average per 100 total ADP), detention
Description:	The number of instances in which narcotics were found. Calculated as the average number of instances per days in the reporting period, per 100 Average Daily Population during the reporting period.
Source:	Group Oriented Analysis of Leadership Strategies, Division of Policy Planning and Measurement/Office of Research and Evaluation
Indicator name:	Child abuse/neglect allegations for youth in detention that are substantiated, rate (average per 100 total ADP)
Description:	The rate per 100 average daily population of child abuse/neglect allegations against ACS and contracted-staff regarding youth in detention that were substantiated as reported to ACS by the NYS Justice Center during the reporting period.
Source:	NYS Justice Center, Division of Policy Planning and Measurement/Office of Research and Evaluation

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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:	Division of Financial Services
Indicator name:	Admissions to Close to Home placement
Description:	Number of admissions to Close to Home placement.
Source:	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:	Division of Youth and Family Justice
Indicator name:	Number in Close to Home aftercare (average)
Description:	Number of young people in Close to Home aftercare upon release from Close to Home placement.
Source:	Juvenile Justice Information System, Division of Policy Planning and Measurement/Office of Research and Evaluation
Indicator name:	Absent without consent (AWOC) rate, Close to Home placement
Description:	Number AWOLs from close to Home placement per 100 care days.
Source:	Group Oriented Analysis of Leadership Strategies, Division of Policy Planning and Measurement/Office of Research and Evaluation
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:	Division of Youth and Family Justice
Indicator name:	Releases from Close to Home placement to aftercare
Description:	Number of young people released from Close to Home placement to Close to Home aftercare.
Source:	Division of Youth and Family Justice
Indicator name:	Youth on staff 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:	Group Oriented Analysis of Leadership Strategies, Division of Policy Planning and Measurement/Office of Research and Evaluation
Indicator name:	Youth on youth assault with injury rate, Close to Home placement
Description:	Number of youth on youth assaults with injury in Close to Home placement per 100 care days.
Source:	Group Oriented Analysis of Leadership Strategies, Division of Policy Planning and Measurement/Office of Research and Evaluation
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 both individual, group and family modalities. Youth in non-secure detention can receive all services on-site at Passages Academy.
Source:	Mental Health Service Providers, Division of Policy Planning and Measurement/Office of Research and Evaluation

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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 health care 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:	Division of Financial Services
Indicator name:	Percent of youth with health screening within 24 hours of admission to detention (%)
Description:	Percent of youth with health screening within 24 hours of admission to detention.
Source:	Division of Youth and Family Justice
Indicator name:	Youth admitted to detention with previous admission(s) to detention (%)
Description:	The percent of youth admitted to detention during the reporting period with at least one prior admission to detention.
Source:	Juvenile Detention Automated System, Division of Policy Planning and Measurement/Office of Research and Evaluation
Indicator name:	Youth in the Family Assessment Program
Description:	The number of youth in the Family Assessment Program (FAP) program at the end of the month. Year-to-date statistics are averages of monthly statistics. FAP provides diversion services to families seeking to file Persons in Need of Supervision (PINS) petitions in Family Court. FAP works to strengthen families, reduce conflict, and connect families to services that provide ongoing support. It helps families handle concerns such as a child running away, skipping school, or disruptive behavior, without having to go to court.
Indicator name:	Youth in the Juvenile Justice Initiative
Description:	The number of youth in the Juvenile Justice Initiative (JJI) at the end of the month. Year-to-date statistics are averages of monthly statistics. JJI is an alternative-to-placement program that allows young people who the Family Court finds to be juvenile delinquents to stay at home and receive intensive services in the community.
Indicator name:	Workplace injuries reported
Description:	Employee Injuries requiring Worker's Compensation Reports.
Source:	Law Department
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:	ACS Immigrant Services and Language 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:	NYC Citywide Performance Reporting

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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:	NYC Citywide Performance Reporting

DEPARTMENT OF HOMELESS SERVICES

Indicator name:	Average number of individuals in shelter per day
Description:	The average daily census of individuals in families at noon and of single adults at 3 AM. Does not include individuals in families that may not yet be assigned or are in transition to shelter at noon and those placed in overnight facilities.
Source:	DHS Client Assistance and Rehousing Enterprise System (CARES) 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 CARES Database
Indicator name:	Average number of individuals in adult families in shelters per day
Description:	The average daily census of individuals in adult families at noon for the month. Does not include individuals in families that may not yet be assigned or are in transition to shelter at noon and those placed in overnight facilities.
Source:	DHS CARES 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 CARES Database
Indicator name:	Average number of individuals in families with children in shelters per day
Description:	The average daily census of individuals in families with children at noon for the month . Does not include individuals in families that may not yet be assigned or are in transition to shelter at noon and those placed in overnight facilities.
Source:	DHS CARES Database
Indicator name:	Average number of single adults in shelters per day
Description:	The average number of single adults residing in shelter each night at 3 A.M.
Source:	DHS CARES Database
Indicator name:	Adult families entering the DHS shelter services system
Description:	Adult families determined to be eligible for shelter.
Source:	DHS CARES Database
Indicator name:	Families with children entering the DHS shelter services system
Description:	Families with children determined to be eligible for shelter.
Source:	DHS CARES Database
Indicator name:	Single adults entering the DHS shelter services system
Description:	Single adults entering the DHS shelter services system for the first time or returning after a period of at least one year, excluding clients in Safe Havens and Veterans short-term housing.
Source:	DHS CARES Database
Indicator name:	Families with children receiving public assistance (average) (%)
Description:	The percentage of families with children who have been determined eligible for shelter and have either applied for or are currently receiving public assistance.
Source:	DHS CARES database and Welfare Management System database

DEPARTMENT OF HOMELESS SERVICES

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:	DHS CARES Database and DOE ATS
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 Database and DOE ATS
Indicator name:	Families initially placed in shelter in the borough of 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 borough of that school.
Source:	DHS CARES Database
Indicator name:	Families living in shelter who received biopsychosocial screenings from mental health clinicians (%)
Description:	Percentage of families, with over 30 days in shelter on the 1st of the month, screened for behavioral health (mental health and/or substance use) needs in the current Fiscal Year.
Source:	DHS CARES Database
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:	DHS 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:	DHS 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:	DHS CARES Database

DEPARTMENT OF HOMELESS SERVICES

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:	DHS 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:	DHS 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:	DHS CARES Database
Indicator name:	Cost per day for single adult shelter facilities
Description:	The daily cost (per diem) per person or family for privately run facilities, including Tier IIs, hotels, and cluster facilities, providing overnight shelter to homeless single adults or families. It is the average cost for all units occupied at a given point in time.
Source:	DHS Budget Office
Indicator name:	Cost per day for family shelter facilities
Description:	The daily cost (per diem) per person or family for privately run facilities, including Tier IIs, hotels, and cluster facilities, providing overnight shelter to homeless single adults or families. It is the average cost for all units occupied at a given point in time.
Source:	DHS Budget Office
Indicator name:	Cost per day for family shelter facilities - adult families
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:	Cost per day for family shelter facilities - 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:	Single adults exiting to permanent housing
Description:	The number of single adults relocated to permanent housing from shelters, including both subsidized and unsubsidized permanent housing placements, excluding clients in Safe Havens and Veterans short-term housing. A placement is counted as an exit to permanent housing if the client remains out of shelter for at least 30 days.
Source:	DHS CARES Database

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Indicator name:	Single adults exiting to permanent housing - subsidized
Description:	The number of single adults relocated to permanent subsidized housing from shelters, excluding clients in Safe Havens and Veterans short-term housing. A placement is counted as an exit to permanent housing if the client remains out of shelter for at least 30 days.
Source:	DHS CARES Database
Indicator name:	Single adults exiting to permanent housing - unsubsidized
Description:	The number of single adults relocated to unsubsidized permanent housing from shelters, excluding clients in Safe Havens and Veterans short-term housing. A placement is counted as an exit to permanent housing if the client remains out of shelter for at least 30 days.
Source:	DHS CARES Database
Indicator name:	Adult families exiting to permanent housing
Description:	The number of adult families relocated to permanent housing from shelters, including both subsidized and unsubsidized permanent housing placements. A placement is counted as an exit to permanent housing if the client remains out of shelter for at least 30 days.
Source:	DHS CARES Database
Indicator name:	Adult families exiting to permanent housing - subsidized
Description:	The number of adult families relocated to subsidized permanent housing from shelters. A placement is counted as an exit to permanent housing if the client remains out of shelter for at least 30 days.
Source:	DHS CARES Database
Indicator name:	Adult families exiting to permanent housing - unsubsidized
Description:	The number of adult families relocated to unsubsidized permanent housing from shelters. A placement is counted as an exit to permanent housing if the client remains out of shelter for at least 30 days.
Source:	DHS CARES Database
Indicator name:	Families with children exiting to permanent housing
Description:	The number of families with children relocated to permanent housing from shelters, including both subsidized and unsubsidized permanent housing placements. A placement is counted as an exit to permanent housing if the client remains out of shelter for at least 30 days.
Source:	DHS CARES 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. A placement is counted as an exit to permanent housing if the client remains out of shelter for at least 30 days.
Source:	DHS CARES Database
Indicator name:	Families with children exiting to permanent housing - unsubsidized
Description:	The number of families with children relocated to unsubsidized permanent housing from shelters. A placement is counted as an exit to permanent housing if the client remains out of shelter for at least 30 days.
Source:	DHS CARES 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, excluding clients in Safe Havens and Veterans short-term housing. Non-consecutive days spent in shelter are counted as one stay in the average calculation.
Source:	DHS CARES Database

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Indicator name:	Average length of stay for adult families in shelters (days)
Description:	The average number of days adult families spend in shelter, excluding overnight facilities, from their first date of application. Families who leave the DHS shelter system for more than 30 days are considered new applicants.
Source:	DHS CARES Database
Indicator name:	Average length of stay for families with children in shelter (days)
Description:	The average number of days families with children spend in shelter, excluding overnight facilities, from their first date of application. Families who leave the DHS shelter system for more than 30 days are considered new applicants.
Source:	DHS CARES Database
Indicator name:	Single adults who exited to permanent housing and returned to the DHS shelter services system within one year (%)
Description:	The percent of those single adults, excluding clients in Safe Havens and Veterans short-term housing, placed into permanent housing in the prior fiscal year who returned to the DHS shelter services system within one year. To be counted as an exit to permanent housing, the client must remain out of shelter following placement for at least 30 days.
Source:	DHS CARES Database
Indicator name:	Single adults who exited to permanent housing and returned to the DHS shelter services system within one year - subsidized placement
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 an exit to permanent housing, the client must remain out of shelter following placement for at least 30 days.
Source:	DHS CARES Database
Indicator name:	Single adults who exited to permanent housing and returned to the DHS shelter services system within one year - unsubsidized placement
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 an exit to permanent housing, the client must remain out of shelter following placement for at least 30 days.
Source:	DHS CARES Database
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 placed into permanent housing in the prior fiscal year who returned to the DHS shelter services system within one year. To be counted as an exit to permanent housing, the client must remain out of shelter following placement for at least 30 days.
Source:	DHS CARES Database
Indicator name:	Adult families who exited to permanent housing and returned to the DHS shelter services system within one year - subsidized placement
Description:	The percent of those adult families 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 an exit to permanent housing, the client must remain out of shelter following placement for at least 30 days.
Source:	DHS CARES Database

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Indicator name:	Adult families who exited to permanent housing and returned to the DHS shelter services system within one year - unsubsidized placement
Description:	The percent of those adult families 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 an exit to permanent housing, the client must remain out of shelter following placement for at least 30 days.
Source:	DHS CARES Database
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 placed into permanent housing in the prior fiscal year who returned to the DHS shelter services system within one year. To be counted as an exit to permanent housing, the client must remain out of shelter following placement for at least 30 days.
Source:	DHS CARES Database
Indicator name:	Families with children who exited to permanent housing and returned to the DHS shelter services system within one year - subsidized placement
Description:	The percent of those families with children 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 an exit to permanent housing, the client must remain out of shelter following placement for at least 30 days.
Source:	DHS CARES Database
Indicator name:	Families with children who exited to permanent housing and returned to the DHS shelter services system within one year - unsubsidized placement
Description:	The percent of those families with children 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 an exit to permanent housing, the client must remain out of shelter following placement for at least 30 days.
Source:	DHS CARES Database
Indicator name:	Unsheltered individuals who 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 referred to placement into permanent housing, transitional housing and other settings
Description:	This indicator reflects the number of unduplicated HOME-STAT clients who were placed at any time during the year into the following settings: <ul style="list-style-type: none">• 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

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Indicator name:	Average number of clients in low barrier beds
Description:	The average nightly occupancy of individuals in safe haven and stabilization beds.
Source:	DHS CARES Database
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:	DSS Office of Human Resources Solutions
Indicator name:	Total number of completed requests for interpretation
Description:	The sum of 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. Note that unique requests for interpretation are not available for on-site Spanish interpretation services provided at a number of DHS locations and, as a result, are not included in this metric.
Source:	Interpretation provider invoices
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:	HRA Office of Constituent Services (OCS)
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:	HRA Office of Constituent Services (OCS)
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.
Source:	OFlow Database
Indicator name:	CORE facility rating
Description:	CORE facility rating: 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.
Source:	Mayor's Office of Operations - SCOUT

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Indicator name:	Older Adult Center average daily participants
Description:	Average number of older New Yorkers who participate in services at Older Adult Centers and affiliate sites.
Source:	DFTA Planning Division
Indicator name:	Older Adult Center service utilization rate (%)
Description:	Older adult centers generally provide services in three categories: information and assistance; health promotion; and education and recreation. The Older Adult Center Utilization Rate indicator is a measure which divides the total units of service provided in each of these three categories by the planned number of units weighted by the contracted funding level in each category.
Source:	DFTA's Financials
Indicator name:	Older Adult Center virtual and hybrid program clients
Description:	Unduplicated number of older New Yorkers who participate in OAC sessions held totally and/or partially online.
Source:	DFTA PRET
Indicator name:	Older Adult Center total meals
Description:	Total number of meals served at Older Adult Centers including Congregate Meals (weekday and weekend breakfast, lunch and dinner), Grab and Go, and Meals on Heels.
Source:	IT Report
Indicator name:	Older Adult Center meal participants
Description:	Unduplicated number of older New Yorkers who participate in older adult center meals including Congregate Meals (weekday and weekend breakfast, lunch and dinner), Grab and Go, and Meals on Heels during the reporting period.
Source:	Senior Tracking, Analysis and Reporting System (STARS)
Indicator name:	Naturally Occurring Retirement Communities participants
Description:	Unduplicated number of older New Yorkers who receive services and/or participate in activities at DFTA funded NORC locations.
Source:	DFTA PRET
Indicator name:	Senior Community Services Employment Program participants
Description:	Unduplicated number of older New Yorkers who participate in DFTA's Senior Employment Program.
Source:	DFTA PRET
Indicator name:	Geriatric mental health clinical clients
Description:	The number of individuals who have received services from DFTA's Geriatric Mental Health (DGMH) service providers at Older Adult Centers.
Source:	DFTA PRET
Indicator name:	Home delivered meals
Description:	Total number of home delivered meals provided by DFTA-funded programs.
Source:	IT Report

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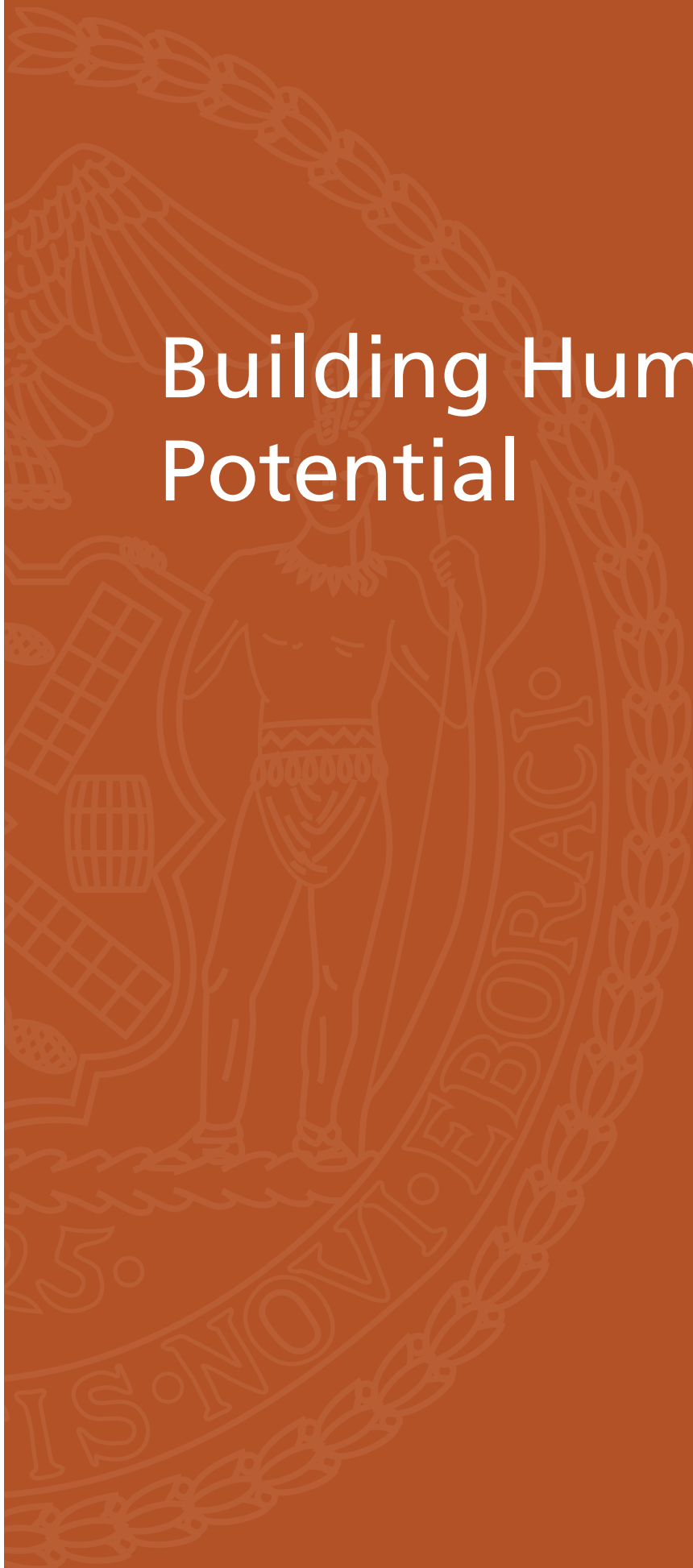
Indicator name:	Home delivered meal clients
Description:	Eligibility: Older New Yorkers age 60+; unable to attend a congregate meals site unattended; unable to prepare meals due to at least one of the following: incapacity due to accident, illness or physical or mental frailty; Lack of cooking facility, such as refrigerator or stove; Inability to shop or cook for self; Inability to safely prepare meals; Lack of knowledge or skills on how to prepare meals; Lacks formal or informal supports who can regularly provide meals; Is able to live safely at home if services are provided. Note: When it is in the best interest of the older person receiving a DFTA-funded home delivered meals, meals may also be provided to: (1) the client's spouse or domestic partner, regardless of age or physical condition, and (2) a disabled individual(s) under 60 years of age living in the same household as the client.
Source:	DFTA PRET
Indicator name:	Home care hours
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 BFS
Indicator name:	Home care clients
Description:	Total number of senior citizens receiving DFTA-funded personal care and housekeeping services during the fiscal year.
Source:	DFTA Planning Division
Indicator name:	Case management hours
Description:	Total number of hours of DFTA-funded case management services delivered.
Source:	DFTA BFS
Indicator name:	Case management clients
Description:	Total number of senior citizens receiving DFTA-funded case management services during the fiscal year.
Source:	DFTA PRET
Indicator name:	Caregiver clients
Description:	The number of caregivers who receive services from NYC Aging's contracted providers.
Source:	Bureau of Social Services, STARS Client Tracking System
Indicator name:	Total number of 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:	Language Line
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:	DFTA Correspondence Tracking System

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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:	DFTA Correspondence Tracking System
Indicator name:	CORE facility rating
Description:	CORE facility rating: 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.
Source:	Mayor's Office of Customer Service
Indicator name:	SLA—Home Delivered Meals for Seniors—Missed Delivery—% of SRs Meeting Time to Action
Description:	The percentage of Home Delivered Meals for Seniors—Missed Delivery service requests for which DFTA met its planned time of action to provide the service.
Source:	Dynamics 365 (311)
Indicator name:	SLA—Elder Abuse—% of SRs Meeting Time to Action
Description:	The percentage of Elder Abuse service requests for which DFTA met its planned time of action to provide the service.
Source:	Dynamics 365 (311)
Indicator name:	Percent meeting time to first action—Housing (14 days)
Source:	Aging Connect CISCO
Indicator name:	Percent meeting time to first action—General Aging Information (14 days)
Source:	Aging Connect CISCO
Indicator name:	Percent meeting time to first action—Benefits and Entitlements (14 days)
Source:	Aging Connect CISCO

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Building Human Potential



Building Human Potential



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Department of Youth and Community Development

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Department of Veterans' Services

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Public Libraries

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Indicator name:	Payout (\$000)—Education
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. The preliminary amount is published in the Mayor's Management Report and is updated and finalized in the Preliminary Mayor's Management Report.
Source:	Law Department Matter Management System (Tort, Special Federal Litigation, General Litigation and Labor and Employment Divisions) – preliminary data. OMB – final data.
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, 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 students in full-day Pre-K on the October 31st audited register for a given school year.
Source:	Automate the Schools Data System
Indicator name:	Average daily attendance (%)
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.
Source:	Automate the Schools Data System
Indicator name:	Elementary/middle school attendance (%)
Description:	The percentage of students in grades PK-8 present as calculated by the number of students present divided by the number of students present and absent, not including charter school students, for each school day.
Source:	Automate the Schools Data System
Indicator name:	High school attendance (%)
Description:	The percentage of students in grades 9–12 present as calculated by the number of students present divided by the number of students present and absent, not including charter school students, for each school day.
Source:	Automate the Schools Data System
Indicator name:	Students with higher than 90% attendance rate (%)
Description:	The percentage of students whose attendance rate for the year is 90% or better, as calculated by the number of students with an attendance rate of 90% or more divided by the number of students on register, not including charter school students.
Source:	Automate the Schools Data 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.
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 on the New York State Education Department's assessment for grades 3-8. 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

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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 2, 3 or 4 on the New York State Education Department's English Language Arts test in a given year in grades 3-8 who scored a Level 1 in the previous year. 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—Math (%)
Description:	The percent of students who scored at Level 2, 3 or 4 on the New York State Education Department's Math test in a given year in grades 3-8 who scored a Level 1 in the previous year. 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 New York State Education Department's English Language Arts test in a given year in grades 3-8 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 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 New York State Education Department's Math test in a given year in grades 3-8 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 8 promoted to the next grade level (%)
Description:	The percent of all students in grades 1 to 8 who were promoted into the next grade level after meeting promotion criteria.
Source:	Office of Policy and Evaluation
Indicator name:	Students with a 65 to 100 passing score on the Regents Examination—English (%)
Description:	Percentage of test takers across the January, June and August Regents who passed with their highest score for that year. Waivers, appeals, and other exceptions are not included.
Source:	Division of Assessment and Accountability
Indicator name:	Students with a 65 to 100 passing score on the Regents Examination—Algebra I (%)
Description:	Percentage of test takers across the January, June and August Regents who passed with their highest score for that year. Waivers, appeals, and other exceptions are not included.
Source:	Division of Assessment and Accountability
Indicator name:	Students with a 65 to 100 passing score on the Regents Examination—Living Environment (%)
Description:	Percentage of test takers across the January, June and August Regents who passed with their highest score for that year. Waivers, appeals, and other exceptions are not included.
Source:	Division of Assessment and Accountability

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Indicator name:	Students with a 65 to 100 passing score on the Regents Examination—History (%)
Description:	Percentage of test takers across the January, June and August Regents who passed with their highest score for that year. Waivers, appeals, and other exceptions are not included.
Source:	Division of Assessment and Accountability
Indicator name:	Students in cohort graduating from high school in 4 years (%) (NYSED)
Description:	Percent the ninth grade cohort graduating from high school within four years by August (NYSED). The ninth grade cohort includes general education students and those with disabilities.
Source:	Office of Policy and Evaluation
Indicator name:	Students in cohort graduating from high school in 6 years (%) (NYSED)
Description:	Percent the ninth grade cohort graduating from high school within six years by August (NYSED). The ninth grade cohort includes general education students and those with disabilities.
Source:	Office of Policy and Evaluation
Indicator name:	Students in cohort dropping out from high school in 4 years (%) (NYSED)
Description:	Percent the ninth grade cohort dropping out of high school within four years by August (NYSED). The ninth grade cohort includes general education students and those with disabilities.
Source:	Office of Policy and Evaluation
Indicator name:	Students in cohort dropping out from high school in 6 years (%) (NYSED)
Description:	Percent the ninth grade cohort dropping out of high school within six years by August (NYSED). The ninth grade cohort includes general education students and those with disabilities.
Source:	Office of Policy and Evaluation
Indicator name:	Average class size—Kindergarten
Description:	The average class size as of October 31 in kindergarten.
Source:	Automate the School system
Indicator name:	Average class size—Grade 1
Description:	The average class size as of October 31 in Grade 1.
Source:	Automate the School system
Indicator name:	Average class size—Grade 2
Description:	The average class size as of October 31 in Grade 2.
Source:	Automate the School system
Indicator name:	Average class size—Grade 3
Description:	The average class size as of October 31 in Grade 3.
Source:	Automate the School system
Indicator name:	Average class size—Grade 4
Description:	The average class size as of October 31 in Grade 4.
Source:	Automate the School system
Indicator name:	Average class size—Grade 5
Description:	The average class size as of October 31 in Grade 5.
Source:	Automate the School system
Indicator name:	Average class size—Grade 6
Description:	The average class size as of October 31 in Grade 6.
Source:	Automate the School system

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Indicator name:	Average class size—Grade 7
Description:	The average class size as of October 31 in Grade 7.
Source:	Automate the School system
Indicator name:	Average class size—Grade 8
Description:	The average class size as of October 31 in Grade 8.
Source:	Automate the School system
Indicator name:	Average class size—middle school core courses
Description:	The average class size of middle school core courses in English, Math, Science and Social Studies.
Source:	STARS Scheduling Data System
Indicator name:	Average class size—high school core courses
Description:	The average class size of high school school core courses in English, Math, Science and Social Studies.
Source:	STARS Scheduling Data 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 or parent engagement designee is a measure of how many parents have their issues and concerns addressed by parent coordinators or parent engagement designee.
Source:	Family and Community Empowerment (FACE)
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:	Family and Community Empowerment (FACE)
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:	Family and Community Empowerment (FACE)
Indicator name:	Parents attending parent coordinator workshops (000)
Description:	Key functions of Parent Coordinators are to increase parents' involvement with their children's education and to help parents support their children's learning. The number of parents who attended workshops organized by Parent Coordinators is a measure of how many parents participated and benefited from parent coordinators' efforts to accomplish the above goals.
Source:	Family and Community Empowerment (FACE)
Indicator name:	Parents attending Fall and Spring Parent-Teacher Conferences (000)
Description:	The citywide total number of parents who attended parent-teacher conferences.
Source:	Family and Community Empowerment (FACE)
Indicator name:	Percent of families satisfied with the response they get when they contact their child's school
Description:	Percent of families that answered "satisfied" or "very satisfied" in response to survey question 'I am satisfied with the response I get when I contact my child's school.'
Source:	NYC Schools Survey

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Indicator name:	Students enrolled as English Language Learners (ELL) (000)
Description:	The number of students identified who require a bilingual education or English as a New Language (ENL) program.
Source:	Teaching and Learning
Indicator name:	English Language Learners testing out of ELL programs (%)
Description:	The percent of ELLs who score at the proficient level on the New York State English as a Second Language Achievement Test (NYSESLAT).
Source:	Division of Assessment and Accountability.
Indicator name:	English Language Learners testing out of ELL status who did so within 3 years (%)
Description:	Of the English Language Learners who scored at the proficient level on the New York State English as a Second Language Achievement Test (NYSESLAT), the percent who did so within 3 years.
Source:	Division of Assessment and Accountability.
Indicator name:	Students with disabilities in cohort graduating from high school in 4 years (%) (NYSESED)
Description:	Percent of students with disabilities in the ninth grade cohort graduating from high school within four years by August (NYSESED). This indicator is a sub-total of 'Students in cohort graduating from high school in 4 years (%) (NYSESED).'
Source:	Office of Policy and Evaluation
Indicator name:	Students with disabilities in cohort graduating from high school in 6 years (%) (NYSESED)
Description:	Percent of students with disabilities in the ninth grade cohort graduating from high school within six years by August (NYSESED). This indicator is a sub-total of 'Students in cohort graduating from high school in 6 years (%) (NYSESED).'
Source:	Office of Policy and Evaluation
Indicator name:	Students with disabilities in cohort dropping out from high school in 4 years (%) (NYSESED)
Description:	Percent of students with disabilities in the ninth grade cohort dropping out of high school within four years by August (NYSESED). This indicator is a sub-total of 'Students in cohort dropping out from high school in 4 years (%) (NYSESED).'
Source:	Division of Assessment and Accountability
Indicator name:	Students with disabilities in cohort dropping out from high school in 6 years (%) (NYSESED)
Description:	Percent of students with disabilities in the ninth grade cohort dropping out of high school within six years by August (NYSESED). This indicator is a sub-total of 'Students in cohort dropping out from high school in 6 years (%) (NYSESED).'
Source:	Office of Policy and Evaluation
Indicator name:	Students receiving special education services (preliminary unaudited)
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:	Division of Specialized Instruction and Services
Indicator name:	Special education enrollment—School-age
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:	Division of Specialized Instruction and Services

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Indicator name:	Special education enrollment—Public schools (school-age)
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:	Division of Specialized Instruction and Services
Indicator name:	Special education enrollment—Non-public schools (school-age)
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:	Division of Specialized Instruction and Services
Indicator name:	Special education enrollment—Pre-school
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:	Division of Specialized Instruction and Services
Indicator name:	Special education enrollment—Public Schools (Pre-School)
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:	Division of Specialized Instruction and Services
Indicator name:	Special education enrollment—Non-Public Schools (Pre-School)
Description:	The number of pre-school students in non-public schools 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:	Division of Specialized Instruction and Services
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:	Division of Specialized Instruction and Services
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:	Division of Specialized Instruction and Services
Indicator name:	Students with disabilities scoring below standards progressing into a higher level—English Language Arts (%)
Description:	The number of students with disabilities in grades 3-8 who scored at Level 2, 3 or 4 on the New York State Education Department's English Language Arts test in a given year who scored a Level 1 in the previous year. Scores are on a scale ranging from Level 1, below basic proficiency level, through Level 4, the advanced level.
Source:	Teaching and Learning

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Indicator name:	Students with disabilities scoring below standards progressing into a higher level—Math (%)
Description:	The percent of students with disabilities in grades 3-8 who scored at Level 2, 3 or 4 on the New York State Education Department's Math test in a given year who scored a Level 1 in the previous year. Scores are on a scale ranging from Level 1, below basic proficiency level, through Level 4, the advanced level.
Source:	Teaching and Learning
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 at least once in 4 years of high school. Data is reported annually in the PMMR.
Source:	Office of Policy and Evaluation
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: <ul style="list-style-type: none">– 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:	Office of Policy and Evaluation
Indicator name:	Percent of high school cohort who graduated from high school and enrolled in a college or other post-secondary program within 6 months
Description:	The percentage of the 9th grade cohort who graduated high school in 4 years and enrolled in a two or four-year college, vocational program, or public service within six months of their scheduled graduation date.
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 AP exam in 4 years of high school. Data is reported annually in the PMMR.
Source:	Office of Policy and Evaluation
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 AP exam with a score of 3 or higher in 4 years of high school. Data is reported annually in the PMMR.
Source:	Office of Policy and Evaluation
Indicator name:	Percent 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: <ul style="list-style-type: none">– 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

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- earned a diploma with an Arts endorsement
- passed an industry-recognized technical assessment

Source:	Data is reported annually in the PMMR. Office of Policy and Evaluation
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:	Division of Early Care & Education
Indicator name:	EarlyLearn—Fiscal Year Spending per child based on Average Enrollment in Contract Centers
Description:	Fiscal year spending per child based on average enrollment in contract centers.
Source:	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:	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:	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:	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:	Division of Early Care & Education
Indicator name:	EarlyLearn—Budget per slot in contract family child care
Description:	EarlyLearn—Budget per Slot in Contract Family Child Care
Source:	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:	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:	Division of Early Care & Education
Indicator name:	Schools that exceed capacity (%)—Elementary 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:	School Construction Authority

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Indicator name:	Schools that exceed capacity (%)—Middle 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:	School Construction Authority
Indicator name:	Schools that exceed capacity (%)—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:	School Construction Authority
Indicator name:	Students in schools that exceed capacity (%)—Elementary/middle 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. Data is reported annually in the PMMR.
Source:	School Construction Authority
Indicator name:	Students in schools that exceed capacity (%)—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. Data is reported annually in the PMMR.
Source:	School Construction Authority
Indicator name:	Total new seats created
Description:	The number of new student seats created through the efforts of the Department of Education and the School Construction Authority, including construction of new buildings, construction of school additions, room portioning, room conversions, and leasing.
Source:	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

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Indicator name:	School building ratings—Good 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:	School Construction Authority
Indicator name:	School building ratings—Fair to good 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:	School Construction Authority
Indicator name:	School building ratings—Fair 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:	School Construction Authority
Indicator name:	School building ratings—Fair to 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:	Division of Finance and Administration
Indicator name:	School building ratings—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:	School Construction Authority
Indicator name:	Average number of students assigned to stop-to-school service per month
Description:	A monthly average number of students assigned to stop-to-school service. Stop-to-school busing picks up and drops off eligible students at designated bus stops.
Source:	Office of Student Transportation

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Indicator name:	Average number of students assigned to curb-to-school service per month
Description:	A monthly average number of students assigned to curb-to-school service. Curb-to-school Busing picks up students from the nearest, safest curb to their home.
Source:	Office of Student Transportation
Indicator name:	Average number of stop-to-school routes per month
Description:	A monthly average of stop-to-school busing routes.
Source:	Office of Student Transportation
Indicator name:	Average number of curb-to-school routes per month
Description:	A monthly average of curb-to-school busing routes.
Source:	Office of Student Transportation
Indicator name:	Average number of service incidents per month
Description:	The monthly average of service incidents received by the Office of Pupil Transportation. Service incidents are related to quality of service, e.g. late bus arrival.
Source:	Office of Student Transportation
Indicator name:	School safety—Seven major felony 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, such as disorderly conduct, trespassing or loitering.
Source:	NYPD School Safety Division
Indicator name:	Accidents in schools—students
Description:	Accidents in public schools that happen to public school students.
Source:	DOE Online Occurrence Reporting System (OORS)
Indicator name:	Accidents in schools—public
Description:	Accidents in public schools that happen to members of the public.
Source:	DOE Online Occurrence Reporting System (OORS)
Indicator name:	Percent of students reporting feeling safe in the hallways, bathrooms, locker rooms, and cafeteria of their school
Description:	Percent of students who agree or strongly agree with the statement “I feel safe in the hallways, bathrooms, locker rooms, and cafeteria of this school.”
Source:	NYC Schools Survey
Indicator name:	Percent of families reporting that their child belongs at this school
Description:	The percent of families indicating they agree or strongly agree with the statement that “My child feels like they belong at this school.”
Source:	NYC Schools Survey

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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
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
Indicator name:	Average expenditure per student (\$)
Description:	Total school expenditures, including direct services to schools, regional costs, and systemwide costs and obligations, divided by school enrollment (official audited registers). Data comes from the New York State School Funding Transparency Forms.
Source:	Division of Finance
Indicator name:	Average expenditure per student (\$)—Elementary school
Description:	Total elementary school expenditures, including direct services to schools, regional costs, and systemwide costs and obligations, divided by school enrollment (official audited registers). Data comes from the New York State School Funding Transparency Forms.
Source:	Division of Finance
Indicator name:	Average expenditure per student (\$)—Middle school
Description:	Total middle school expenditures, including direct services to schools, regional costs, and systemwide costs and obligations, divided by school enrollment (official audited registers). Data comes from the New York State School Funding Transparency Forms.
Source:	Division of Finance
Indicator name:	Average expenditure per student (\$)—High school
Description:	Total high school expenditures, including direct services to schools, regional costs, and systemwide costs and obligations, divided by school enrollment (official audited registers). Data comes from the New York State School Funding Transparency Forms.
Source:	Division of Finance
Indicator name:	Average expenditure per student (\$)—Full-time special education (District 75)
Description:	Total District 75 expenditures, including direct services to schools, regional costs, and systemwide costs and obligations, divided by school enrollment (official audited registers). Data comes from the New York State School Funding Transparency Forms.
Source:	Division of Finance
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:	Human Resources

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Indicator name:	Teachers
Description:	The number of active teachers systemwide, which does not include teachers on approved unpaid leaves of absence and teachers in charter schools.
Source:	Human Resources
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
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:	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:	Human Resources
Indicator name:	Percent of teachers reporting that they usually look forward to each working day at their school
Description:	Percent of teachers agreeing or strongly agreeing with the statement that "I usually look forward to each working day at my school."
Source:	NYC Schools Survey
Indicator name:	Percent of teachers reporting that they would recommend this school to families seeking a place for their child
Description:	Percent of teachers agreeing or strongly agreeing with the statement that "I would recommend this school to families seeking a place for their child."
Source:	NYC Schools Survey
Indicator name:	Workplace injuries reported
Description:	All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source:	New York City Law Department
Indicator name:	Total number of 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:	DOE
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:	DOE

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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:	DOE
Indicator name:	CORE facility rating
Description:	CORE facility rating: 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.
Source:	Mayor's Office of Operations
Indicator name:	Parents completing the NYC School Survey
Description:	The number of parents that respond to the Department's annual NYC School Survey,
Source:	NYC Schools Survey
Indicator name:	Customers rating service good or better (%) (as applicable)
Description:	Parent satisfaction rating to the statement 'the response I get when I contact my child's school', that were 'satisfied' or 'very satisfied'; showing parents level of satisfaction with schools.
Source:	NYC School Survey

SCHOOL CONSTRUCTION AUTHORITY

Indicator name:	Total new seats created
Description:	The number of new student seats created through the efforts of the Department of Education and the School Construction Authority, including construction of new buildings, construction of school additions, room partitioning, room conversions, leasing and transportable classroom units.
Source:	Division of School Facilities and School Construction Authority
Indicator name:	New schools constructed
Description:	The number of new schools constructed as part of the City's elementary, intermediate and high schools. SCA measures new schools from October to September to capture projects completed for the start of the school year.
Source:	SCA Finance Department
Indicator name:	New additions constructed
Description:	The number of new additions constructed as part of the City's elementary, intermediate and high schools. SCA measures new additions from October to September to capture projects completed for the start of the school year.
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

SCHOOL CONSTRUCTION AUTHORITY

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:	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 percent of construction value (CY)
Description:	The ratio of the cost of insurance losses to value of construction projects for the prior calendar year.
Source:	SCA Finance Department

DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT

Indicator name:	Number of young people involved in DYCD-funded programs
Description:	The annually reported number of youth participants in programs funded through the Department of Youth and Community Development (DYCD).
Source:	DYCD Program Units
Indicator name:	Numbers of adults involved in DYCD-funded programs
Description:	The annually reported number of adult participants in programs funded through the Department of Youth and Community Development (DYCD).
Source:	DYCD Program Units
Indicator name:	Participants who are Black, Indigenous or People of Color (%)
Description:	The percent of total participants across DYCD programs who are Black, indigenous, or People of Color
Source:	DYCD Participant Tracking System
Indicator name:	Number of City Council discretionary awards administered through DYCD
Description:	The number of City Council discretionary awards administered through DYCD.
Source:	DYCD Fiscal Unit
Indicator name:	Number of community-based organization staff engaged in capacity building workshops
Description:	The number of staff from DYCD-funded community-based organizations who are attended capacity building workshops
Source:	DYCD Capacity Building Unit
Indicator name:	Number of stakeholder focus groups conducted to inform program design
Description:	The number of stakeholder focus groups that were conducted to inform program design (e.g., concept papers of RFPs)
Source:	DYCD Planning, Program Integration, and Evaluation
Indicator name:	Number of survey responses for Community Needs Assessment
Description:	The number of surveys that were completed for the Community Needs Assessment
Source:	DYCD Planning, Program Integration, and Evaluation
Indicator name:	Participants in Comprehensive After School System of NYC (COMPASS NYC) programs (school year)
Description:	The number of participants in all COMPASS NYC programs during the school year
Source:	OST
Indicator name:	Participants in COMPASS NYC elementary school programs (school year)
Description:	The number of participants of all elementary programs of NYC (COMPASS NYC) programs meeting the minimum annual enrollment target (summer programs)
Source:	DYCD Compass Unit
Indicator name:	Participants in COMPASS NYC SONYC/middle school programs (school year)
Description:	The number of participants 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:	Participants in COMPASS NYC elementary school programs (summer)
Description:	The number of participants of all COMPASS elementary school programs meeting the minimum annual enrollment target (summer programs)
Source:	DYCD COMPASS Unit

DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT

Indicator name:	Participants in COMPASS NYC SONYC/middle school programs (summer)
Description:	The number of participants of all Comprehensive After-School System of NYC (COMPASS NYC) programs meeting the minimum annual enrollment target (summer programs)
Source:	COMPASS, Beacon and Cornerstone units
Indicator name:	Summer participants in grades K-8 enrolled in Summer Rising
Description:	The number of youth in DYCD operated Beacon and COMPASS programs who are enrolled in Summer Rising.
Source:	DYCD COMPASS and Community Centers
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 Special Youth Initiatives Unit.
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 Special Youth Initiatives Unit.
Indicator name:	Residential beds for runaway or homeless youth (RHY)
Description:	The number of residential beds at DYCD-funded Runaway & Homeless Youth Services programs.
Source:	DYCD Runaway and Homeless Youth Services
Indicator name:	Utilization rate for Crisis Services Programs (%) (RHY)
Description:	The percentage of Crisis Services Programs beds that are occupied on average over the course of the reporting period.
Source:	DYCD Special Youth Initiatives Unit
Indicator name:	Utilization rate for Transitional Independent Living (TIL) Support Programs (%) (RHY)
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 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 Departments RHY Crisis Services Programs, who are discharged to suitable locations, including returning to families, other known living arrangements (such as apartment or living with friends), supportive housing.
Source:	DYCD Special Youth Initiatives Unit
Indicator name:	Youth reunited with family or placed in a suitable environment from TIL Support Programs (%)
Description:	The percentage of youth, served through the Departments RHY 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.
Source:	DYCD Special Youth Initiatives Unit.
Indicator name:	Homeless young adults served - Crisis Services Programs
Description:	The unduplicated number of young adults who resided at DYCD-funded sites contracted to provide Crisis Services Programs
Source:	DYCD Runaway and Homeless Youth Services
Indicator name:	Homeless young adults served - Transitional Independent Living (TIL) Support Programs
Description:	The unduplicated number of young adults who resided at DYCD-funded sites contracted to provide Transitional Independent Living (TIL) Support Programs
Source:	DYCD Runaway and Homeless Youth Services

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Indicator name:	Residential beds for homeless young adults (HYA)
Description:	The number of residential beds at DYCD-funded Runaway & Homeless Youth Services programs for homeless young adults ages 21 to 24.
Source:	DYCD Runaway and Homeless Youth Services
Indicator name:	Utilization rate for Crisis Services Programs (%) (HYA)
Description:	The percentage of Crisis Services Programs beds for homeless young adults 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 (%) (HYA)
Description:	The percentage of Transitional Independent Living (TIL) Support Programs beds for homeless young adults that are occupied on average over the course of the reporting period.
Source:	DYCD Runaway and Homeless Youth Services
Indicator name:	Young adults reunited with family or placed in a suitable environment from Crisis Services Programs (%)
Description:	The percentage of young adults, served through the Departments RGY Crisis Services Programs, who are discharged to suitable locations, including returning to families, other known living arrangements (such as apartment or living with friends) and supporting housing.
Indicator name:	Young adults reunited with family or placed in a suitable environment from Transitional Independent Living (TIL) Support Programs (%)
Description:	The percentage of young adults, served through the Departments RHY TIL Support Programs, who are discharged to suitable locations, including returning to families, other known living arrangements (such as apartment or living with friends) and supportive housing
Source:	DYCD Runaway and Homeless Youth Services
Indicator name:	Youth and young adults who received mental health support in a city-funded residential program or drop-in center serving runaway and homeless youth
Description:	The number of Youth who received mental health support in a city-funded residential program or drop-in center serving runaway and homeless youth.
Indicator name:	Youth and young adults served through case management - Drop-In Centers
Description:	The number of young people engaging in case management in DYCD Drop-In Centers for runaway and homeless youth and young adults
Source:	DYCD Runaway and homeless youth unit
Indicator name:	Youth served by DYCD street outreach
Description:	The number of youth and homeless young people served by street outreach services.
Source:	DYCD Special Youth Initiatives Unit.
Indicator name:	Number of Summer Youth Employment Program (SYEP) applications
Description:	Number of applications submitted for the Summer Youth Employment Program.
Source:	Summer Youth Employment Program
Indicator name:	Participants in SYEP
Description:	Number of participants enrolled in summer youth employment programs during the current or latest summer's SYEP.
Source:	DYCD Summer Youth Employment Program
Indicator name:	Total SYEP stipends and wages paid (millions)
Description:	Total dollar value (in millions) of SYEP stipends paid to youth ages 14 to 15 and wages paid to youth ages 16 and up.
Source:	Summer Youth Employment Program

DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT

Indicator name:	Participants in Train & Earn (Out-of-School Youth) programs
Description:	Out-of-school youth participating in Workforce Innovation and Opportunity (WIOA) funded Train & Earn program during the reporting period.
Source:	DYCD Out of School Unit
Indicator name:	Train & Earn participants who are placed in post-secondary education, employment, or advanced training in the second 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 WIOA Unit
Indicator name:	Train & Earn participants who attain a recognized postsecondary credential or high school equivalency diploma 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 WIOA Unit
Indicator name:	Participants in Learn & Earn (In-School Youth) programs
Description:	In-school youth participating in WIOA-funded Learn & Earn program during the reporting period.
Source:	WIOA Unit.
Source:	DYCD In-School Youth Unit
Indicator name:	Learn & Earn participants who are placed in post-secondary education, employment, or advanced training during the second 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 WIOA Unit
Indicator name:	Learn & Earn participants who attain a recognized post-secondary credential or a secondary school diploma during participation in or within one year after exiting the program (%)
Description:	The percentage of in-school youth attaining a credential within one year after exiting the program
Source:	DYCD WIOA Unit
Indicator name:	Participants in Advance & Earn training and internship programs
Description:	The number of participants in Advance & Earn training and internship programs.
Source:	Advance & Earn unit
Indicator name:	Advance & Earn participants who are placed in education, employment, or advanced training within 90 days of cohort end (%)
Description:	Percent of participants in Advance & Earn Pre-HSE, HSE and Advanced Training who attain a recognized post-secondary credential or a secondary school diploma, or its recognized equivalent within 90 days after exiting the program.
Source:	DYCD WIOA Unit
Indicator name:	Advance & Earn participants who attain a credential or high school equivalency diploma within one year of program enrollment (%)
Description:	Percent of participants in Advance & Earn Pre-HSE, HSE and Advanced Training who attain a recognized post-secondary credential or a secondary school diploma, or its recognized equivalent within 90 days after exiting the program
Source:	DYCD WIOA 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 Operations.

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Indicator name:	Community anti-poverty program participants achieving target outcomes (%)
Description:	The percent of all community development participants achieving defined milestones and outcomes, which are negotiated with each provider based on the goal of the program.
Source:	DYCD Community Development Operations
Indicator name:	Youth participants in Beacon programs (full fiscal year)
Description:	The number of youth enrolled participants in DYCD operated Beacon programs. Enrolled participants are those who fill out an application and are documented individually in the DYCD system as they attend programming.
Source:	DYCD Community Centers
Indicator name:	Youth attendance at Beacon program events (full fiscal year)
Description:	The number of youth attending large-scale Beacon programming that is open to New Yorkers without the need to enroll. Attendance figures are captured in aggregate per event.
Source:	DYCD Community Centers
Indicator name:	Youth participants in Beacon programs (summer)
Description:	The total participants enrolled in Beacon programs during the summer period.
Source:	DYCD Community Centers
Indicator name:	Adult participants in Beacon programs (full fiscal year)
Description:	The number of adult enrolled participants in DYCD operated Beacon programs. Enrolled participants are those who fill out an application and are documented individually in the DYCD system as they attend programming.
Source:	DYCD Community Centers
Indicator name:	Adult attendance at Beacon program events (full fiscal year)
Description:	The number of adults attending large-scale Beacon programming that is open to New Yorkers without the need to enroll. Attendance figures are captured in aggregate per event.
Indicator name:	Youth participants in Cornerstone programs (full fiscal year)
Description:	The number of youth participants at DYCD operated Cornerstone programs.
Source:	DYCD Community Centers
Indicator name:	Youth participants in Cornerstone programs (summer)
Description:	The total participants enrolled in Cornerstone programs during the summer period
Source:	DYCD Community Centers
Indicator name:	Adult participants in Cornerstone programs (full fiscal year)
Description:	The number of adults participants at DYCD operated Cornerstone programs.
Source:	DYCD Community Centers
Indicator name:	Participants in DYCD-funded English literacy programs
Description:	The numbers of students enrolled in Adult Basic Education and English for Speakers of Other Languages (ESOL) programs, and who have attended for at least 12 hours.
Source:	New York State Adult Literacy Information and Evaluation System.
Source:	DYCD Literacy & Immigrant Service
Indicator name:	Participants in DYCD-funded English literacy programs meeting standards of improvement in their ability to read, write, and speak English (%)
Description:	The percent of participants meeting federal standards of improvement in their ability to read, write and speak English, as determined by initial and final tests.
Source:	New York State Adult Literacy Information and Evaluation System.
Source:	DYCD Literacy & Immigrant Service

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Indicator name:	Participants in immigrant services programs
Description:	The number of participants in DYCD funded immigrant assistance programs during the reporting period.
Source:	DYCD Literacy & Immigrant Service
Indicator name:	Participants in immigrant services programs achieving positive outcomes (%)
Description:	The percentage of participants enrolled in a DYCD immigrant services program achieving at least one positive outcome as defined by the program area.
Source:	DYCD Literacy & Immigrant Service
Indicator name:	Contracts funded
Description:	The number of contracts funded during the period. It includes all contracts, registered and unregistered, for the period under review. It does not include audit services.
Source:	DYCD Fiscal Unit
Indicator name:	Value of agency contracts (\$000)
Description:	The amount awarded for all contracts that exist within the parameters.
Source:	DYCD Fiscal Unit
Indicator name:	Value of intracity agreements (\$000)
Description:	The Value of Intracity Agreements reflects the 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 given to it by other agencies through its contracted services.
Source:	DYCD Fiscal Unit
Indicator name:	Fiscal audits conducted
Description:	Fiscal audits conducted of contracts in effect during the prior fiscal year.
Source:	DYCD Agency Chief Contracting Officer
Source:	DYCD Auditor General
Indicator name:	Expenditure report reviews
Description:	This number represents the number of PERS that CAFD analysts processed during the period.
Source:	DYCD Auditor General
Indicator name:	Programmatic reviews/contract monitoring
Description:	This number represents the total site visits ore other programmatic reviews conducted across all units.
Source:	DYCD Planning, Program Integration, and Evaluation
Indicator name:	Agency assessments completed for the prior fiscal year
Description:	This number represents the total annual performance evaluations completed for DYCD contracts for the prior fiscal year.
Source:	DYCD Agency Chief Contracting Officer
Indicator name:	Agency assessments completed for the prior fiscal year as a percent of total agency contracts (%)
Description:	This number represents the total annual performance evaluations completed for DYCD contracts divided by the number of agency contracts from the prior fiscal year with contract values in excess of \$100,000.
Source:	DYCD Agency Chief Contracting Officer

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Indicator name:	Contracts terminated or withdrawn
Description:	This number represents the number of contracts terminated by DYCD, or withdrawn at the request of CBO prior to the original contract end date.
Source:	DYCD Agency Chief Contracting Officer
Indicator name:	Number of calls made to agency call center
Description:	The total number of calls made to the agency's call center (directly or transferred to the call center via 311).
Source:	Department of Youth and Community Development
Indicator name:	Calls to Youth Connect
Description:	The number of calls received, excluding hang-up and prank calls.
Source:	DYCD Special Youth Initiatives 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:	Department of Youth and Community Development
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 Youth and Community Development
Indicator name:	Number of agency participants surveyed for overall participant satisfaction
Description:	The number of customers who completed an agency survey used by DYCD to assess their satisfaction with its services.
Source:	Department of Youth and Community Development
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 that 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 track internally the additional time until a customer has a complete and full response.
Source:	Department of Youth and Community Development
Indicator name:	E-mails responded to in 14 days (%)
Description:	The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement that 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 track internally the additional time until a customer has a complete and full response.
Source:	Department of Youth and Community Development

PUBLIC LIBRARIES

Indicator name:	Average weekly scheduled hours
Description:	The total amount of scheduled public service hours at all libraries/branches divided by the number of open locations.
Source:	BPL Govt Affairs—Brooklyn Public Library
Indicator name:	Libraries open seven days per week (%)
Description:	Libraries/branches open 7 days per week during non-summer months (fall, winter and spring) as a percent of the total locations.
Source:	BPL Govt Affairs—Brooklyn Public Library
Indicator name:	Libraries open six days per week (%)
Description:	Libraries/branches open 6 days per week as a percent of the total locations.
Source:	BPL Govt Affairs—Brooklyn Public Library
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 Dept—Brooklyn Public Library
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 Govt Affairs—Brooklyn Public Library
Indicator name:	Electronic visits to website (000)
Description:	The total number of visits to the library's website.
Source:	BPL Information Technology Dept—Brooklyn Public Library
Indicator name:	Computers for public use
Description:	The number of computers used by the public in public areas.
Source:	BPL Information Technology Dept—Brooklyn Public Library
Indicator name:	Computer sessions (000)
Description:	The number of sessions used on library system computers available to the public.
Source:	BPL Staff—Brooklyn Public Library
Indicator name:	Wireless sessions
Description:	The number of devices that connect to the Brooklyn Public Library network.
Source:	BPL Staff—Brooklyn Public Library
Indicator name:	Program sessions
Description:	The total number of programs conducted by library staff for the public, including virtual programs
Source:	BPL Govt Affairs—Brooklyn Public Library
Indicator name:	Program attendance
Description:	The number of people attending programs conducted by library staff for the public, including live online attendance of virtual programs.
Source:	BPL Govt Affairs—Brooklyn Public Library
Indicator name:	Library card holders (000)
Description:	The total number of people registered as Brooklyn Public Library card holders.
Source:	BPL Staff—Brooklyn Public Library

PUBLIC LIBRARIES

Indicator name:	Active library cards (000)
Description:	Non-expired Brooklyn Public Library system library cards.
Source:	BPL Staff—Brooklyn Public Library
Indicator name:	New library card registrations
Description:	Library cards that have been created by patrons new to the Brooklyn Public Library system.
Source:	BPL Staff—Brooklyn Public Library
Indicator name:	Total library attendance (000)
Description:	The total number of people visiting all library/branch locations.
Source:	BPL Staff—Brooklyn Public Library
Indicator name:	Average weekly scheduled hours—Branches
Description:	The total amount of scheduled public service hours at all libraries/branches divided by the number of open locations.
Source:	Office of The Branch Libraries—New York Public Library
Indicator name:	Libraries open seven days per week—Branches (%)
Description:	Libraries/branches open 7 days per week during non-summer months (fall, winter and spring) as a percent of the total locations.
Source:	Office of The Branch Libraries—New York Public Library
Indicator name:	Libraries open six days per week—Branches (%)
Description:	Libraries/branches open 6 days per week as a percent of the total locations.
Source:	Office of The Branch Libraries—New York Public Library
Indicator name:	Circulation (000)
Description:	The total number of library materials (e.g., books, periodicals, and other formats) checked out or renewed at all library locations.
Source:	Office of The Branch Libraries—New York Public Library
Indicator name:	Reference queries—Branches (000)
Description:	The total number of reference questions asked of library staff by patrons in person, telephone, email, and chat room.
Source:	Office of The Branch Libraries—New York Public Library
Indicator name:	Electronic visits to website (Branch and Research) (000)
Description:	The total number of visits to the library website. The numbers reported include counts for both Branch and Research facilities.
Source:	Information Technology Group—New York Public Library
Indicator name:	Computers for public use (Branch and Research)
Description:	The number of computers used by the public in public areas. The numbers reported for the New York Public Library Branch Libraries include counts for both Branch and Research facilities.
Source:	Information Technology Group—New York Public Library
Indicator name:	Computer sessions (000)
Description:	Desktop and laptop sessions on NYPL public computers during the period.
Source:	NYPL Staff—New York Public Library
Indicator name:	Wireless sessions
Description:	Wireless sessions of devices that connect to NYPL's network during the period.
Source:	NYPL Staff—New York Public Library

PUBLIC LIBRARIES

Indicator name:	Program sessions—Branches
Description:	The total number of programs conducted by library staff for the public, including virtual programs.
Source:	Office of The Branch Libraries—New York Public Library
Indicator name:	Program attendance—Branches
Description:	The number of people attending programs conducted by library staff for the public, including live online attendance of virtual programs and views of recorded programs.
Source:	Office of The Branch Libraries—New York Public Library
Indicator name:	Library card holders (000)
Description:	The total number of people registered as New York Public Library card holders.
Source:	NYPL Staff—New York Public Library
Indicator name:	Active library cards (000)
Description:	NYPL system library cards that showed activity during the period.
Source:	NYPL Staff—New York Public Library
Indicator name:	New library card registrations
Description:	New library card registrations to the NYPL system during the period.
Source:	NYPL Staff—New York Public Library
Indicator name:	Total library attendance—Branches (000)
Description:	The total number of people visiting all library/branch locations.
Source:	Office of The Branch Libraries—New York Public Library
Indicator name:	Average weekly scheduled hours—Research
Description:	The total amount of scheduled public service hours at all libraries/branches divided by the number of locations.
Source:	Research Libraries Administration—New York Public Library
Indicator name:	Libraries open seven days per week—Research (%)
Description:	Libraries/branches open 7 days per week during non-summer months (fall, winter and spring) as a percent of the total locations.
Source:	Research Libraries Administration—New York Public Library
Indicator name:	Libraries open six days per week—Research (%)
Description:	Libraries/branches open 6 days per week as a percent of the total locations.
Source:	Research Libraries Administration—New York Public Library
Indicator name:	Reference queries—Research (000)
Description:	The total number of reference questions asked of library staff by patrons in person, telephone, email, and chat room.
Source:	Research Libraries Administration—New York Public Library
Indicator name:	Program attendance—Research
Description:	The total number of people attending program sessions, classes, and tours conducted by library staff for the public.
Source:	Research Libraries Administration—New York Public Library
Indicator name:	Total library attendance—Research (000)
Description:	The total number of people visiting all library/branch locations.
Source:	Research Libraries Administration—New York Public Library

PUBLIC LIBRARIES

Indicator name:	Program sessions—Research
Description:	The total number of program sessions, classes, and tours conducted by library staff for the public.
Source:	Research Libraries Administration—New York Public Library
Indicator name:	Average weekly scheduled hours
Description:	The total amount of scheduled public service hours at all libraries/branches divided by the number of open locations.
Source:	Information Technology Services—Queens Public Library
Indicator name:	Libraries open seven days per week (%)
Description:	Libraries/branches open 7 days per week during non-summer months (fall, winter and spring) as a percent of the total locations.
Source:	Community Library Services—Queens Public Library
Indicator name:	Libraries open six days per week (%)
Description:	Libraries/branches open 6 days per week as a percent of the total locations.
Source:	Community Library Services—Queens Public Library
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:	Community Library Services—Queens Public Library
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:	Community Library Services—Queens Public Library
Indicator name:	Electronic visits to website (000)
Description:	The total number of visits to the library website.
Source:	Information Technology Services—Queens Public Library
Indicator name:	Computers for public use
Description:	The number of computers available for use by the public in public areas.
Source:	Information Technology Services—Queens Public Library
Indicator name:	Computer sessions (000)
Description:	Public sessions on QPL computers during the period.
Source:	QPL Staff—Queens Public Library
Indicator name:	Wireless sessions
Description:	Wireless sessions that connect to the Queens Public Library network during the period.
Source:	QPL Staff—Queens Public Library
Indicator name:	Program sessions
Description:	The total number of programs conducted by library staff for the public, including virtual programs.
Source:	Community Library Services—Queens Public Library
Indicator name:	Program attendance
Description:	The number of people attending programs conducted by library staff for the public, including live online attendance of virtual programs.
Source:	Community Library Services—Queens Public Library

PUBLIC LIBRARIES

Indicator name: Library card holders (000)
Description: The total number of people registered as Queens Public Library card holders.
Source: QPL Staff—Queens Public Library

Indicator name: Active library cards (000)
Description: Non-expired Queens Public Library system library cards.
Source: QPL Staff—Queens Public Library

Indicator name: New library card registrations
Description: New library card registrations into the QPL system during the period.
Source: QPL Staff—Queens Public Library

Indicator name: Total library attendance (000)
Description: The total number of people visiting all Queens library/branch locations.
Source: Community Library Services—Queens Public Library

PUBLIC LIBRARIES

CITY UNIVERSITY OF NEW YORK

Indicator name:	Instructional (student) full-time equivalencies (FTEs) enrolled in partially or totally online courses (%)
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:	OIRA
Indicator name:	Instructional (student) full-time equivalencies (FTEs) taught by full-time faculty (%)—Senior 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 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:	OIRA
Indicator name:	Instructional (student) full-time equivalencies (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 CUNY courses for both the fall and spring semesters of a given academic year at CUNY community colleges.
Source:	OIRA
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:	OIRA
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:	OIRA
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:	OIRA
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:	Office of Faculty and Staff Relations
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:	OIRA

CITY UNIVERSITY OF NEW YORK

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:	OIRA
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:	OIRA
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:	OIRA
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:	OIRA
Indicator name:	Three-year systemwide graduation rate (%)—CUNY Accelerated Study in Associate Programs (ASAP) students
Description:	The percent 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:	OIRA
Indicator name:	Six-year systemwide graduation rate (%)—community college students in STEM disciplines
Description:	The percent 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:	OIRA
Indicator name:	Six-year systemwide graduation rate (%)—CUNY associate degree 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, 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:	OIRA

CITY UNIVERSITY OF NEW YORK

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:	OIRA
Indicator name:	Students passing the National Council Licensure Examination for Registered Nurses (%)
Description:	The percent of CUNY community college nursing students passing the National Council Licensure Examination for Registered Nurses (NCLEX) based on the number of test-takers.
Source:	OIRA
Indicator name:	CUNY associate degree recipients who transfer to a CUNY baccalaureate program within one year (%)
Description:	The percent of associate-seeking first-time freshmen that transferred to a CUNY baccalaureate program within one year of completing their CUNY associate degree.
Source:	OIRA
Indicator name:	CUNY community college certificate and associate graduates from career and technical education programs who are employed six months after 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:	OIRA
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:	OIRA
Indicator name:	High school students participating in college preparation programs through the College Now program
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:	OIRA
Indicator name:	Total headcount enrollment
Description:	The total headcount enrollment in CUNY as of fall census date.
Source:	OIRA
Indicator name:	Total full-time equivalent enrollment (FTEs)
Description:	The total number of full-time equivalent (15 credits per term) 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:	OIRA

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Indicator name:	Total headcount enrollment at CUNY community colleges
Description:	Total headcount enrollment at CUNY community colleges as of fall census date.
Source:	OIRA
Indicator name:	Enrollment in STEM disciplines at CUNY community colleges
Description:	Total headcount enrollment in Science, Technology, Engineering & Mathematics (STEM) disciplines at CUNY community colleges as of fall census date.
Source:	OIRA
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 fall census date.
Source:	OIRA
Indicator name:	Enrollment of first-time freshmen in CUNY community colleges
Description:	The total number of first-time freshmen enrolled in a CUNY community college in the fall term.
Source:	OIRA
Indicator name:	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:	OIRA
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:	OIRA
Indicator name:	Annual tuition at CUNY community colleges (full-time NYS resident)
Description:	Annual tuition for a New York State resident enrolling full time at a CUNY community college.
Source:	OIRA
Indicator name:	Annual tuition at CUNY senior colleges (full-time NYS resident)
Description:	Annual undergraduate tuition for a New York State resident enrolling full time at a CUNY senior college.
Source:	OIRA
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 enrollment at the community colleges.
Source:	OIRA
Indicator name:	CUNY community college students receiving federal financial aid (Pell) (%)
Description:	The percent of students at CUNY community colleges who receive Pell grants or other forms of federal aid.
Source:	OIRA
Indicator name:	CUNY community college students receiving Tuition Assistance Program (TAP) grants (%)
Description:	The percent of students at CUNY community colleges who receive Tuition Assistance Program (TAP) grants.
Source:	OIRA

DEPARTMENT OF SMALL BUSINESS SERVICES

Indicator name:	Number of 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:	Number of financial awards to businesses (facilitated or disbursed)
Description:	This indicator refers to the number of financial awards to business that have 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:	Dollar 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 the DBS programs. Financial awards include grants and debt capital (through third party lenders).
Source:	Division of Business Services (DBS)
Indicator name:	Number of unique customers served by programs that help navigate government
Description:	This indicator counts the number of unique customers served by DBS Navigating Government services.
Source:	Division of Business Services (DBS)
Indicator name:	Number of services provided to help businesses navigate government
Description:	The total number of services delivered as part of DBS Navigating Government.
Source:	Division of Business Services (DBS)
Indicator name:	Number of unique 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:	Estimated dollar value of energy savings for businesses approved for ECSP benefits (\$000)
Description:	Total estimated annual dollar value of utility discounts for businesses approved for ECSP benefits during the fiscal year.
Source:	Division of Business Services (DBS)
Indicator name:	Number of jobs retained by Energy Cost Savings Program (ECSP) for approved businesses
Description:	Total number of full-time employees at time company was approved for ECSP benefits.
Source:	Division of Business Services (DBS)
Indicator name:	Number of businesses approved for Energy Cost Savings Program benefits
Description:	The number of businesses taking advantage of Energy Cost Savings Program (ECSP) benefits.
Source:	Division of Business Services (DBS)
Indicator name:	Workforce1 systemwide hires and promotions
Description:	The number of jobseekers registered through the Workforce1 System who found employment or obtained promotions during the time period.
Source:	Workforce Development Division

DEPARTMENT OF SMALL BUSINESS SERVICES

Indicator name:	Number of jobseekers registered through the Workforce1 Career Center system for the first time
Description:	The number of unique first-time jobseekers registered in the Workforce1 Career Center system.
Source:	Workforce Development Division
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:	Workforce Development Division
Indicator name:	Customers enrolled in training
Description:	The number of customers registered with the Workforce1 System who enrolled in an associated training program, such as Customized Training, On-The-Job Training (OJT), Individual Training Grants (ITGs) and occupational training cohorts.
Source:	Workforce Development Division
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:	Workforce Development Division
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 (OJT).
Source:	Workforce Development Division
Indicator name:	Frontage feet receiving supplemental sanitation services through BIDs
Description:	Total linear frontage feet in Business Improvement Districts (BIDs) that received supplemental sanitation services during the reporting period.
Source:	Neighborhood Development Division
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. Figures show averages based on monthly ratings of sample BID block faces.
Source:	Mayor's Office of Operations
Indicator name:	Value of all financial awards to community-based development organizations
Description:	The total cumulative dollar value of awards made to community-based development organizations through all programs. These funds are a combination of funding sources which can vary year to year.
Source:	Neighborhood Development Division
Indicator name:	Number of unique community-based development organizations receiving financial awards
Description:	The number of individual community-based development organizations that received at least one grant award across all programs.
Source:	Neighborhood Development Division
Indicator name:	Total M/WBEs certified
Description:	Total number of businesses certified with Minority and Women-owned Business Enterprise Program at the end of the given period.
Source:	Division of Economic & Financial Opportunity

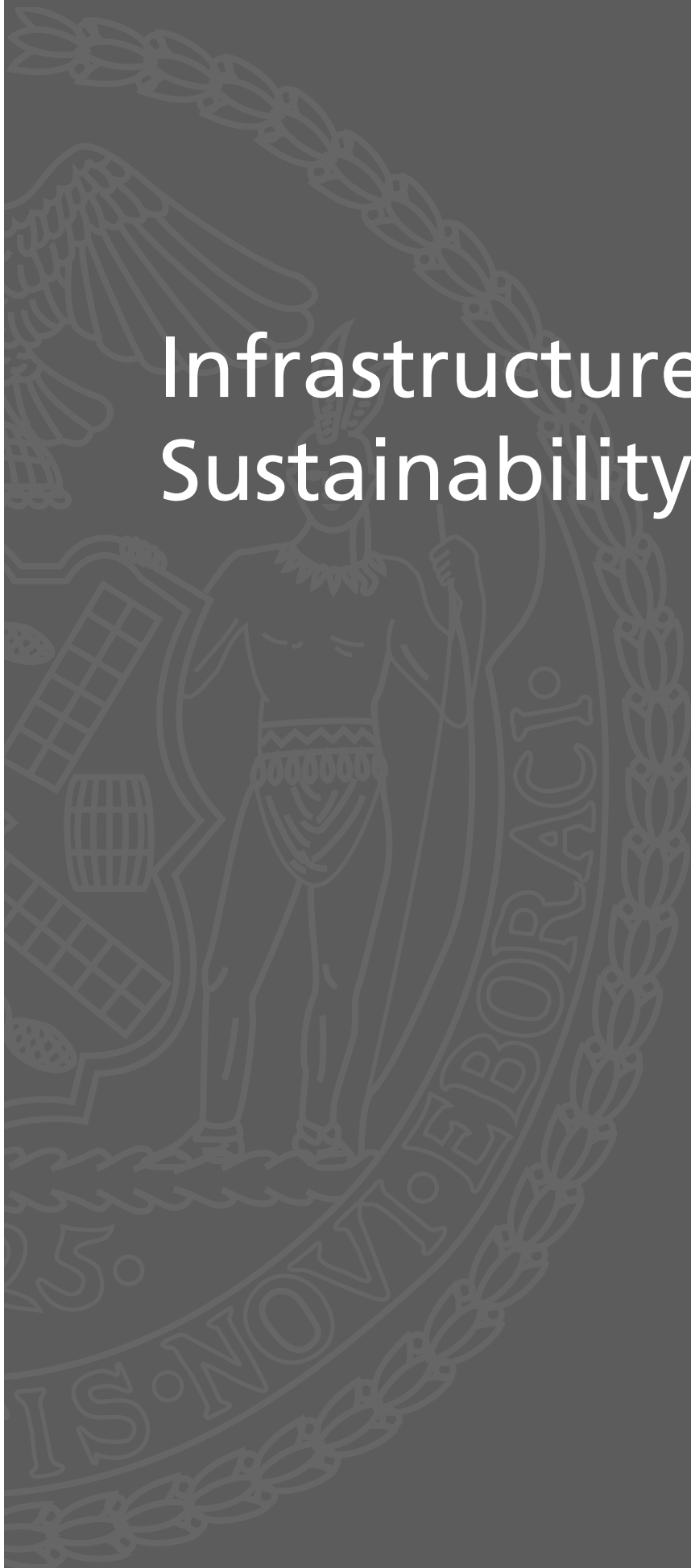
DEPARTMENT OF SMALL BUSINESS SERVICES

Indicator name:	M/WBEs awarded City contracts
Description:	A count of unique certified M/WBEs that have been awarded City contracts.
Source:	Division of Economic & Financial Opportunity (DEFO), MOCS
Indicator name:	M/WBEs awarded City 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 assistance services from the Division of Economic and Financial Opportunity (DEFO). These services may include assistance with purchasing, financing, bonding, and other forms of procurement technical assistance.
Source:	Division of Economic & Financial Opportunity (DEFO), MOCS
Indicator name:	Annual M/WBE recertification rate (%)
Description:	Ratio of the total number of M/WBEs recertifying to the total number of M/WBEs certified firms due to expire in a given year.
Source:	Division of Economic & Financial Opportunity (DEFO)
Indicator name:	Newly certified and recertified businesses in M/WBE Program
Description:	Number of businesses that have been newly certified or recertified by SBS to participate in the NYC Minority and Women-owned Business Enterprise (M/WBE) Program.
Source:	Division of Economic & Financial Opportunity (DEFO)
Indicator name:	CORE facility rating
Description:	CORE facility rating: 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.
Source:	Mayor's Office of 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:	Department of Small Business Services
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:	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 Veteran 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:	Community Services - Housing
Indicator name:	Veterans and their families receiving homelessness prevention and aftercare 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:	Community Services - Housing
Indicator name:	Veterans and their families who successfully accessed resources and services
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:	Community Services - Unite Us + GetFoodNYC Requests
Indicator name:	Veterans and their families referred to resources and services
Description:	The percentage of unique assistance requests received from veterans and their families supported via phone, in-person, postal mail, electronic mail or VetConnectNYC that resulted in a resolved or successful connection to care, services/resources. Support involves connecting veterans and their families to a coordinated network of public, private, and not-profit organizations.
Source:	Community Services - CCU
Indicator name:	Veterans and their families supported by DVS
Description:	The number of unique Veterans or family members served via phone, in-person, postal mail, electronic mail or VetConnectNYC.
Source:	Community Services
Indicator name:	Public engagement events attended by DVS to promote veteran resources
Description:	To publicly engage DVS resources to individuals, including Veterans and their families through public engagement events attended by DVS.
Source:	Outreach

Infrastructure and Sustainability



Infrastructure and Sustainability



Department of
Environmental
Protection

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Department of
Buildings

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Department of
Transportation

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Department of Design
and Construction

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DEPARTMENT OF ENVIRONMENTAL PROTECTION

Indicator name:	Payout (\$000)—Environmental Protection
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. The preliminary amount is published in the Mayor's Management Report and is updated and finalized in the Preliminary Mayor's Management Report.
Source:	Law Department Matter Management System (Tort, Special Federal Litigation, General Litigation and Labor and Employment Divisions) – preliminary data. OMB – final data.
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:	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:	Taste and odor complaints
Description:	The total number of complaints received by the department from customers reporting taste and odor issues with their drinking water.
Source:	Bureau of Water Supply Water Quality 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

DEPARTMENT OF ENVIRONMENTAL PROTECTION

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 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. 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 days it took DEP to respond to street cave-ins/depression complaints and resolve related danger during the period.

Source: Bureau of Water and Sewer Operations

Indicator name: 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 water is restored.

Source: Bureau of Water and Sewer Operations

DEPARTMENT OF ENVIRONMENTAL PROTECTION

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:	Clogged catch basin 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 inspected (% of target)
Description:	The percent of planned inspections performed 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—Total
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 complaints received—City infrastructure
Description:	The number of leak complaints received that were related to City 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 effluent meeting State Pollutant Discharge Elimination Standards (%)
Description:	The percent of treated wastewater leaving in-City treatment plants that meet State Pollutant Discharge Elimination Standards for suspended solids and biochemical oxygen demand.
Source:	Bureau of Wastewater Treatment/Division of Facility Operations

DEPARTMENT OF ENVIRONMENTAL PROTECTION

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 units by type 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:	Accounts receivable balance—Accounts delinquent more than 180 days (\$000,000)
Description:	The net value, in millions of dollars, of all charges due for water and sewer use that are delinquent for more than 180 days.
Source:	Bureau of Customer Services
Indicator name:	Average daily in-City water consumption (millions of gallons)
Description:	The mean number of gallons delivered each day for in-City consumption.
Source:	Bureau of Water Supply
Indicator name:	Total revenue collected (\$000,000)
Description:	Total amount of money collected by DEP for water and sewer charges.
Source:	Bureau of Customer Service
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:	Billed amount collected in 30 days (%)
Description:	The percent of billed amount that is collected by DEP with 30 days of distribution.
Source:	Bureau of Customer Services
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 days of receipt.
Source:	Bureau of Environmental Compliance

DEPARTMENT OF ENVIRONMENTAL PROTECTION

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
Indicator name:	Noise complaints not requiring access to premises responded to within seven days (%)
Description:	The percent of complaints concerning noise, not requiring scheduling with the complainant, responded to within seven 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 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:	Hazardous materials complaints received
Description:	The total number of hazardous materials complaints received during the reporting period. Some examples of hazardous materials complaints are Lithium ion batteries, chemical spills and carbon monoxide incidents.
Source:	Bureau of Police & Security
Indicator name:	Right to Know Inspections completed
Description:	The total number of Right to Know inspections performed during the reporting period. The Community Right-to-Know Law (Local Law 26 of 1988), requires the City to effectively regulate the storage, use, and handling of hazardous substances. As part of the law, DEP oversees the use and storage of hazardous substances that pose a threat to public health and environment in New York City through its Right-to-Know (RTK) Program. The RTK Program manages the reporting and storage of hazardous substances by requiring businesses and facilities to annually file a Tier II report detailing the quantity, location, and chemical nature of every hazardous substance stored within their facilities throughout the five boroughs.
Source:	Bureau of Police & Security

DEPARTMENT OF ENVIRONMENTAL PROTECTION

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

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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 facility rating
Description:	CORE facility rating: 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.
Source:	Mayor's Office of Operations—SCOUT
Indicator name:	Sewer Maintenance—Catch Basin Clogged/Flooding—% of SRs Meeting Time to First Action (6 days)
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:	Sewer Maintenance—Sewer Backup—% of SRs Meeting Time to First Action (6 hours)
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:	Water Maintenance—Hydrant Running—% of SRs Meeting Time to First Action (2 days)
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:	Water Maintenance—Hydrant Running Full—% of SRs Meeting Time to First Action (1 day)
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:	Water Maintenance—Leak—% of SRs Meeting Time to First Action (16 hours)
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

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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:	Division of Sidewalks and Inspection Management—Highway Inspection and Quality Assurance Unit
Indicator name:	Payout (\$000)—Transportation
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. The preliminary amount is published in the Mayor's Management Report and is updated and finalized in the Preliminary Mayor's Management Report.
Source:	Law Department Matter Management System (Tort, Special Federal Litigation, General Litigation and Labor and Employment Divisions)—preliminary data. OMB—final data.
Indicator name:	Bridges rated good or very good (%) (calendar year)
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:	Bridges rated Fair (%)
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:	Bridges rated 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

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Indicator name:	Bridge flags eliminated (in-house)—Total
Description:	New York State Department of Transportation (NYSDOT) bridge inspection procedures require that “Flags” be issued to report the existence of conditions that pose a clear and present danger, or conditions which, if left unattended for an extended period, would likely become a clear and present danger. A “Flag” is classified as either a Red Flag, Yellow Flag or Safety Flag.
Source:	Division of Bridges
Indicator name:	Bridge flags eliminated (safety)
Description:	New York State Department of Transportation (NYSDOT) bridge inspection procedures require that “Flags” be issued to report the existence of conditions that pose a clear and present danger, or conditions which, if left unattended for an extended period, would likely become a clear and present danger. A “Flag” is classified as either a Red Flag, Yellow Flag or Safety Flag. Safety Flag is used to report a condition that presents a clear and present vehicular or pedestrian traffic hazard, but there is no danger of structural failure or collapse.
Source:	Division of Bridges
Indicator name:	Bridge flags eliminated (yellow)
Description:	New York State Department of Transportation (NYSDOT) bridge inspection procedures require that “Flags” be issued to report the existence of conditions that pose a clear and present danger, or conditions which, if left unattended for an extended period, would likely become a clear and present danger. A “Flag” is classified as either a Red Flag, Yellow Flag or Safety Flag. Yellow Flag is used to report a potentially hazardous condition which, if left unattended beyond the next scheduled inspection, would likely become a clear and present danger. A Yellow Flag is also used to report the actual or imminent failure of a non-critical primary structural component, where its failure may diminish the reserve capacity or redundancy of the bridge but would not result in structural collapse or a clear and present danger.
Source:	Division of Bridges
Indicator name:	Bridge flags eliminated (red)
Description:	New York State Department of Transportation (NYSDOT) bridge inspection procedures require that “Flags” be issued to report the existence of conditions that pose a clear and present danger, or conditions which, if left unattended for an extended period, would likely become a clear and present danger. A “Flag” is classified as either a Red Flag, Yellow Flag or Safety Flag. Red Flag is used to report the failure or potentially imminent failure of a critical primary structural component. Potentially imminent means that a failure is likely before the next scheduled inspection. The maximum time between bridge inspections is two years. Red Flags must be addressed within six weeks.
Source:	Division of Bridges
Indicator name:	Streets maintained with a pavement rating of Good (%)
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. Note DOT changed its rating method to the pavement condition index (PCI), which is a numerical value that is calculated from a visual survey of pavement distress on a sample of the City’s network. DOT surveys at least 50 percent of City streets each year. DOT’s PCI is measured on a scale from 1 to 10, and many factors affect the value, including pavement age, traffic loads and available maintenance funding. Condition ratings are grouped in the following categories for each fiscal year: Good (%) —ratings greater than or equal to 6.7 to 10 Fair (%) —ratings greater than or equal to 2.7 to less than 6.7 Poor (%) —ratings less than 2.7
Source:	Division of Roadway Repair & Maintenance—Resource Management Unit

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Indicator name:	Streets maintained with a pavement rating of Fair (%)
Description:	<p>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. Note DOT changed its rating method to the pavement condition index (PCI), which is a numerical value that is calculated from a visual survey of pavement distress on a sample of the City's network. DOT surveys at least 50 percent of City streets each year.</p> <p>DOT's PCI is measured on a scale from 1 to 10, and many factors affect the value, including pavement age, traffic loads and available maintenance funding.</p> <p>Condition ratings are grouped in the following categories for each fiscal year:</p> <p>Good (%)—ratings greater than or equal to 6.7 to 10</p> <p>Fair (%)—ratings greater than or equal to 2.7 to less than 6.7</p> <p>Poor (%)—ratings less than 2.7</p>
Source:	Division of Roadway Repair & Maintenance—Resource Management Unit
Indicator name:	Streets maintained with a pavement rating of Poor (%)
Description:	<p>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. Note DOT changed its rating method to the pavement condition index (PCI), which is a numerical value that is calculated from a visual survey of pavement distress on a sample of the City's network. DOT surveys at least 50 percent of City streets each year. DOT's PCI is measured on a scale from 1 to 10, and many factors affect the value, including pavement age, traffic loads and available maintenance funding.</p> <p>Condition ratings are grouped in the following categories for each fiscal year:</p> <p>Good (%)—ratings greater than or equal to 6.7 to 10</p> <p>Fair (%)—ratings greater than or equal to 2.7 to less than 6.7</p> <p>Poor (%)—ratings less than 2.7</p>
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, emails and written correspondence by the public, elected officials or agency personnel during the course of inspections. A work order may include multiple potholes.
Source:	Division of Roadway 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—Arterial Maintenance Unit
Indicator name:	Potholes repaired (local streets only)
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

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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—HIQA
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—HIQA
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

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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—HIQA
Indicator name:	Average time to respond to high priority traffic signal defect and make safe (2-hour calls) (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—Signals 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 and 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:	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 (bicyclist/pedestrians)
Description:	The number of bicyclist and pedestrian deaths resulting from vehicle collisions. 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

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Indicator name:	Traffic fatalities (motorist/passengers)
Description:	The number of motorist and passenger deaths resulting from vehicle collisions. 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 (other motorized)
Description:	The number of other motorists deaths resulting from vehicle collisions. Data reflects crash-related fatalities during the reporting period. Data is typically collected 30 days after the close of the reporting period.
Source:	Chief of Transportation
Indicator name:	Injury crashes
Description:	The total number of traffic crashes that resulted in injury, including those on highways and bridges. Data is entered by NYPD staff into AIS (Accident Information System) and forwarded to NYCDOT's Data Warehouse.
Source:	Division of Transportation Planning and Management—Office of Research, Implementation, and Safety
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:	Speed reducers installed
Description:	The number of new speed reducers installed. Speed reducers(which include speed humps and speed cushions) 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 and Management—Office of Research, Implementation, and Safety
Indicator name:	Pavement safety markings installed (000,000) (linear feet)
Description:	The number of new and replacement roadway safety markings installed (4" width) measured in million linear feet (MLF). Safety markings are durable and reflective material applied to pavement to guide and inform all street/highway users—including people walking, bicycling, and operating motor vehicles. Markings designate lane positioning, convey regulation, reinforce signing, and delineate conflict points.
Source:	Division of Transportation Planning and Management—Highway Design & Construction
Indicator name:	Street Ambassador deployments completed
Description:	Outreach deployments completed by Street Ambassadors; activities include various forms of engagement, including both in-person and through virtual outreach platforms.
Source:	Division of Transportation Planning & Management—Office of Bicycle and Pedestrian Programs
Indicator name:	Leading Pedestrian Intervals (LPIs) installed
Description:	The number of Leading Pedestrian Intervals (LPIs) installed. LPIs allow pedestrians a “head start” of several seconds on the walk signal before parallel vehicular traffic receives a green light, which enhances pedestrian visibility to turning drivers.
Source:	Division of Traffic Operations—Signal Engineering Unit

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Indicator name:	Staten Island Ferry trips that are on time (%)
Description:	The percent of Staten Island Ferry trips completed on schedule.
Source:	Division of Ferries—Staten Island Ferry
Indicator name:	Staten Island Ferry: Weekday peak hour trips that are on time (%)
Description:	The percent of Staten Island Ferry weekday peak hour trips completed on schedule. Peak hours are non-holiday weekday departures from Staten Island between 6:00 and 9:00 AM and between 5:30 and 7:30 PM and, from Manhattan, between 6:30 and 9:30 AM and between 4:00 and 8:00 PM.
Source:	Division of Ferries—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 Ferries—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:	Ferry Operations —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:	Ferry Operations —Private Ferries Program
Indicator name:	Citi Bike annual membership
Description:	Total count of Citi Bike annual memberships activated, including renewals.
Source:	Division of Transportation Planning and 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:	Division of Transportation Planning and Management—Bike Share Program
Indicator name:	Total number of trips (Classic bikes)
Description:	Subset of “Citi Bike Trips.” Total count of Citi Bike trips by all users using classic bikes
Source:	Executive Division—Bike Share Unit
Indicator name:	Total number of trips (Pedal-Assist bikes)
Description:	Subset of “Citi Biki trips.” Total count of Citi Bike trips by all users using pedal-assist bikes
Source:	Executive Division—Bike Share Unit
Indicator name:	Annual cost for Citi Bike membership
Description:	Price for annual Citi Bike membership, includes unlimited 45-minute rides on classic bikes, reduced ebike prices, and free unlocks.
Source:	Executive Division—Bike Share Unit

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Indicator name:	Bicycle lane miles installed—Total
Description:	The number of bicycle lane miles (Class I protected paths, II on-street lanes, and III shared lanes) installed during the reporting period.
Source:	Division of Transportation Planning and 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:	DOHMH Bureau of Epidemiology Services/DOT Division of Transportation Planning and Management—Bicycle Program
Indicator name:	Bicycle lane miles installed—Protected
Description:	Subset of 'Bicycle lane miles—total'. The number of Class I protected bicycle paths in lane miles installed during the fiscal year. A Class I bicycle path is a facility intended for the use of bicycles that is physically separated from motorized vehicle traffic by an open space, vertical delineation, or barrier and either within the roadway or within an independent right-of-way.
Source:	Division of Transportation Planning and Management—Bicycle Program
Indicator name:	Bike parking spaces added (each year)
Description:	The total number of bicycle parking spaces added each year. Bicycle parking spaces count total bicycle capacity of bicycle racks and sleds.
Indicator name:	Bus lane miles installed
Description:	Miles of "bus only" lanes installed; in coordination with MTA installations in order to improve bus speeds and reliability.
Source:	Division of Transportation Planning & Management—Transit Development
Indicator name:	Average vehicular travel speed—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:	Electric vehicles charging stations installed (Cumulative)
Description:	The number of publicly accessible electric vehicles charging stations installed by DOT across the five boroughs.
Source:	Executive Division—Policy Unit
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. Note: per court order mandating total number of intersections installed with APS by end of calendar year 2031, targets for this indicator are for calendar years.
Source:	Division of Traffic Operations—Signal Engineering Unit
Indicator name:	Existing corners upgraded (cumulative)
Description:	The number of crossing points (corners) that have been upgraded, facilitating access by persons with disabilities.
Source:	Division of Roadway Repair & Maintenance—Resource Management Unit

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Indicator name:	New corners installed (cumulative)
Description:	The number of new crossing points (corners) installed, facilitating access by persons with disabilities.
Source:	Division of Roadway Repair and 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 and 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 and Management—Public Space Unit
Indicator name:	WalkNYC Wayfinding elements installed
Description:	The total number of WalkNYC Wayfinding elements added each year. The element count includes map-based signs, map-based signs with bus arrival time information, fingerpost pointers, wall mounted maps, Bike Share Kiosks, and subway station Neighborhood maps
Source:	Division of Transportation Planning and Management—WalkNYC Wayfinding Program
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:	Average time to process a permit application for customers (calendar days)
Description:	Average time to issue an approved permit from the time the customer applies using NYCStreets.
Source:	Executive Division/Office of Construction Mitigation and Coordination
Indicator name:	E-mails responded to in 14 days (%)
Description:	The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source:	Office of the Commissioner—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:	Office of the Commissioner—Customer Service Unit

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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 & Permits
Indicator name:	Requests for language interpretations and translations received
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 the Commissioner—Language Access Unit
Indicator name:	CORE facility rating
Description:	CORE facility rating: 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.
Source:	Mayor's Office of Operations—SCOUT
Indicator name:	Street Condition—Pothole—% Meeting Time to Close (30 days)
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:	Street Light Condition—Street Light Out—% Meeting Time to Close (10 days)
Description:	The percentage of service requests for which the agency met its planned time of action to provide the service.
Source:	DOT/Street Lighting
Indicator name:	Traffic Signal Condition—Controller—% Meeting Time to Close (0.1 days)
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:	Street Condition—Failed Street Repair—% Meeting Time to Close (10 days)
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:	Broken Parking Meter—No Receipt—% Meeting Time to Close (21 days)
Description:	The percentage of service requests for which the agency met its planned time of action to provide the service.
Source:	Mayor's Office of Operations/Citywide Performance Reporting

DEPARTMENT OF BUILDINGS

Indicator name:	Jobs filed – All applications (DOB NOW)
Description:	The number of applications filed in DOB NOW, inclusive of new building, major renovation, minor renovation, full demolition, electrical, elevator, subdivision, letter of no objection, crane notification and prototype, and limited alteration.
Source:	DOB NOW
Indicator name:	Jobs filed - All applications (BIS)
Description:	The number of applications filed in BIS, categorized by job scope: new building, major renovation (Alteration I), minor renovation (Alterations II and III), demolition, subdivision condominium, and subdivision improvement.
Source:	BIS mainframe database
Indicator name:	Work permits issued - Initial (DOB NOW)
Description:	The number of initial work permits issued through DOB NOW.
Source:	DOB NOW
Indicator name:	Work permits issued - Renewals (DOB NOW)
Description:	The number of renewal work permits issued through DOB NOW.
Source:	DOB NOW
Indicator name:	Work permits issued - Initial (BIS)
Description:	The number of initial work permits issued through BIS.
Source:	BIS mainframe database
Indicator name:	Work permits issued - Renewals (BIS)
Description:	The number of renewal work permits issued through BIS.
Source:	BIS mainframe database
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 wait time to speak with a customer service agent (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:	Certificates of occupancy issued (permanent and initial temporary)
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) and DOB NOW, 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
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

DEPARTMENT OF BUILDINGS

Indicator name:	First plan reviews completed - All applications (DOB NOW)
Description:	The number of initial building applications that moved to either J status (disapproved) or P status (approved) during the reporting period. Excluded are those jobs that were administratively closed before they reached review.
Source:	DOB NOW
Indicator name:	First plan reviews completed - Initial applications (BIS)
Description:	The number of initial building applications that moved to either J status (disapproved) or P status (approved) during the reporting period. Excluded are those jobs that were administratively closed before they reached review.
Source:	BIS mainframe database
Indicator name:	Average days to complete first plan review - All applications (DOB NOW)
Description:	For plan reviews of applications completed in DOB NOW, the average number of business days for jobs to go from status of application processed - completed to either disapproved status or approved status during first review.
Source:	DOB NOW
Indicator name:	Average days to complete first plan review - New Buildings - All applications (DOB NOW)
Description:	For plan reviews of new building applications completed in DOB NOW, the average number of business days for jobs to go from status of application processed - completed to either disapproved status or approved status during first review.
Source:	DOB NOW
Indicator name:	Average days to complete first plan review - Major Renovations (Alteration CO) - All applications (DOB NOW)
Description:	For plan reviews of initial major renovation applications completed in DOB NOW, the average number of business days for jobs to go from status of application processed - completed to either disapproved status or approved status during first review.
Source:	DOB NOW
Indicator name:	Average days to complete first plan review - Minor Renovations (Alteration) - All applications (DOB NOW)
Description:	For plan reviews of initial minor renovation applications completed in DOB NOW, the average number of business days for jobs to go from status of application processed - completed to either disapproved status or approved status during first review.
Source:	DOB NOW
Indicator name:	Average days to complete first plan review - New Buildings - Initial applications (BIS)
Description:	For plan reviews of initial new building applications completed, the average number of business days for applications to go from D status (application processed - completed) to either J status (disapproved) or P status (approved).
Source:	BIS mainframe database
Indicator name:	Average days to complete first plan review - Major Renovations (Alteration I) - Initial applications (BIS)
Description:	For plan reviews of initial major renovation applications completed, the average number of business days for applications to go from D status (application processed - completed) to either J status (disapproved) or P status (approved).
Source:	BIS mainframe database

DEPARTMENT OF BUILDINGS

Indicator name:	Average days to complete first plan review - Minor Renovations - Initial applications (BIS)
Description:	For plan reviews of initial minor renovation applications completed, the average number of business days for applications to go from D status (application processed - completed) to either J status (disapproved) or P status (approved).
Source:	BIS mainframe database
Indicator name:	Average days from filing to approval - All applications (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:	Resubmission plan reviews completed - All applications (DOB NOW)
Description:	The number of reviews of resubmitted DOB NOW applications in disapproved status.
Source:	DOB NOW
Indicator name:	Resubmission plan reviews completed - All applications (BIS)
Description:	The number of reviews of resubmitted applications in J status (disapproved).
Source:	BIS mainframe database
Indicator name:	Jobs professionally certified
Description:	The number of 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:	DOB NOW and BIS
Indicator name:	Jobs professionally certified that were audited (pre-approval)
Description:	The number of professionally certified applications filed that were audited prior to approval.
Source:	DOB NOW and BIS
Indicator name:	Jobs professionally certified that were audited (post-approval) (%)
Description:	The percent of professionally certified jobs (building applications) that were audited by DOB staff after approval and/or permit issuance.
Source:	DOB NOW and BIS
Indicator name:	Of eligible audited jobs (post-approval), the percent of audits that failed (%)
Description:	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.
Source:	BIS mainframe database maintained by DOB and DOB NOW
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
Indicator name:	Priority A (emergency) complaints received
Description:	The number of complaints describing emergency (Priority A) 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

DEPARTMENT OF BUILDINGS

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 (emergency) 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 demolition and vibrating/shaking building, among others. Excluded are those complaints that were administratively closed.
Source:	BIS mainframe maintained by DOB
Indicator name:	Priority B (nonemergency) 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 (emergency) 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), accidents, fumes/smoke from a boiler, unsafe demolition and vibrating/shaking building, among others.
Source:	BIS mainframe maintained by DOB
Indicator name:	Average time to respond to Priority B (nonemergency) 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:	Percent of residential illegal conversion complaints where access was 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

DEPARTMENT OF BUILDINGS

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:	All inspections completed
Description:	The number of inspections completed agency-wide.
Source:	DOB NOW and BIS
Indicator name:	All development inspections completed
Description:	The number of development inspections completed agency-wide.
Source:	DOB NOW and BIS
Indicator name:	All enforcement inspections completed
Description:	The number of enforcement inspections completed agency-wide.
Source:	DOB NOW and BIS
Indicator name:	Enforcement inspections resulting in violations (%)
Description:	The total number of enforcement inspections performed that resulted in the issuance of at least one violation divided by the total number of construction inspections performed.
Source:	DOB NOW and BIS
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 database 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 Environmental Control Board. 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/Environmental Control Board
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:	AIMS database/Environmental Control Board
Indicator name:	Stop work orders issued
Description:	The number of full and partial stop work orders issued.
Source:	BIS mainframe database
Indicator name:	Stop work orders rescinded
Description:	The number of full and partial stop work orders rescinded.
Source:	BIS mainframe database

DEPARTMENT OF BUILDINGS

Indicator name:	Construction-related incidents
Description:	The total number of events on a construction site (with or without a work 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 incidents with injury
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 (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:	Workplace injuries reported
Description:	All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not time was lost.
Source:	Human Capital
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:	E-mails responded to in 14 days (%)
Description:	The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source:	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

DEPARTMENT OF BUILDINGS

Indicator name:	CORE facility rating
Description:	CORE facility rating: 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.
Source:	Mayor's Office of Operations - SCOUT
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:	Percent meeting time to first action - Elevator - Defective/Not Working (40 days)
Description:	The percent of service requests for which the agency met its planned time of action to provide the service.
Source:	BIS mainframe maintained by DOB
Indicator name:	Percent meeting time to first action - Work Contrary/Beyond Approved Plans/Permits (40 days)
Description:	The percent of service requests for which the agency met its planned time of action to provide the service.
Source:	BIS mainframe maintained by DOB
Indicator name:	Percent meeting time to first action - Failure to Maintain (40 days)
Description:	The percent of service requests for which the agency met its planned time of action to provide the service.
Source:	BIS mainframe maintained by DOB
Indicator name:	Percent meeting time to first action - Illegal Conversion of Residential Building/Space (40 days)
Description:	The percent of service requests for which the agency met its planned time of action to provide the service.
Source:	BIS mainframe maintained by DOB
Indicator name:	Percent meeting time to first action - Work Without Permit (40 days)
Description:	The percent of service requests for which the agency met its planned time of action to provide the service.
Source:	BIS mainframe maintained by DOB

DEPARTMENT OF DESIGN AND CONSTRUCTION

Indicator name:	Design projects completed (Total)
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. For Design Build projects, the reported design completion date is either: the date of the actual final design submission; or, the date that precedes early work activities on site, whichever activity occurs first.
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 delays outside of DDC control.
Source:	Infrastructure and Public Buildings
Indicator name:	Design projects 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 delays outside of DDC control.
Source:	Infrastructure
Indicator name:	Design projects 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 delays outside of DDC control.
Source:	Public Buildings
Indicator name:	Construction projects completed (Total)
Description:	The total number of construction projects that were substantially completed during the reporting period. A project is considered substantially complete when contract work has been finished. For structure projects a Certificate of Occupancy (temporary or final) is required. For infrastructure projects permanent street restoration must be in place.
Source:	DDC's Project 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 delays outside of DDC control. 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
Indicator name:	Construction projects 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 delays outside of DDC control. 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

DEPARTMENT OF DESIGN AND CONSTRUCTION

Indicator name:	Construction projects 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 delays outside of DDC control. 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
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:	Roadway 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:	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:	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:	Water mains (new and replaced) (miles)
Description:	Total length of water mains newly installed or replaced during the reporting period.
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 delays outside of DDC control. 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 & Public Buildings
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 delays outside of DDC control. 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
Indicator name:	Projects completed front-end-planning phase
Description:	The total number of projects, agency wide, that completed the Front End Planning (FEP) phase in the current reporting period.
Source:	Front End Planning Unit

DEPARTMENT OF DESIGN AND CONSTRUCTION

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:	Technical Support/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:	Policy Analysis/Client Survey database
Indicator name:	Post-construction satisfaction surveys: Number of surveys returned
Description:	The total number of completed post-construction satisfaction surveys returned to DDC.
Source:	Policy Analysis/Client Survey database
Indicator name:	Post-construction satisfaction surveys: Respondents rating a completed project as adequate or better (%)
Description:	The percentage of completed surveys returned with an overall satisfactory rating.
Source:	Policy Analysis/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

DEPARTMENT OF DESIGN AND CONSTRUCTION

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

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DEPARTMENT OF CITY PLANNING

Indicator name:	Number of DCP initiated economic development and housing proposals 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:	Planning Coordination
Indicator name:	Number of DCP initiated neighborhood enhancement proposals 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:	Planning Coordination
Indicator name:	Number of DCP initiated 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:	Planning Coordination
Indicator name:	Simple zoning actions certified/referred
Description:	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 (EAS) certified/referred
Description:	The number of zoning actions with CEQR (City Environmental Quality Review) requiring an EAS (Environmental Assessment Statement) initiated by private and public applicants, including DCP, that were certified as complete and, for those actions subject to ULURP (Uniform Land Use Review Procedure), referred for public review. Complex projects, which can include one or more land use applications and their associated environmental review, include zoning map changes, amendments to the zoning resolution, zoning special permits, authorizations, and certifications and require more involved environmental review and interagency coordination (Type I or unlisted actions).
Source:	Database maintained by DCP's Planning Coordination Team
Indicator name:	- Zoning actions with CEQR (EAS) certified/referred within 15 months (%)
Description:	The percent of public and private zoning actions with CEQR (City Environmental Quality Review) requiring an EAS (Environmental Assessment Statement) 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 Team

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Indicator name:	Zoning actions with CEQR (EIS) certified/referred
Description:	The number of zoning actions with CEQR (City Environmental Quality Review) requiring an EIS (Environmental Impact Statement) initiated by private and public applicants, including DCP, that were certified as complete and, for those actions subject to ULURP (Uniform Land Use Review Procedure), referred for public review. Complex projects, which can include one or more land use applications and their associated environmental review, include zoning map changes, amendments to the zoning resolution, zoning special permits, authorizations, and certifications and require more involved environmental review and interagency coordination (Type I or unlisted actions).
Source:	Database maintained by DCP's Planning Coordination Team
Indicator name:	- Zoning actions with CEQR (EIS) certified/referred within 22 months (%)
Description:	The percent of public and private zoning actions with CEQR (City Environmental Quality Review) requiring an EIS (Environmental Impact Statement) certified as complete and/or referred for public review within 22 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 Team
Indicator name:	City projects (non-zoning) certified/referred
Description:	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) certified/referred within 6 months (%)
Description:	The percent of projects submitted by public agencies or the NYC Economic Development Corporation, including their associated environmental review, certified as complete and/or referred for public review within six months of project start, normally marked by submission of a Pre-Application Statement (PAS) to the Department.
Source:	Database maintained by DCP's Planning Coordination Division
Indicator name:	Renewals and 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 and South Richmond actions 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

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

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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 Transaction Services

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 2021 data is updated in the Fiscal 2022 PMMR).
Source: Budget

Indicator name: Businesses served by industry-focused programmatic initiatives
Description: The number of businesses actively enrolled in NYCEDC's programmatic initiatives, including NYCEDC's incubator network and centers for excellence, technology competitions, partnership funds and programmatic ventures throughout the five boroughs.
Source: Initiatives

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: NYC 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, and industrial 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: Projected three-year job growth associated with closed NYC Industrial Development Agency projects
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 may include 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

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Indicator name: Projected net City tax revenues generated in connection with closed NYC Industrial Development Agency 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: Private investment leveraged on closed IDA projects (\$000,000)

Description: The estimated value of third-party investment leveraged (federal, State and/or private) as a result of NYCIDA's assistance.

Source: Compliance & Strategic Investments Group

Indicator name: Build NYC Resource Corporation—Contracts closed

Description: The number of projects closed by Build NYC Resource Corporation (Build NYC), a local development corporation incorporated under the New York Not-for-Profit Corporation Law. Build NYC is administered by NYCEDC and assists qualified not-for-profit institutions and other entities in obtaining tax-exempt and taxable bond financing. As a conduit bond issuer, Build NYC's primary goal is to facilitate access to private activity tax-exempt bond financing for not-for-profit institutions to acquire, construct, renovate and/or equip their facilities.

Source: Compliance & Strategic Investments Group

Indicator name: Projected three-year job growth associated with closed Build NYC Resource projects

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: Projected net City tax revenues generated in connection with closed BuildNYC 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

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Indicator name:	Private investment leveraged on closed Build NYC Resource 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:	New York City Neighborhood Capital Corporation—Projected new 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 NYC Neighborhood Capital Corporation (NYCNCC) 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. NYCNCC is a New York not-for-profit corporation created to facilitate capital investment in low-income communities via the federal New Markets Tax Credit program, thereby assisting in advancing the community, economic development and job creation objectives of the City of New York.
Source:	Compliance & Strategic Investments Group
Indicator name:	New York City Neighborhood Capital 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 NYCNCC's assistance.
Source:	Compliance & Strategic Investments Group
Indicator name:	Assets actively managed by NYCEDC (sq. ft.) (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:	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 NYCEDC as a percent of all private sector jobs.
Source:	U.S. Bureau of Labor Statistics Quarterly Census of Employment & Wages
Indicator name:	Participants in innovation sector programming
Description:	The total number of participants benefitting from innovation sector (mostly tech, LifeSci, the green economy, and offshore wind) programming funded directly through City programs or as a result of City investments in curriculum design, space, or other industry development activities. Examples of these programs are the Fullstack Cyber Bootcamp, LifeSci NYC Internship Program, and Venture Access programs. Does not include programming that is industry agnostic.
Source:	Initiatives
Indicator name:	M/WBE participation rate (Local Law 1) (%)
Description:	The ratio of M/WBE contract expenditure to total contract expenditures with M/WBE goals. Participation/attainment refers to payments.
Source:	W/W/DBE
Indicator name:	M/WBE participation rate (Local Law 1)—Minority (All) (%)
Description:	The ratio of Minority M/WBE contract expenditure to total contract expenditures with M/WBE goals. Participation/attainment refers to payments.
Source:	M/W/DBE

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Indicator name:	M/WBE participation rate (Local Law 1)—Minority (Asian) (%)
Description:	The ratio of Asian M/WBE contract expenditure to total contract expenditures with M/WBE goals. Participation/attainment refers to payments.
Source:	M/W/DBE
Indicator name:	M/WBE participation rate (Local Law 1)—Minority (Black) (%)
Description:	The ratio of Black M/WBE contract expenditure to total contract expenditures with M/WBE goals. Participation/attainment refers to payments.
Source:	W/W/DBE
Indicator name:	M/WBE participation rate (Local Law 1)—Minority (Hispanic) (%)
Description:	The ratio of Hispanic M/WBE contract expenditure to total contract expenditures with M/WBE goals. Participation/attainment refers to payments.
Source:	M/W/DBE
Indicator name:	M/WBE participation rate (Local Law 1)—Non-Minority (%)
Description:	The ratio of Non-Minority Women M/WBE contract expenditure to total contract expenditures with M/WBE goals. Participation/attainment refers to payments.
Source:	M/W/DBE
Indicator name:	M/WBE award rate (Local Law 1) (%)
Description:	Actual M/WBE awards made to individual firms on NYCEDC contracts. Awards are specific awards to M/WBE firms.
Indicator name:	M/WBE award rate (Local Law 1)—Minority (All) (%)
Description:	Actual M/WBE awards made to individual Minority firms on NYCEDC contracts. Awards are specific awards to M/WBE firms.
Source:	M/W/DBE
Indicator name:	M/WBE award rate (Local Law 1)—Minority (Asian) (%)
Description:	Actual M/WBE awards made to individual Asian firms on NYCEDC contracts. Awards are specific awards to M/WBE firms.
Source:	M/W/DBE
Indicator name:	M/WBE award rate (Local Law 1)—Minority (Black) (%)
Description:	Actual M/WBE awards made to individual Black firms on NYCEDC contracts. Awards are specific awards to M/WBE firms.
Source:	M/W/DBE
Indicator name:	M/WBE award rate (Local Law 1)—Minority (Hispanic) (%)
Description:	Actual M/WBE awards made to individual Hispanic firms on NYCEDC contracts. Awards are specific awards to M/WBE firms.
Source:	M/W/DBE
Indicator name:	M/WBE award rate (Local Law 1)—Non-Minority (%)
Description:	Actual M/WBE awards made to individual Non-Minority Women firms on NYCEDC contracts. Awards are specific awards to M/WBE firms.
Source:	M/W/DBE
Indicator name:	ConstructNYC—Cohort participant ethnicity—Minority (All) (%)
Description:	Ratio of firms participating in a Construct NYC cohort during the reporting period that are Minority-owned to the total number of firms participating in a Construct NYC cohort during the reporting period.
Source:	W/W/DBE

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Indicator name:	ConstructNYC—Cohort participant ethnicity—Minority (Asian) (%)
Description:	Ratio of firms participating in a Construct NYC cohort during the reporting period that are Asian-owned to the total number of firms participating in a Construct NYC cohort during the reporting period.
Source:	M/W/DBE
Indicator name:	ConstructNYC—Cohort participant ethnicity—Minority (Black) (%)
Description:	Ratio of firms participating in a Construct NYC cohort during the reporting period that are Black-owned to the total number of firms participating in a Construct NYC cohort during the reporting period.
Indicator name:	ConstructNYC—Cohort participant ethnicity—Minority (Hispanic) (%)
Description:	Ratio of firms participating in a Construct NYC cohort during the reporting period that are Hispanic-owned to the total number of firms participating in a Construct NYC cohort during the reporting period.
Source:	W/W/DBE
Indicator name:	ConstructNYC—Cohort participant ethnicity—Non-Minority (%)
Description:	Ratio of firms participating in a Construct NYC cohort during the reporting period that are owned by Non-Minority Women to the total number of firms participating in a Construct NYC cohort during the reporting period.
Source:	M/W/DBE
Indicator name:	ConstructNYC—Award value to cohort participants (Total) (\$000,000)
Description:	Total dollar amount awarded to firms that participated in a Construct NYC cohort.
Source:	W/W/DBE
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:	Budget
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:	Graffiti removed (000) (square feet)
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:	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:	The amount of revenue generated from NYCEDC's portfolio of assets, including revenue generated from the NYC Ferry system.
Source:	Accounting

NEW YORK CITY ECONOMIC DEVELOPMENT CORPORATION

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
Indicator name:	Businesses operating in properties actively managed by EDC
Description:	The number of businesses utilizing space in properties that EDC directly manages. The number does not include subtenants whose lease or other operating agreement is not directly managed by EDC.
Source:	Asset Management
Indicator name:	Square feet of new building space initiated
Description:	The square footage of new building space contracted to be completed by capital construction projects during the reporting period in the last reporting period.
Source:	Capital
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.
Source:	NYCEDC/NYC Ferry
Indicator name:	NYC Ferry—Total ridership
Description:	The cumulative ridership of passengers traveling on the NYC Ferry as reported to NYCEDC by Hornblower, Inc.
Source:	NYC Ferry
Indicator name:	NYC Ferry—On time performance (%)
Description:	The percentage of trips that departed no more than 1 minute before and arrive no more than 5 minutes past their scheduled times at each landing. This report does not include delays due to events outside of the control of NYC Ferry, such as vessel traffic, river closures/obstructions, extreme weather conditions, and other U.S. Coast Guard restrictions. When tracking devices are offline, the stops are excluded from the calculation.
Source:	NYC Ferry
Indicator name:	Acres of new park space initiated
Description:	The acres of new greenspace contracted to be completed by capital construction projects during the reporting period.
Source:	Capital

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

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:	Emergency heat and hot water complaints reported
Description:	The number of emergency heat and hot water problems in privately-owned buildings requiring an inspection by HPD. Duplicate problems are excluded from the count.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Complaints prompting lead hazard inspections
Description:	The number of problems reported for conditions that may cause a lead-based paint hazard under local law in privately-owned buildings.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Other emergency complaints reported
Description:	The number of priority problems (not including heat and hot water or lead-based paint problems) reported in privately-owned buildings. Examples include mold, bed bugs, water leaks and other plumbing problems. Duplicate problems are excluded from the count.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Inspections completed
Description:	The number of problem inspections and reinspections completed.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Inspection visits per team per day
Description:	The average number of visits per inspection route. A visit is an attempted physical observation of a problem or group of problems filed at the same time, or an attempted re-inspection of a violation or group of violations. A route is comprised of stops (inspections) by an inspection team on any given day.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Ratio of completed inspections to attempted inspections (%)
Description:	The number of completed inspections divided by the number of attempted inspections.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Total complaints closed
Description:	The total number of problems closed due to an inspection, callback to tenant, or repeated attempts for access during the period.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Emergency complaints closed
Description:	The total number of emergency problems closed due to an inspection, callback to tenant, or repeated attempts for access. Not directly related to the number of problems received in the period.
Source:	Office of Enforcement and Neighborhood Services

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

Indicator name:	Emergency heat and hot water complaints closed
Description:	The number of emergency heat and hot water problems closed due to an inspection, callback to tenant, or repeated attempts for access.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Complaints prompting lead hazard inspections closed
Description:	The number of lead emergency problems closed due to an inspection, callback to tenant, or repeated attempts for access.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Other emergency complaints closed
Description:	The number of other emergency complaints 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 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:	Total emergency violations issued
Description:	The total number of emergency repair-generating "C" violations issued, including heat and hot water, lead-based paint hazards and other emergencies, 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:	Emergency heat and hot water violations issued
Description:	The number of emergency repair-generating 'C' violations issued for a lack of heat or hot water. Emergency repair-generating violations are those for emergency conditions that HPD will attempt to address if the landlord fails to do so.
Source:	Office of Enforcement and Neighborhood Services

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

Indicator name:	Lead-based paint hazard violations
Description:	The number of emergency repair-generating 'C' violations issued for lead-based paint violations. 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:	Other emergency violations issued
Description:	The number of emergency repair-generating 'C' violations issued, excluding those issued for lack of heat and hot water or for lead-based paint. Emergency repair-generating 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

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

Indicator name:	Units in buildings where Comprehensive Litigation was closed due to compliance with the Order to Correct and payment of any civil penalties
Description:	HPD pursues comprehensive litigation in Housing Court when there are conditions warranting litigation for multiple violations or building system issues or agency-issued Orders. The closing of a case based on the owners compliance with the Court Order indicate that the conditions at the building have improved. This indicator will count the number of units in any buildings which have addressed the majority of the violations that were the subject of the order and have paid any civil penalties obtained during the action.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Violations dismissed as a result of Comprehensive Litigation closed due to compliance with the Order to Correct
Description:	A count of violations dismissed as a result of the comprehensive cases closed due to compliance with the order.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Distinct units affected by emergency repair work completed pursuant to HPD Emergency Repair generating violation
Description:	The Emergency Repair Program completes work in a case where an immediately hazardous violation is issued by an HPD Inspector and the owner fails to correct the condition. The work may be limited to a repair in one apartment or affect multiple apartments in a building (for example, replacement of a heating plant). This count is of units affected by the repair. Includes lead and non-lead work. AEP units are not included in this count.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Units in buildings discharged from the Alternative Enforcement Program due to owner compliance
Description:	The Alternative Enforcement Program (AEP) is an enhanced enforcement program which addresses the "most distressed" buildings (as defined by statute). Buildings can be discharged from the program for owner compliance when the owner reduces the violations, complies with an order (if issued), pays outstanding charges and registers the building. This indicator will count the number of units in any buildings which meet the discharge criteria based on owner compliance during the period.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Units in buildings discharged from the Underlying Conditions program due to owner compliance
Description:	The Underlying Conditions Program is an enhanced enforcement program which addresses buildings with a significant number of mold and leak violations (as defined in rules). Buildings can be discharged from the program for owner compliance when the owner reduces the violations and complies with an order to have the building assessed for underlying causes of the mold/leaks. This indicator will count the number of units in any buildings which meet the discharge criteria based on owner compliance during the period.
Source:	Office of Enforcement and Neighborhood Services
Indicator name:	Units in buildings discharged from 7A or where there is compliance with a 7A Consent Order
Description:	HPD pursues the appointment of a 7A Administrator in Housing Court when a building is in significant distress and the owners are unresponsive to other enforcement efforts. In some cases, the agency enters into a consent order with the owners to make repairs and in some cases a 7A administrator is appointed. The closing of a case based on the owners compliance with the Court Order or the discharge of a 7A administrator indicate that the conditions at the building have improved. This indicator will count the number of units in any buildings which meet the above criteria based on owner compliance during the period.
Source:	Office of Enforcement and Neighborhood Services

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Indicator name:	Total affordable housing starts (units)
Description:	The total number of housing units (starts) created or preserved and counted by HPD. Units are created or preserved through financed new construction or rehabilitation, regulatory agreements creating or extending affordability, and homebuyer and homeownership assistance. HPD 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:	Office of Development
Indicator name:	New construction starts (%)
Description:	The percentage of counted housing units (starts) that were created by HPD. Units are created through financed new construction, regulatory agreements creating affordability requirements, homebuyer and homeownership assistance. HPD 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:	Office of Development
Indicator name:	Preservation starts (%)
Description:	The percentage of counted housing units that were preserved by HPD. 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:	Office of Development
Indicator name:	Rental starts (%)
Description:	The percentage of counted housing units (starts) created or preserved by HPD that are rental.
Source:	Office of Development
Indicator name:	Homeownership starts (%)
Description:	The percentage of counted housing units (starts) created or preserved by HPD that are for homeownership.
Source:	Office of Development
Indicator name:	Total affordable housing completions (units)
Description:	The total number of new construction and preservation HPD housing units where construction was completed. In the case of programs with no construction or permanent financing only, start and completion are reported simultaneously. Completions are counted following receipt of a Certificate of Occupancy; Temporary Certificate of Occupancy; Program Status Report; Certificate of Substantial Completion; Letter of Completion; Directive 14; or, in tax exemption only cases, on the date the exemption is issued.
Source:	Office of Development
Indicator name:	New construction completions (%)
Description:	The percentage of HPD housing units where construction was completed that were new construction. In the case of programs with no construction or permanent financing only, start and completion are reported simultaneously.
Source:	Office of Development

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Indicator name:	Preservation completions (%)
Description:	The percentage of HPD housing units where construction was completed that were preservation. In the case of programs with no construction or permanent financing only, start and completion are reported simultaneously.
Source:	Office of Development
Indicator name:	Rental completions (%)
Description:	The percentage of HPD housing units where construction was completed that were rental. In the case of programs with no construction or permanent financing only, start and completion are reported simultaneously.
Source:	Office of Development
Indicator name:	Homeownership completions (%)
Description:	The percentage of HPD housing units where construction was completed that were homeownership. In the case of programs with no construction or permanent financing only, start and completion are reported simultaneously.
Source:	Office of Development
Indicator name:	Percent of new construction in low affordability areas (%)
Description:	The percentage of new construction housing units (starts) in low affordability areas. Low affordability areas are defined as U.S census areas where the share of low cost rentals are less than 20% of the housing.
Source:	Office of Development
Indicator name:	Percent of preservation in low affordability areas (%)
Description:	The percentage of preservation housing units (starts) in low affordability areas. Low affordability areas are defined as U.S census areas where the share of low cost rentals are less than 20% of the housing.
Source:	Office of Development
Indicator name:	Extremely low income (0-30% AMI) starts (%)
Description:	The percentage of housing units created or preserved for housings 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:	Office of Development
Indicator name:	Very low income (31-50% AMI) starts (%)
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:	Office of Development
Indicator name:	Low income (51-80% AMI) starts (%)
Description:	The percentage of housing units created or preserved for households earning 51%-80% of the area median income as defined by the U.S. Department of Housing and Urban Development for the New York Metropolitan Area.
Source:	Office of Development
Indicator name:	Extremely low income (0-30% AMI) completions (%)
Description:	The percentage of new construction and preservation HPD housing units where construction was completed 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:	Office of Development

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Indicator name:	Very low income (31-50% AMI) completions (%)
Description:	The percentage of new construction and preservation HPD housing units where construction was completed 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:	Office of Development
Indicator name:	Low income (51-80% AMI) completions (%)
Description:	The percentage of new construction and preservation HPD housing units where construction was completed for households earning 51%-80% of the area median income as defined by the U.S. Department of Housing and Urban Development for the New York Metropolitan Area.
Source:	Office of Development
Indicator name:	Units started that serve senior households
Description:	New construction and preservation started units dedicated to serving senior individuals and families. Note: Additional New York City seniors live in affordable units created or preserved without any age restriction or unit adaptations.
Source:	Office of Development
Indicator name:	Units completed that serve senior households
Description:	New construction and preservation completed units dedicated to serving senior individuals and families. Note: Additional New York City seniors live in affordable units created or preserved without any age restriction or unit adaptations.
Source:	Office of Development
Indicator name:	Asset management - Rental projects 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 - High risk rental projects in portfolio (%)
Description:	The percentage of total rental projects in the asset management portfolio at high risk, where one or more buildings in the project are already showing significant indications of physical, or financial distress, or noncompliance with regulatory requirements. A project is deemed 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. Project financial health is measured by municipal arrears, and tax lien sale history. HOME and LIHTC compliance is measured by instances of HOME or LIHTC non-compliance in the project. 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 projects 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

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Indicator name:	Asset management - High risk co-op projects in portfolio (%)
Description:	The percentage of total co-op projects in the asset management portfolio at high risk, where one or more buildings in the project are already showing significant indications of physical or financial distress. A project is deemed 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. Project financial health is measured by 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:	Applicants approved for a new construction unit through the lottery
Description:	Number of applicants approved for a new construction unit through lottery.
Source:	Division of Housing Opportunity and Program Services
Indicator name:	Homeless households moved into a newly constructed unit
Description:	Number of homeless households that moved into a new construction unit through HPS.
Source:	Division of Housing Opportunity and Program Services
Indicator name:	Homeless households moved into a re-rental unit
Description:	Number of homeless households that moved into a re-rental unit through HPS.
Source:	Division of Housing Opportunity and Program Services
Indicator name:	Percent of lottery projects that completed applicant approvals within three months
Description:	Percent of lotteries that have approved applicants for 95% of the total marketed units within three months of the certificate of occupancy issuance.
Source:	Division of Housing Opportunity and Program Services
Indicator name:	Percent of lottery projects that completed applicant approvals within six months
Description:	Percent of lotteries that have approved applicants for 95% of the total marketed units within six months of the certificate of occupancy issuance.
Source:	Division of Housing Opportunity and Program Services
Indicator name:	Percent of lottery projects that took longer than two years to complete applicant approvals
Description:	Percent of lotteries that took longer than two years from the certificate of occupancy issuance to approve applicants for 95% of the total marketed units.
Source:	Division of Housing Opportunity and Program Services
Indicator name:	Median time to complete applicant approvals for a lottery project (days)
Description:	Median days from the certificate of occupancy issuance to approval to completion of 95% of applicant approvals for a lottery project.
Source:	Division of Housing Opportunity and Program Services
Indicator name:	Percent of lottery units with applicants approved within three months
Description:	Percent of lottery units with applicants approved within three months of the certificate of occupancy issuance.
Source:	Division of Housing Opportunity and Program Services
Indicator name:	Percent of lottery units with applicants approved within six months
Description:	Percent of lottery units approved within six months of lottery project TCO issuance.
Source:	Division of Housing Opportunity and Program Services

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Indicator name:	Percent of lottery units with applicants approved after two years
Description:	Percent of lottery units with applicants approved within a timeframe longer than two years of the certificate of occupancy issuance.
Source:	Division of Housing Opportunity and Program Services
Indicator name:	Median time to approve an applicant for a lottery unit (days)
Description:	Median days from the certificate of occupancy issuance to applicant approval for a lottery unit.
Source:	Division of Housing Opportunity and Program Services
Indicator name:	Median time to lease-up a homeless placement set-aside new construction unit (days)
Description:	Lease-up for new construction units is the timing between when the project received TCO and the homeless household exited shelter. Homeless set-aside units are the units designated for homeless households. Median days from TCO to shelter exit date for set-aside units.
Source:	Division of Housing Opportunity and Program Services
Indicator name:	Median time to lease-up a homeless placement voluntary new construction unit (days)
Description:	Lease-up for new construction units is the timing between when the project revealed TCO and the homeless household exited shelter. Voluntary units are additional affordable units developers chose to lease-up for homeless households through HPS. Median days from TCO to shelter exit date for voluntary units.
Source:	Division of Housing Opportunity and Program Services
Indicator name:	Section 8 - Housing choice voucher utilization rate
Description:	The percent of Section 8 Housing Choice Vouchers (HCV) 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 – Housing choice vouchers issued
Description:	The total number of new households receiving assisted rental vouchers for use in the private housing market through the Housing Choice Voucher (HCV) program.
Source:	Division of Tenant Resources
Indicator name:	Section 8 - Housing choice voucher households assisted
Description:	The number of households receiving a rent subsidy for a residential unit in the private housing market through the tenant-based Housing Choice Voucher programs as well as Project-Based Vouchers.
Source:	Division of Tenant Resources
Indicator name:	Section 8 - Median time from completed application to voucher issuance (days)
Description:	The average time from application received by to the issuance of a voucher in the Housing Choice Voucher tenant-based program. Includes both complete as well as incomplete applications, which require additional information in order to proceed to voucher issuance, impacting the amount of time.
Source:	Division of Tenant Resources
Indicator name:	Section 8 - Median time from voucher issuance to lease up (days)
Description:	The average time from voucher issued to successful lease up in the Housing Choice Voucher tenant-based program. Includes both HPD processing times, as well as search times for the voucher holder.
Source:	Division of Tenant Resources

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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:	Households assisted through other programs
Description:	Total number of households assisted through Shelter Plus Care (SPC), NYC 15/15, and MOD Rehab. These are separate from housing choice vouchers.
Source:	Division of Tenant Resources
Indicator name:	Units started for homeless individuals and families
Description:	New construction and preservation units started and counted towards by HPD that are restricted for homeless individuals and families.
Source:	Office of Development
Indicator name:	Supportive units started
Description:	New construction and preservation units started and counted by HPD with contracts for supportive services.
Source:	Office of Development
Indicator name:	Units completed for homeless individuals and families
Description:	Completed HPD new construction and preservation units that are restricted for homeless individuals and families.
Source:	Office of Development
Indicator name:	Supportive units completed
Description:	New construction and preservation units started and counted by HPD with contracts for supportive services.
Source:	Division of Housing Opportunity and Program Services
Indicator name:	Census for single adults
Description:	The number of single adults housed in HPD Emergency Facilities.
Source:	Division of Property Management and Client Services
Indicator name:	Census for adult families
Description:	The number of households comprised of two or more adult household members in HPD Emergency Facilities.
Source:	Division of Property Management and Client Services
Indicator name:	Census for families with children
Description:	The number of households with children under the age of 18 in HPD Emergency Shelters.
Source:	Division of Property Management and Client Services
Indicator name:	Average length of stay for single adults (days)
Description:	The average number of days single adult households stay in HPD Emergency Facilities.
Source:	Division of Property Management and Client Services

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Indicator name:	Average length of stay for adult families (days)
Description:	The average number of days of adult families stay in HPD Emergency Facilities.
Source:	Division of Property Management and Client Services
Indicator name:	Average length of stay for families with children (days)
Description:	The average number of days families with children under the age of 18 stay in HPD Emergency Shelters.
Source:	Division of Property Management and Client Services
Indicator name:	Percent of financed affordable housing projects with an M/WBE Build Up goal
Description:	The percent of affordable housing projects created or preserved by HPD that have an M/WBE Build Up goal associated with it. Through the Build Up program, developers with projects receiving Housing Preservation and Development (HPD) or Housing Development Corporation (HDC) funding greater than \$2 million are required to spend at least 25% of HPD/HDC-supported costs on M/WBE services. All payments to certified M/WBEs performing construction or providing professional services count toward the goal.
Source:	Division of Housing Opportunity and Program Services
Indicator name:	Total dollar amount expected to be awarded to M/WBE contractors for financed affordable housing projects through the Build Up program
Description:	The total M/WBE goal amount for all projects subject to the M/WBE Build Up program that started within the Fiscal Year.
Source:	Division of Economic Opportunity and Regulatory Compliance
Indicator name:	Percent of completed affordable housing projects that met or exceeded their M/WBE Build Up goal
Description:	The percent of projects that completed construction within the Fiscal year that have fulfilled the requirements under the M/WBE Build Up program by either meeting or exceeding their M/WBE spending goal.
Source:	Division of Housing Opportunity and Program Services
Indicator name:	Total dollar amount awarded to M/WBE contractors for completed affordable housing projects through the Build Up program
Description:	The total dollar amount spent on M/WBE sub-contractors for projects subject to the M/WBE Build Up program that completed construction.
Source:	Division of Housing Opportunity and Program Services
Indicator name:	Total Direct City Investment
Description:	Total city subsidy investment associated with new construction and preservation starts. City subsidy includes City Capital, HDC Reserves, Housing Infrastructure Fund, Reso A, 421-a Fund, and OurSpace.
Source:	Office of Development
Indicator name:	Employment impacts - Estimated number of temporary jobs associated with housing production
Description:	The number of temporary construction jobs calculated by the Economic Development Corporation using development costs (hard, soft, and acquisition) associated with new construction and preservation starts for the fiscal year.
Source:	Office of Development

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Indicator name:	Employment impacts - Estimated number of permanent jobs associated with housing production
Description:	The number of permanent operations jobs calculated by the Economic Development Corporation using development costs (hard, soft, and acquisition) associated with new construction and preservation starts for the fiscal year. Permanent operations jobs are those that relate to the operation of new residential, commercial, or community space created.
Source:	Office of Development
Indicator name:	E-mails responded to in 14 days (%)
Description:	The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source:	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 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:	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

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Indicator name:	CORE facility rating
Description:	CORE facility rating: 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.
Source:	Mayor's Office of Operations - SCOUT
Indicator name:	Heating - % of SRs Meeting Time to Close (5 days)
Description:	The percentage of service requests for which the agency met its planned time of action to provide the service.
Source:	Citywide Performance Reporting
Indicator name:	Non-Construction - Pests - % of SRs Meeting Time to Close (30 days)
Description:	The percentage of service requests for which the agency met its planned time of action to provide the service.
Source:	Citywide Performance Reporting
Indicator name:	Paint/Plaster - Ceiling - % of SRs Meeting Time to Close (17 days)
Description:	The percentage of service requests for which the agency met its planned time of action to provide the service.
Source:	Citywide Performance Reporting
Indicator name:	Paint/Plaster - Walls - % of SRs Meeting Time to Close (17 days)
Description:	The percentage of service requests for which the agency met its planned time of action to provide the service.
Source:	Citywide Performance Reporting
Indicator name:	Plumbing - Water-Leaks - % of SRs Meeting Time to Close (17 days)
Description:	The percentage of service requests for which the agency met its planned time of action to provide the service.
Source:	Citywide Performance Reporting

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Indicator name:	Rent collection (%)
Description:	Percent of revenue collected from residential and commercial tenants of the amount billed.
Source:	Finance
Indicator name:	Rent delinquency rate (%)
Description:	The percent (%) of occupied units (households) that owe a balance greater than zero.
Source:	Finance
Indicator name:	Households in rent arrears
Description:	The total number of households that are in rent arrears.
Source:	NYCHA Systems
Indicator name:	Average time to resolve emergency service requests (hours)
Description:	The average number of hours to resolve heat, hot water and other high priority complaints.
Source:	Information Technology
Indicator name:	Average time to resolve non-emergency service requests (days)
Description:	The average number of days to resolve complaints that are not emergency complaints.
Source:	Information Technology
Indicator name:	Average days to complete maintenance work orders
Description:	The average days to complete a work order performed by a Maintenance Worker from the date the work order is created to the date the work is completed.
Source:	NYCHA Systems
Indicator name:	Average days to complete skilled trades and vendor work orders
Description:	The average days to complete a work order performed by a skilled trades worker (i.e. carpenter, painter, plasterer, plumber, etc.) from the date the work order is created to the date the work is completed.
Source:	NYCHA Systems
Indicator name:	Average Time (hours) to Resolve Heat Outages
Description:	The average time to resolve a heat outage from the date/time it is reported to when the work is completed. A heat outage is a disruption of heat service to a line of apartments, stair hall, building(s), or development.
Source:	NYCHA
Indicator name:	Average time to resolve elevator outages (hours)
Description:	The average number of hours to resolve reported elevator outages.
Source:	Research & Management Analysis
Indicator name:	Elevator outages resolved within 10 hours (%)
Description:	The percentage of elevator service interruptions resolved within 10 hours. The numerator is the number of elevator disruptions lasting 10 hours or less and the denominator is the total number of elevator disruptions.
Source:	NYCHA Systems
Indicator name:	Average outage per elevator per month
Description:	The average number of outages per elevator car per month. Data excludes outages due to preventive maintenance, shut downs due to inspections and rehab work, and running with a problem outages.
Source:	Research & Management Analysis

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

Indicator name: Alleged elevator injuries reported to the Department of Buildings
Description: The number of any alleged elevator accidents that is reported to the Department of Buildings where person(s) are injured and seek medical attention.
Source: Research and Management Analysis

Indicator name: Elevator-related fatalities
Description: Number of elevator related fatalities
Source: Research and Management Analysis

Indicator name: Rat complaints responded within 2 business days (%)
Description: The percentage of resident generated rat complaints submitted through NYCHA's Customer Contact Center, MyNYCHAApp (mobile or web) where the initial visit took place within 2 business days. The numerator is the number of complaints responded to within 2 business days and the denominator is the total number of complaints.
Source: NYCHA Systems

Indicator name: Rat complaints responded within 5 days (%)
Description: The percentage of resident generated rat complaints submitted through the Customer Contact Center, MyNYCHAApp (mobile or web) where the initial visit took place within 5 days. The numerator is the number of complaints responded to within 5 calendar days and the denominator is the total number of complaints.
Source: NYCHA Systems

Indicator name: Other pest complaints responded within 7 days (%)
Description: The percentage of resident generated complaints submitted through the Customer Contact Center, MyNYCHAApp (mobile or web) where the initial visit took place within 7 days. Other pests include bedbugs, mice, and roaches. The numerator is the number of complaints responded to within 7 calendar days and the denominator is the total number of complaints.
Source: NYCHA Systems

Indicator name: Other pest complaints responded within 10 days (%)
Description: The percentage of resident generated complaints submitted through the Customer Contact Center, MyNYCHAApp (mobile or web) where the initial visit took place within 7 days. Other pests include bedbugs, mice, and roaches. The numerator is the number of complaints responded to within 10 calendar days and the denominator is the total number of complaints.
Source: NYCHA Systems

Indicator name: Simple mold repairs completed within 7 days (%)
Description: The percentage of simple mold repairs that can be performed by a Maintenance Worker or Caretaker within 7 days. The numerator is the number of mold simple repairs completed within 7 calendar days and the denominator is the total number of verified mold simple repairs.
Source: NYCHA Systems

Indicator name: Complex mold repairs completed within 15 days (%)
Description: The percentage of complex mold repairs that must be performed by skilled trade workers or other specialized staff (in one or more visits) that are completed within 15 days. The numerator is the number of mold complex repairs completed within 15 calendar days and the denominator is the total number of verified mold complex repairs.
Source: NYCHA Systems

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Indicator name:	Mold cases without recurrence (%)
Description:	The percentage of mold cases where the mold did not reoccur within a 12-month period. The numerator is the number of cases where mold did not reoccur within a 12-month period and the denominator is the total number of verified mold cases over the same time period.
Source:	NYCHA Systems
Indicator name:	Number of units abated for lead
Description:	The number of units abated for lead each month at NYCHA developments at the 0.5 mg/cm ² threshold established by NYC as of December 1, 2021.
Source:	NYCHA
Indicator name:	Management cost per dwelling unit per month (\$)
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:	Mold removed within 5 business days (%)
Description:	The percentage of mold cases where the visible mold was removed within 5 business days of the date the work order was created. There could be additional steps needed to complete the entire repair. The numerator is the number of mold complaints where the visible mold was removed within 5 business days and the denominator is the total number of verified mold complaints.
Source:	NYCHA Systems
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 1000 residents of seven major felony crime categories reported at NYCHA developments for the fiscal year to date. The seven major felony categories are: murder & non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, grand larceny, and grand larceny auto.
Source:	NYPD and NYCHA Research and Management Analysis
Indicator name:	Major felony crimes in public housing developments
Description:	Total of seven major felony crimes (murder and non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, larceny, and grand larceny auto) occurring on New York City Housing Authority property, including buildings, grounds and facilities.
Source:	NYPD
Indicator name:	Active capital projects on schedule (%)
Description:	Percent of all active Capital projects that are on schedule.
Source:	Research & Management Analysis
Indicator name:	Active capital projects in construction phase on schedule (%)
Description:	Percent of all active capital projects in the construction phase that are on schedule.
Source:	Research & Management Analysis

NEW YORK CITY HOUSING AUTHORITY

Indicator name:	Unit Inventory (Public Housing Portfolio)
Description:	Number of apartments in public housing developments.
Source:	Research & Management Analysis
Indicator name:	Number of buildings (Public Housing Portfolio)
Description:	Number of buildings in public housing developments
Source:	Research & Management Analysis
Indicator name:	Number of developments (Public Housing Portfolio)
Description:	Number of unconsolidated public housing developments
Source:	Research & Management Analysis
Indicator name:	Number of developments preserved (RAD/PACT Portfolio)
Description:	The total number of developments that were transitioned from public housing to the RAD/PACT program starting with the Ocean Bay conversion in 2016.
Source:	NYCHA
Indicator name:	Number of buildings preserved (RAD/PACT Portfolio)
Description:	The total number of residential buildings that were transitioned from public housing to the RAD/PACT program starting with the Ocean Bay conversion in 2016.
Source:	NYCHA
Indicator name:	Number of apartments preserved (RAD/PACT Portfolio)
Description:	The total number of units that were transitioned from public housing to the RAD/PACT program starting with the Ocean Bay conversion in 2016.
Source:	NYCHA
Indicator name:	Number of units rehabbed
Description:	The number of public housing units rehabilitated through the PACT program. Units are counted as rehabbed once the entire PACT project is at 100% completion. Rehabilitation includes improvements to individual apartments, building structures, common spaces, the site and grounds along with energy and building systems. The Housing Blueprint released in 2022 calls for NYCHA to convert and recapitalize 62,000 units.
Source:	NYCHA Systems
Indicator name:	Apartment Attrition Rate (%)
Description:	Percent of public housing apartments vacated.
Source:	Research and 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 conventional public housing.
Source:	Research and Management Analysis
Indicator name:	Homeless applicants placed in public housing - Total
Description:	Total number of homeless applicants placed in public housing.
Source:	Research and Management Analysis
Indicator name:	Homeless applicants placed in public housing - NYCHA housing
Description:	Total number of homeless applicants placed in NYCHA housing.
Source:	Research and Management Analysis

NEW YORK CITY HOUSING AUTHORITY

Indicator name:	Homeless applicants placed in public housing - Section 8
Description:	Total number of homeless applicants placed in public housing - Section 8.
Source:	Research and Management Analysis
Indicator name:	Working families residing in public housing (cumulative) (%)
Description:	The percent of working families residing in public housing.
Source:	Research and Management Analysis
Indicator name:	Families on Section 8 waiting list (000)
Description:	The number of families on the waiting list to receive a Section 8 voucher (federal rent assistance), 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:	Number of maximum allowable Section 8 vouchers.
Source:	NYCHA
Indicator name:	Funded Section 8 vouchers
Description:	Number of funded Section 8 vouchers.
Source:	NYCHA
Indicator name:	Funded Section 8 vouchers occupied units (%)
Description:	Percent of funded Section 8 vouchers occupied units.
Source:	NYCHA
Indicator name:	Utilization rate for authorized Section 8 vouchers (%)
Description:	The percent of Section 8 vouchers allotted to NYCHA from HUD that are used by families to rent housing in the private market.
Source:	Research and Management Analysis Leased Housing
Indicator name:	Funding (HAP) utilization rate (%)
Description:	Percent of funding (HAP) utilization rate.
Source:	NYCHA
Indicator name:	Section 8 occupied units (vouchers)
Description:	The number of households in the Section 8 program.
Source:	Leased Housing
Indicator name:	Biennial Section 8 inspections
Description:	The percentage of annual inspections completed of those due.
Source:	Leased Housing
Indicator name:	Annual Section 8 recertifications
Description:	The percentage of annual reviews completed of those due.
Source:	Leased Housing
Indicator name:	Applicants placed through Section 8 vouchers
Description:	The number of applicants who received Section 8 vouchers during the reporting period.
Source:	Research and Management Analysis

NEW YORK CITY HOUSING AUTHORITY

Indicator name:	Residents approved for emergency transfers
Description:	Number of Emergency Transfer Program cases approved for transfer.
Source:	Research & Management Analysis
Indicator name:	Emergency transfer disposition time (days)
Description:	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:	Initial social service tenant contacts conducted within five days of social services referral.
Source:	Social Services
Indicator name:	Referrals to supportive social services for senior residents
Description:	The number of referrals to supportive social services for senior residents during the reporting period.
Source:	Social Services
Indicator name:	Resident job placements - total
Description:	Sum of NYCHA Direct Placements and HR Placements.
Source:	NYCHA REES & HR
Indicator name:	Direct resident job placements
Description:	The number of NYCHA residents placed in jobs who receive assistance from the Resident Economic Empowerment & Sustainability Department and Human Resources.
Source:	Resident Employment Services & Human Resources
Indicator name:	Resident job placements - program and partner placements
Description:	Sum of Jobs Plus, NYCHA Resident Training Academy (NRTA), and Partner Placements.
Source:	REES
Indicator name:	Job training graduates placed in jobs (%)
Description:	The ratio of NYCHA residents who completed NYCHA sponsored job training programs and the number of trainees who found jobs.
Source:	Resident Employment Services
Indicator name:	Youth placed in jobs through youth employment programs
Description:	Number of youth placed in summer jobs in NYCHA developments through the summer seasonal employment program and the Summer Youth Employment Program.
Source:	Human Resources
Indicator name:	Total number of 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.
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.

NEW YORK CITY HOUSING AUTHORITY

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.
Indicator name:	CORE facility rating
Description:	CORE facility rating: 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.
Source:	Mayor's Office of Operations - SCOUT
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.
Indicator name:	Number of agency customers surveyed for overall customer satisfaction
Description:	Number of agency customers surveyed for overall customer satisfaction
Indicator name:	Customers rating service good or better (%)
Description:	Customers rating service good or better (%) (As applicable)

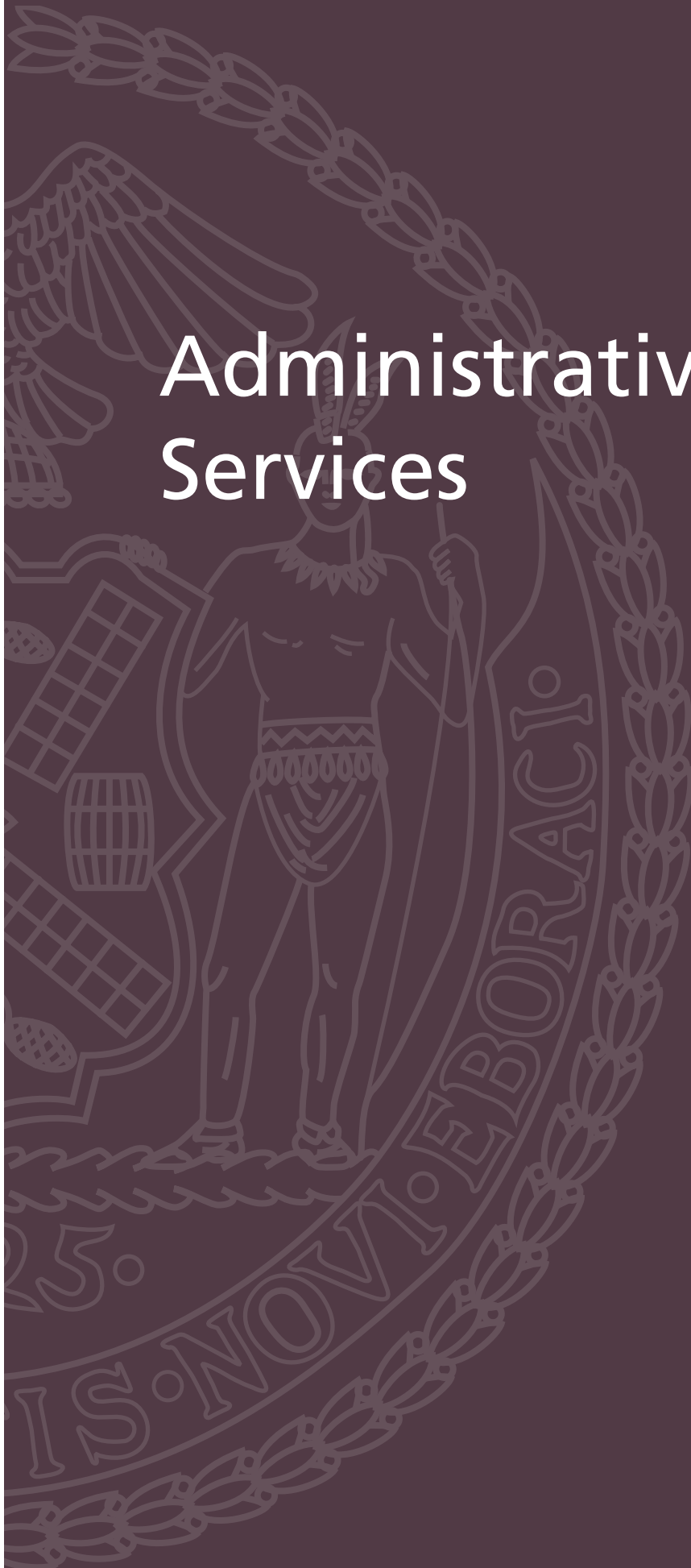
LANDMARKS PRESERVATION COMMISSION

Indicator name:	Individual, interior, and scenic landmarks, and historic districts designated
Description:	The number of exterior, interior, and scenic landmarks and the number of historic districts designated by the Commission.
Source:	Paper and database records maintained by LPC Research Department.
Indicator name:	Individual, interior, and scenic landmarks designated
Description:	The number of exterior, interior, and scenic landmarks designated by the Commission. An individual landmark is the exterior of an individual structure, ranging from farmhouses to skyscrapers. An interior landmark is a building interior that is customarily open or accessible to the public and also meets the criteria for an individual landmarks. A scenic landmark is a City-owned park or other landscape feature, such as Prospect Park, Central Park, and Ocean Parkway.
Source:	Paper and database records maintained by LPC Research Department.
Indicator name:	Historic districts designated
Description:	The number of exterior, interior, and scenic landmarks and the number of historic districts designated by the Commission. A historic district is an area of the City that possesses architectural and historical significance and a distinct sense of place.
Source:	Paper and database records maintained by LPC Research Department.
Indicator name:	Total number of buildings designated
Description:	The number of individually landmarked buildings and the total number of designated buildings within historic districts.
Source:	Paper and database records maintained by LPC Research Department.
Indicator name:	Work permit applications received
Description:	The number of work permit applications received for review by LPC's Preservation Department.
Source:	Paper and database records maintained by LPC Preservation Department.
Indicator name:	Actions taken on work permit applications
Description:	The number of actions taken on work permit applications. More than one action can be taken on a single application. Examples of "actions" include the issuance of Expedited Certificates of No Effect, Certificates of No Effect, Permits for Minor Work, and Certificates of Appropriateness, among others.
Source:	Paper and database records maintained by LPC Preservation Department.
Indicator name:	Certificates of No Effect issued within 10 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:	Paper and database records maintained by 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 requires a Department of Buildings permit and will not affect a protected architectural feature.
Source:	Paper and database records maintained by LPC Preservation Department.
Indicator name:	Permits for minor work issued within 10 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:	Paper and database records maintained by LPC Preservation Department.

LANDMARKS PRESERVATION COMMISSION

Indicator name:	Number of complaints received
Description:	The number of complaints received of illegal work being performed on designated structures.
Source:	Paper and database records maintained by LPC Enforcement Department.
Indicator name:	Number of complaints investigated
Description:	The number of complaints investigated of illegal work being performed on designated structures.
Source:	Paper and database records maintained by LPC Enforcement Department.
Indicator name:	Properties investigated
Description:	The number of buildings or sites visited associated with investigations of reported incidences of illegal work on designated structures. This can include initial and follow-up investigations.
Source:	Paper and database records maintained by LPC Enforcement Department.
Indicator name:	Enforcement actions taken: Total warning letters, Notices of Violation, and Stop Work Orders issued
Description:	The total number of warning letters, Notices of Violation (NOV), and Stop Work Orders issued for illegal work performed on designated structures.
Source:	Paper and database records maintained by LPC Enforcement Department.
Indicator name:	Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)
Description:	The number Notices of Violation (NOV) paid without a hearing and the number upheld upon a hearing at the NYC Office of Administrative Trials and Hearings (OATH) Hearings Division/ECB as a percentage of all LPC summonses issued and received at OATH/ECB.
Source:	Paper and database records maintained by LPC Enforcement 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:	Paper and database records maintained by LPC Archaeology Department.
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 that 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 track internally the additional time until a customer has a complete and full response.
Source:	Paper and database records maintained by LPC.
Indicator name:	E-mails responded to in 14 days (%)
Description:	The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement that 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 track internally the additional time until a customer has a complete and full response.
Source:	Paper and database records maintained by LPC.

Administrative Services



Administrative Services



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and Innovation p 301



Department of Records
& Information Services p 287



Board of
Elections p 305



Department
of Finance p 291

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

Indicator name: Applications received for all DCAS civil service exams
Description: The number of completed applications received by DCAS for Open Competitive, Promotion, and Qualified Incumbent civil service examinations, excluding NYC Transit Authority (NYCTA) exams.
Source: DCAS Bureau of Examinations

Indicator name: Employment applications received via NYC Jobs
Description: The number of completed applications received from internal and external applicants via NYC Jobs (www.nyc.gov/jobs) during the reporting period.
Source: New York City Automated Personnel System (NYCAPS)

Indicator name: New hires—Asian/Pacific Islander (%)
Description: The number of newly hired people who identified themselves as Asian/Pacific Islander divided by the sum of all new hires in the mayoral agencies during the reporting period, represented as a percentage. The mayoral agencies included are the Offices of the Mayor, ACS, BIC, BSA, CCHR, CCRB, COIB, DCP, DCAS, DCLA, DCWP, DDC, DEP, DFTA, DOB, DOC, DOF, DOHMH, DOI, DOP, DORIS, DOT, DPR, DSNY, DVS, DYCD, FDNY, FISA, HPD, HRA, LAW, LPC, MOCS, NYCOA, NYCTC, NYPD, OATH, OATA, OEM, OLR, OMB, OPA, OTI, SBS, and TLC. Does not include DOE or public authorities and corporations.
Source: DCAS Citywide Equity & Inclusion and DCAS Human Capital

Indicator name: New hires—Black (%)
Description: The number of newly hired people who identified themselves as Asian/Pacific Islander divided by the sum of all new hires in the mayoral agencies during the reporting period, represented as a percentage. The mayoral agencies included are the Offices of the Mayor, ACS, BIC, BSA, CCHR, CCRB, COIB, DCP, DCAS, DCLA, DCWP, DDC, DEP, DFTA, DOB, DOC, DOF, DOHMH, DOI, DOP, DORIS, DOT, DPR, DSNY, DVS, DYCD, FDNY, FISA, HPD, HRA, LAW, LPC, MOCS, NYCOA, NYCTC, NYPD, OATH, OATA, OEM, OLR, OMB, OPA, OTI, SBS, and TLC. Does not include DOE or public authorities and corporations.
Source: DCAS Citywide Equity & Inclusion and DCAS Human Capital

Indicator name: New hires—Hispanic (%)
Description: The number of newly hired people who identified themselves as Asian/Pacific Islander divided by the sum of all new hires in the mayoral agencies during the reporting period, represented as a percentage. The mayoral agencies included are the Offices of the Mayor, ACS, BIC, BSA, CCHR, CCRB, COIB, DCP, DCAS, DCLA, DCWP, DDC, DEP, DFTA, DOB, DOC, DOF, DOHMH, DOI, DOP, DORIS, DOT, DPR, DSNY, DVS, DYCD, FDNY, FISA, HPD, HRA, LAW, LPC, MOCS, NYCOA, NYCTC, NYPD, OATH, OATA, OEM, OLR, OMB, OPA, OTI, SBS, and TLC. Does not include DOE or public authorities and corporations.
Source: DCAS Citywide Equity & Inclusion and DCAS Human Capital

Indicator name: New hires—Some other race (%)
Description: The number of newly hired people who identified themselves as Asian/Pacific Islander divided by the sum of all new hires in the mayoral agencies during the reporting period, represented as a percentage. The mayoral agencies included are the Offices of the Mayor, ACS, BIC, BSA, CCHR, CCRB, COIB, DCP, DCAS, DCLA, DCWP, DDC, DEP, DFTA, DOB, DOC, DOF, DOHMH, DOI, DOP, DORIS, DOT, DPR, DSNY, DVS, DYCD, FDNY, FISA, HPD, HRA, LAW, LPC, MOCS, NYCOA, NYCTC, NYPD, OATH, OATA, OEM, OLR, OMB, OPA, OTI, SBS, and TLC. Does not include DOE or public authorities and corporations.
Source: DCAS Citywide Equity & Inclusion and DCAS Human Capital

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

Indicator name:	New hires—White (%)
Description:	The number of newly hired people who identified themselves as Asian/Pacific Islander divided by the sum of all new hires in the mayoral agencies during the reporting period, represented as a percentage. The mayoral agencies included are the Offices of the Mayor, ACS, BIC, BSA, CCHR, CCRB, COIB, DCP, DCAS, DCLA, DCWP, DDC, DEP, DFTA, DOB, DOC, DOF, DOHMH, DOI, DOP, DORIS, DOT, DPR, DSNY, DVS, DYCD, FDNY, FISA, HPD, HRA, LAW, LPC, MOCS, NYCOA, NYCTC, NYPD, OATH, OATA, OEM, OLR, OMB, OPA, OTI, SBS, and TLC. Does not include DOE or public authorities and corporations.
Source:	DCAS Citywide Equity & Inclusion and DCAS Human Capital
Indicator name:	New hires—Female (%)
Description:	The number of newly hired people who identified themselves as Asian/Pacific Islander divided by the sum of all new hires in the mayoral agencies during the reporting period, represented as a percentage. The mayoral agencies included are the Offices of the Mayor, ACS, BIC, BSA, CCHR, CCRB, COIB, DCP, DCAS, DCLA, DCWP, DDC, DEP, DFTA, DOB, DOC, DOF, DOHMH, DOI, DOP, DORIS, DOT, DPR, DSNY, DVS, DYCD, FDNY, FISA, HPD, HRA, LAW, LPC, MOCS, NYCOA, NYCTC, NYPD, OATH, OATA, OEM, OLR, OMB, OPA, OTI, SBS, and TLC. Does not include DOE or public authorities and corporations.
Source:	DCAS Citywide Equity & Inclusion and DCAS Human Capital
Indicator name:	New hires—Male (%)
Description:	The number of newly hired people who identified themselves as Asian/Pacific Islander divided by the sum of all new hires in the mayoral agencies during the reporting period, represented as a percentage. The mayoral agencies included are the Offices of the Mayor, ACS, BIC, BSA, CCHR, CCRB, COIB, DCP, DCAS, DCLA, DCWP, DDC, DEP, DFTA, DOB, DOC, DOF, DOHMH, DOI, DOP, DORIS, DOT, DPR, DSNY, DVS, DYCD, FDNY, FISA, HPD, HRA, LAW, LPC, MOCS, NYCOA, NYCTC, NYPD, OATH, OATA, OEM, OLR, OMB, OPA, OTI, SBS, and TLC. Does not include DOE or public authorities and corporations.
Source:	DCAS Citywide Equity & Inclusion and DCAS Human Capital
Indicator name:	Civil service exams open for filing by DCAS
Description:	The total number of examinations open for filing by DCAS during the reporting period excluding NYCTA exams.
Source:	DCAS Bureau of Examinations
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 NYCTA exams. NYCTA exams are excluded from this indicator as 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.
Source:	DCAS Bureau of Examinations
Indicator name:	Average rating for professional development training sessions (%)
Description:	The average rating for professional development training sessions sponsored by DCAS Citywide Learning and Development based on post-session surveys completed by training participants and City employees that receive services. The highest possible rating given by each participant is 100%.
Source:	DCAS Citywide Learning and Development

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

Indicator name:	Trainings completed by City employees/participants in managerial and professional development
Description:	The total number of City employee/participant completions of the various trainings in the managerial and professional development portfolio.
Source:	DCAS Citywide Learning and Development
Indicator name:	Trainings completed by City employees/participants in equity and inclusion
Description:	The total number of City employee/participant completions of the various trainings in the equity and inclusion portfolio.
Source:	DCAS Citywide Learning and Development
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 derived from items on a survey of tenants in DCAS-managed buildings and does not include court space. Each score is weighted by the number of employees working in the space.
Source:	DCAS Asset and Property Management
Indicator name:	CORE facility rating
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.
Source:	Mayor's Office of Operations
Indicator name:	Average time to complete in-house trade shop work orders (days)
Description:	The mean time, in days, for DCAS staff to complete work orders during the reporting period for construction repairs, starting from the time the work is assigned a trade (carpentry, plumbing, electrical, locksmith, masonry, plaster, etc.) to completion.
Source:	DCAS Construction and Technical Services
Indicator name:	In-house trade shop work orders completed within 30 days (%)
Description:	The percentage of in-house work orders during the reporting period received by the DCAS Trade Shops finished within 30 days of the work being assigned. The trade shops include carpenters, plumbers, electricians, etc., and is independent of maintenance and mechanical work.
Source:	DCAS Construction and Technical Services
Indicator name:	Completed in-house trade shop work orders
Description:	The total number of in-house work orders completed by the DCAS Trade Shops during the reporting period.
Source:	DCAS Construction and Technical Services
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 during the reporting period. Real estate agreements executed include renewals, amendments, and new executions of leases or licenses.
Source:	DCAS 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 real estate agreements executed by DCAS during the reporting period for City agency use in private space. Real estate agreements executed include renewals, amendments, and new executions of leases or licenses.
Source:	DCAS Real Estate Services

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

Indicator name:	Lease revenue generated (\$000)
Description:	Total revenue, in thousands of dollars, generated during the reporting period from the lease of City-owned properties.
Source:	Financial Management System
Indicator name:	Revenue generated from the sale of surplus goods (\$000)
Description:	Total revenue, in thousands of dollars, generated during the reporting period from the sale of the City's surplus goods.
Source:	Financial Management System
Indicator name:	Revenue generated from auto auctions (\$000)
Description:	Total revenue, in thousands of dollars, generated during the reporting period from vehicle surplus (auto auction) sales. Auto auction revenue is a component of revenue generated from the sale of surplus goods.
Source:	Financial Management System
Indicator name:	Average number of bidders per bid
Description:	The total number of bids tabulated during the reporting period divided by the total number of bid openings during the reporting period, excluding bids for surplus goods sold by DCAS.
Source:	DCAS Vendor Relations Team
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), that occurred during the reporting period. For procurements under \$100,000 ("small purchases"), agencies can process their own purchases/contracts if DCAS 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., 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 DCAS that occurred during the reporting period.
Source:	Financial Management System
Indicator name:	Average time to fulfill an agency requisition (days)
Description:	The 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 during the reporting period.
Source:	DCAS Office of Citywide Procurement
Indicator name:	Value of cost avoidance (\$000)
Description:	The dollar value of cost avoidance during the reporting period for products deemed non-compliant with contract requirements and specifications by quality assurance inspectors. The value of cost avoidance includes deductions or credits applied (deductions), projects deemed non-compliant or rejected (rejections), or products or portions of products being withheld (withholds). If an item is delivered to the City that does not conform to the bid specification but may still be used, or deviates slightly from the requirements in the specification, DCAS OCP 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:	DCAS Bureau of Quality Assurance

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

Indicator name:	M/WBE Non-Competitive Small Purchase Contracts
Description:	The total number of contracts awarded by DCAS to Minority and Women Owned Business Enterprise (M/WBE) vendors using the M/WBE Non-Competitive Small Purchase Method during the reporting period.
Source:	Mayor's Office of Contract Services
Indicator name:	Value of goods and services purchased (\$000,000)
Description:	The total value, in millions of dollars, of purchase orders processed by DCAS on behalf of City agencies during the reporting period. Purchase orders are requests from City agencies to purchase goods through DCAS contracts.
Source:	DCAS Office of Citywide Procurement
Indicator name:	Value of Central Storehouse requisitions (\$000)
Description:	The total value, in thousands of dollars, of all items purchased by City agencies at the DCAS Central Storehouse during the reporting period.
Source:	DCAS Office of Citywide Procurement
Indicator name:	Inspections deemed non-compliant
Description:	The total number of quality assurance inspections during the reporting period that resulted in a deduction, rejections, or withhold (defined above), as a result of not meeting contract specifications.
Source:	DCAS Bureau of Quality Assurance
Indicator name:	Electricity purchased (billions of kilowatt hours)
Description:	Total electricity purchased during the fiscal year in billions of kilowatt hours (kWh).
Source:	DCAS Energy Management
Indicator name:	Total energy purchased (trillions of British thermal units)
Description:	Total energy purchased during the fiscal year in trillions of British thermal units (BTUs), including electricity, gas, and steam.
Source:	DCAS Energy Management
Indicator name:	Percentage of total energy purchased for electricity (%)
Description:	Electricity purchased as a percent of the total energy purchased by the City.
Source:	DCAS Energy Management
Indicator name:	Percentage of total energy purchased for natural gas (%)
Description:	Natural gas purchased during the fiscal year as a percent of total energy purchased by the City during the fiscal year.
Source:	DCAS Energy Management
Indicator name:	Percentage of total energy purchased for steam (%)
Description:	Steam as a percent of total energy purchased by the City during the fiscal year.
Source:	DCAS Energy Management
Indicator name:	Cumulative installed solar capacity (megawatts)
Description:	Using Fiscal 2012 as a baseline, 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

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Indicator name:	Annual estimated reduction in greenhouse gas emissions from all energy projects (metric tons)
Description:	The annual reduction in greenhouse gas (GHG) emissions, in metric tons of carbon dioxide equivalent (CO ₂ e), estimated to be reduced as a result of energy efficiency projects that have been funded, in whole or in part, by DCAS on behalf of the City and that were completed during the fiscal year. This metric reports the GHG reductions in building-related emissions only by the building in which energy projects were completed during the fiscal year and does not account for adjustments in other variables (e.g., changes in weather, occupancy, operation, etc.) which may affect the actual change in energy usage 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 the baseline, the cumulative reduction in GHG emissions, in metric tons of CO ₂ e, estimated to be reduced as a result of energy efficiency projects that have been funded, in whole or in part, by DCAS on behalf of the City and were completed during the fiscal year. This metric reports the GHG reductions in building-related emissions only by the building in which energy projects were completed during a fiscal year and does not account for adjustments in other variables (e.g., changes in weather, occupancy, operation, etc.) which may affect the actual change in energy usage 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 projects completed during the fiscal year based on project scopes without adjusting for other variables (e.g., changes in weather) that may affect 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 the baseline, the cumulative estimated energy cost avoided, in millions of dollars, derived from municipal energy and retro-commissioning projects completed during 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 affect 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 in 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 the baseline, the cumulative energy generating capacity, in kilowatts, of exclusively solar systems that were installed and operational in or on municipal buildings/structures.
Source:	DCAS Energy Management

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Indicator name:	Annual Energy Efficiency Reports (EER) completed
Description:	The annual number of Energy Efficiency Reports, comprised of energy audits and retro-commissioning reports as per Local Law 87 of 2009 (LL87). Energy audits are energy efficiency assessments that comply with LL87 requirements completed in municipal buildings.
Source:	DCAS Energy Management
Indicator name:	Cumulative Energy Efficiency Reports (EER) completed
Description:	Using Fiscal 2012 as the baseline, the cumulative number of Energy Efficiency Reports (EERs), comprised of energy audits and retro-commissioning reports. Energy audits are energy efficiency assessments that comply with LL87 requirements completed in municipal buildings.
Source:	DCAS Energy Management
Indicator name:	Hybrid or alternative fuel vehicles in the citywide fleet (%)
Description:	The percentage of the City's total fleet that is hybrid and/or runs on fuels other than conventional petroleum gasoline/diesel, as of the last day in the reporting period. Alternative fuels include compressed natural gas, biodiesel blends, electricity, and solar.
Source:	DCAS 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 fleet that is directly managed by DCAS, that is hybrid and/or runs on fuels other than conventional petroleum gasoline/diesel. Alternative fuels include compressed natural gas, biodiesel blends, electricity, and solar.
Source:	DCAS 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 during the reporting period that were certified with the three highest ratings, as 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 (LL38), each light- and medium-duty vehicle that the City purchases should have the highest certified emission rating in its vehicle category while meeting the requirements for the City's intended use. In accordance with the law, some exceptions apply, based on cost and other limited exemptions, including exceptions for certain emergency vehicles.
Source:	DCAS Fleet Management
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 during the reporting period. These vehicles are certified with the three highest ratings, as defined by 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 LL38, each light- and medium-duty vehicle that the City purchases should have the highest certified emission rating in its vehicle category while meeting the requirements for the City's intended use. In accordance with the law, some exceptions apply, based on cost and other limited exemptions, including exceptions for certain emergency vehicles.
Source:	DCAS Fleet Management
Indicator name:	Electric vehicles in the citywide fleet
Description:	The number of electric and plug-in vehicles in the City's fleet. The figure is the total number of electric vehicles as of the last day of the reporting period.
Source:	DCAS Fleet Management

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Indicator name:	Electric vehicles in the DCAS-managed fleet
Description:	The number of electric and plug-in vehicles in the DCAS-managed fleet. The figure is the total number of electric vehicles as of the last day of the reporting period.
Source:	DCAS Fleet Management
Indicator name:	Fleet in-service rate citywide (%)
Description:	The percentage of the total citywide fleet that is available for use each month of the reporting period.
Source:	DCAS Fleet Management
Indicator name:	Fleet in-service rate for DCAS-managed fleet (%)
Description:	The percentage of the DCAS-managed fleet that is available for use each month of the reporting period.
Source:	DCAS Fleet Management
Indicator name:	Workplace injuries reported
Description:	All incidents during the reporting period 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 of the date an incident is reported.
Source:	DCAS Administration and DCAS Citywide Occupational Safety and Health
Indicator name:	Accidents involving the public in DCAS-managed properties
Description:	All accidents recorded by DCAS's security vendor during the reporting period.
Source:	DCAS Security
Indicator name:	Letters responded to in 14 days (%)
Description:	The numbers of letters answered in 14 calendar days or less divided by the total number of letters responded to during the reporting period, represented as a percentage. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and/or 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 response.
Source:	Department of Citywide Administrative Services
Indicator name:	E-mails responded to in 14 days (%)
Description:	The number of emails answered in 14 calendar days or less divided by the total number of emails responded to during the reporting period, represented as a percentage. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and/or 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 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 or begins receiving a service. Security/building entry wait times are not included unless a security guard plays a formal intake role.
Source:	DCAS Strategic Operations

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Indicator name:	Records digitized
Description:	The total number of digital images produced by the Municipal Archives digital laboratory or by vendor contract.
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:	Municipal Library
Indicator name:	Unique visitors to agency website and related online platforms (000)
Description:	The number of unique visitors to the agency website and its other online platforms.
Source:	Municipal Archives Division
Indicator name:	Publications and reports acquired
Description:	The number of government reports and publications acquired by the Municipal Library either in print or electronically.
Source:	Municipal Library
Indicator name:	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. The percentage is the ratio of publications posted by agencies to the number of applicable publications released.
Source:	Municipal Library
Indicator name:	Records accessioned in Municipal Archives (cubic ft.)
Description:	The volume of archival records accessioned, measured in cubic feet.
Source:	Municipal Archives Division
Indicator name:	Attendees at DORIS public programs
Description:	The number of in-person and virtual attendees at DORIS programs.
Source:	Department of Records and Information Services
Indicator name:	Digital archival records accessioned (terabytes)
Description:	The volume of digital archival records accessioned, measured in terabytes.
Source:	Municipal Archives Division
Indicator name:	Municipal Archives resource records
Description:	The number of resource records added to the Municipal Archives online collection guide. Resource records are collection-level descriptions that provide information about the title, creator, language, date, quantity, and administrative/biographical descriptions.
Source:	Municipal Archives
Indicator name:	Vital record requests responded to within 12 business days (%)
Description:	The percent of vital record requests for which DORIS conducted a record search and sent the search results (either a certified copy of the record or a "not found" statement) to the customer within the specified timeframe.
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.
Source:	Municipal Archives Division

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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.
Source:	Municipal Archives Division
Indicator name:	Photographic reproduction requests received
Description:	The number of applications for reproductions of historical photographs received.
Source:	Archives
Indicator name:	Total Information requests received by Municipal Archives and Municipal Library
Description:	The total number of in-person, telephone, mail and e-mail requests for research service and information, including vital records, received by the Municipal Archives and Municipal Library.
Source:	Municipal Archives and City Hall Library
Indicator name:	Municipal Archives and Municipal Library patron services (hours)
Description:	Quantity (hours) of reference services provided to patrons of Municipal Library and Municipal Archives including in-person and virtual consultation, research, telephone and and emailed correspondence.
Source:	Municipal Archives and Municipal Library
Indicator name:	Preservation actions performed
Description:	The number of records or holdings that require preservation work that have had any preservation action completed by the Conservation Unit including the necessary rehousing, conservation treatments and other specialized measures.
Source:	Municipal Archives Division
Indicator name:	Average response time to agency requests for stored records (days)
Description:	The average number of days it takes the Department to retrieve stored records from the warehouses, calculated from the day the request is made by the City agency, court or district attorney's office to the day the records are available for pickup.
Source:	Municipal Records Management Division
Indicator name:	Requests for stored records processed within 48 hours (%)
Description:	The percentage of requests for stored records processed within 48 hours, calculated from the business hour that the requests area received from client agencies to the business hour the records are available for pick-up.
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 DORIS from its off-site facilities, plus the quantity disposed by agencies directly from their offices or off-site facilities.
Source:	Municipal Records Management Division
Indicator name:	Number of agencies managing records in electronic format using the Electronic Records Management System (ERMS)
Description:	The ERMS is a significant DORIS initiative aimed at guiding agencies to adopt record management practices for their records in digital format. The goal is to dispose of obsolete digital records and ultimately to reduce storage costs.
Source:	Municipal Records Management Division
Indicator name:	Storage capacity available for new accessions in Municipal Records Center (%)
Description:	Space available in Municipal Records Center and other DORIS storage facilities for client agency records, reported as percentage of total space available.
Source:	Municipal Records Management Division

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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: Records disposed by DORIS from Municipal Records Center and its other storage sites (cubic ft.)
Description: The volume of obsolete City government records, measured in cubic feet, disposed by DORIS directly from the Municipal Records Center and its other off-site storage facilities.
Source: Records Management

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 that 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 track internally the additional time until a customer has a complete and full response.
Source: Department of Records and Information Services

Indicator name: E-mails responded to in 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement that 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 track internally the additional time until a customer has a complete and full response.
Source: Department of Records and Information Services

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Indicator name: CORE facility rating
Description: CORE facility rating: 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.
Source: Mayor's Office of Operations

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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, that are 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 days it takes Finance to complete a field 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 days it takes Finance to complete a non-field 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:	Increase in tax liability as a result of field 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 Unit
Indicator name:	Increase in tax liability as a result of non-field audits (%)
Description:	For non-field 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. Finance conducts audits of bank, corporate, commercial rent, general corporation, hotel, unincorporated business, utility, sales and personal income tax returns.
Source:	Audit Unit
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 percentage 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

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Indicator name: Average time to issue a business tax refund (requested or non-requested) (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: Average Time to Issue a Requested 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: Average Time to Issue a Non-Requested 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 as these are not requested by the customer 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 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 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: Adjudication Division

Indicator name: Parking summonses adjudicated (000)
Description: The total number of parking summonses challenged by motorists.
Source: Adjudication Division

Indicator name: Parking ticket hearings
Description: The total number of parking ticket hearings conducted by Administrative Law Judges. There are three ways motorists can request a hearing to dispute a parking ticket—online, in person and by mail.
Source: Adjudications Division

Indicator name: In-person parking ticket hearings
Description: The total number of in-person parking ticket hearings conducted by Administrative Law Judges.
Source: Adjudications Division

Indicator name: Parking ticket hearings-by-mail
Description: The total number of parking ticket hearings-by-mail conducted by Administrative Law Judges.
Source: Adjudications Division

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Indicator name:	Online parking ticket hearings
Description:	The total number of online parking ticket hearings conducted by Administrative Law Judges.
Source:	Adjudications 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:	Adjudications Division
Indicator name:	Average turnaround time for in-person parking ticket hearings (minutes)
Description:	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 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 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 parking ticket hearing-by-mail (days)
Description:	The average number of calendar days from 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:	Adjudications 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:	Initial applications received—Senior Citizen Rent Increase Exemption (SCRIE)
Description:	The number of initial SCRIE applications received by DOF. Applications are received at the DOF mail room or business centers and then immediately sent to the SCRIE unit, where they are date stamped. This is the count of that date stamp.
Source:	SCRIE Unit

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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: Renewal applications received—SCRIE
Description: The number of renewal applications for SCRIE benefits received by DOF. Applications are received by the DOF mail room or business centers 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: Initial applications received—Disability Rent Increase Exemption (DRIE)
Description: The number of initial DRIE applications received by DOF. Applications are received at the DOF mail room or business centers 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: Renewal applications received—DRIE
Description: The number of renewal applications for DRIE benefits received by DOF. Applications are received by the DOF mail room or business centers 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 DRIE renewal 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: Initial applications received—Senior Citizen Homeowners' Exemption (SCHE)
Description: The number of initial SCHE applications received by DOF. Applications are received at the DOF mail room or business centers and then immediately sent to the SCHE unit, where they are date stamped. This is the count of that date stamp.

Source: SCHE Unit

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

Source: SCHE Unit

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Indicator name:	Renewal applications received—SCHE
Description:	The number of renewal applications for SCHE benefits received by DOF. Applications are received by the DOF mail room or business centers and then immediately sent to the SCHE unit, where they are date stamped. This is the count of that date stamp.
Source:	SCHE Unit
Indicator name:	Average time to process SCHE renewal applications (days)
Description:	The time, measured in calendar days, between the date a renewal application for SCHE benefits is received at the SCHE unit and the date the review process is completed, that is, the application is approved, denied or deemed incomplete.
Source:	SCHE Unit
Indicator name:	Initial applications received—Disability Homeowners' Exemption (DHE)
Description:	The number of initial DHE applications received by DOF. Applications are received at the DOF mail room or business centers and then immediately sent to the DHE unit, where they are date stamped. This is the count of that date stamp.
Source:	DHE Unit
Indicator name:	Average time to process initial DHE applications (days)
Description:	The time, measured in calendar days, between the date an initial DHE application is received at the DHE unit and the date the review process is completed, that is, the application is approved, denied or deemed incomplete.
Source:	DHE Unit
Indicator name:	Renewal applications received—DHE
Description:	The number of renewal applications for DHE benefits received by DOF. Applications are received by the DOF mail room or business centers and then immediately sent to the DHE unit, where they are date stamped. This is the count of that date stamp.
Source:	DHE Unit
Indicator name:	Average time to process DHE renewal applications (days)
Description:	The time, measured in calendar days, between the date a renewal application for DHE benefits is received at the DHE unit and the date the review process is completed, that is, the application is approved, denied or deemed incomplete.
Source:	DHE Unit
Indicator name:	Inquiries received by the Office of the Taxpayer Advocate
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. Inquiries are matters resolved by the Office of the Taxpayer Advocate (OTA) using in-house knowledge and resources.
Source:	Office of the Taxpayer Advocate
Indicator name:	Average time to address OTA 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

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Indicator name:	Number of 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. Cases are matters resolved by the Office of the Taxpayer Advocate (OTA) which require assistance, information, or resolution from another Department of Finance business unit or government agency.
Source:	Office of the Taxpayer Advocate
Indicator name:	Number of 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. Cases are matters resolved by the Office of the Taxpayer Advocate (OTA) which require assistance, information, or resolution from another Department of Finance business unit or government agency.
Source:	Office of the Taxpayer Advocate
Indicator name:	Average time to close an OTA 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:	Property recording transactions online (%)
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 citywide (days)
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)
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

DEPARTMENT OF FINANCE

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 served (%)
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)
Description:	Total tax and non-tax revenues collected. 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) are based on preliminary September numbers from the City's Financial Management System (FMS) and are 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:	Property taxes collected (\$000,000)
Description:	Revenue collected from property taxes. 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:	Business taxes collected (\$000,000)
Description:	Revenue collected from all business income and excise taxes. 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:	Property transfer taxes collected (\$000,000)
Description:	Revenue collected from the real property transfer and mortgage recording taxes. 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

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Indicator name:	Traffic violations revenue (\$000,000)
Description:	Revenue collected from traffic violations. 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:	Audit and enforcement revenue collected (\$000,000)
Description:	Revenue collected from the Audit, Enforcement and Collections Divisions. 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:	Other revenue (\$000,000)
Description:	Other revenue collected that is not related to property and property transfer taxes, business and excise taxes, parking fines, or audit and enforcement revenue. 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 emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source:	Division of External Affairs
Indicator name:	Letters 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

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Indicator name:	Average wait time to speak with a customer service agent (minutes)
Description:	The average time a customer waits to see a customer service representative measured from the time a customer takes a Qmatic 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 facility rating
Description:	CORE facility rating: 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.
Source:	Mayor's Office of Operations—SCOUT
Indicator name:	Number of calls to the Customer Contact Center
Description:	The number of calls received by the Department of Finance Customer Contact Center.
Source:	Customer Contact Center
Indicator name:	Average time to complete calls to the Customer Contact Center (minutes:seconds)
Description:	The average time to complete calls received by the Department of Finance Customer Contact Center.
Source:	Customer Contact Center

OFFICE OF TECHNOLOGY AND INNOVATION

Indicator name:	Services OTI provides
Description:	Number of services OTI provides to internal and external Agency customers as of the close of the reporting period.
Source:	Customer Service
Indicator name:	Incidents that directly impact services that OTI provides
Description:	Number of incidents for OTI services.
Source:	Customer Service
Indicator name:	Critical public safety outages
Description:	Number of outages that impacted the operations of a life safety system.
Source:	Public Safety
Indicator name:	Total outage time for critical public safety infrastructure (minutes)
Description:	Total time the operations of life safety systems were impacted by outages.
Source:	Public Safety
Indicator name:	Incidents by severity level—Critical
Description:	Number of reported incidents by severity level—critical
Source:	Customer Service, Public Safety
Indicator name:	Incidents by severity level—High
Description:	Number of reported incidents by severity level—High
Source:	Customer Service, Public Safety
Indicator name:	Incidents by severity level—Medium and Low
Description:	Number of reported incidents by severity level—Medium and Low
Source:	Customer Service, Public Safety
Indicator name:	Average incident resolution time by SLA level (hours)—Critical
Description:	Average time from the initial reporting of an incident to the incident resolution time broken out by SLA—Critical
Source:	Customer Service, Public Safety
Indicator name:	Average incident resolution time by SLA level (hours)—High
Description:	Average time from the initial reporting of an incident to the incident resolution time broken out by SLA—High
Source:	Customer Service, Public Safety
Indicator name:	Average incident resolution time by SLA level (hours)—Medium
Description:	Average time from the initial reporting of an incident to the incident resolution time broken out by SLA—Medium.
Source:	Customer Service, Public Safety
Indicator name:	Average incident resolution time by SLA level (hours)—Low
Description:	Average time from the initial reporting of an incident to the incident resolution time broken out by SLA—Low
Source:	Customer Service, Public Safety
Indicator name:	New service catalog submissions to support outside agencies
Description:	Number of approved requests for infrastructure provision, application development or other IT services
Source:	Customer Service

OFFICE OF TECHNOLOGY AND INNOVATION

Indicator name:	Number of catalog items
Description:	Number of standard OTI catalog request.
Source:	Customer Service
Indicator name:	Delivery time of services for external agencies (days)
Description:	Average time of delivery for external agency submissions through the OTI catalog.
Source:	Customer Service
Indicator name:	Percentage of customers satisfied
Description:	Percentage of Customers Satisfied utilizing OTI Services.
Source:	Customer Service
Indicator name:	Customer survey completion rate
Description:	Percentage of customers completing OTI services survey.
Source:	Customer Service
Indicator name:	NYC.gov web 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 name:	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:	Rows of data available for download on NYC.gov/OpenData
Description:	Reflects the number of rows of raw and mapped data from City agencies available to the public on the City's website at www.nyc.gov/opendata.
Source:	Open Data
Indicator name:	Datasets with data dictionaries on NYC.gov/OpenData (%)
Description:	Percentage of datasets available through OpenData that have a data dictionary available to the public on the City's website at www.nyc.gov/opendata.
Source:	Open Data
Indicator name:	NYC.gov/OpenData Dataset Downloads
Description:	The number of times that any dataset on NYC.gov/OpenData has been downloaded.
Source:	Open Data
Indicator name:	NYC.gov/OpenData Dataset Views (Website)
Description:	The total number of views of any dataset's primer page (with basic information and dataset metadata) or online data preview page on NYC.gov/OpenData.
Source:	OpenData
Indicator name:	NYC.gov/OpenData Dataset Views (API)
Description:	The total number of times that any dataset on NYC.gov/OpenData has been automatically accessed through an Application Programming Interface (API).
Source:	OpenData
Indicator name:	Video cable complaints citywide
Description:	Number of cable complaints received by DoITT from Altice, Charter and Verizon.
Source:	Franchises

OFFICE OF TECHNOLOGY AND INNOVATION

Indicator name:	Video complaints resolved citywide (%)
Description:	Percentage of cable complaints received by DoITT from Altice, Charter and Verizon that were determined to be actually resolved.
Source:	Franchises
Indicator name:	Cumulative number of LinkNYC subscribers
Description:	Cumulative number of LinkNYC subscribers.
Source:	Telecommunications Planning
Indicator name:	Summonses issued for LinkNYC kiosks with inoperable phone service or unacceptable appearance
Description:	The number of summons issued in a fiscal year for Link kiosks for inoperability (phone service is not functioning) or appearance, (e.g. cleanliness, graffiti, stickers, etc.).
Source:	Telecommunications Planning
Indicator name:	Revenue collected from LinkNYC Franchise Fees and liquidated damages (\$000)
Description:	The total dollar amount, in thousands, that is the greater of: 1) the amount equal to the Minimum Annual Guarantee of \$3 million; or 2) in the event that the Gross Revenues of the Franchisee total more than \$100 million in any Contract Year, eight percent (8%) of Gross Revenue for such Contract Year that totals more than \$100 million up to \$199,999,999.99 in a contract year; or 3) in a Contract Year in which the event that the Gross Revenue of the franchise totals more than \$200 million in any Contract Year, eight percent (8%) of such Gross Revenue that totals more than \$100 million up to \$199,999,999.99 plus an additional fifty percent (50%) of any such Gross Revenue above \$200 million.
Source:	Telecommunications Planning
Indicator name:	Residential buildings citywide that are serviceable by broadband (%)
Description:	The percentage of houses in NYC that have access to cable/fiber internet broken out by borough.
Source:	Franchises
Indicator name:	Eligible residents adopting Big Apple Connect Services (%)
Description:	Percentage of Eligible residents adopting Big Apple Connect Services
Source:	Franchise Administration
Indicator name:	NYCHA developments served by Big Apple Connect (%)
Description:	Percentage of NYCHA developments that are participating in the Big Apple Connect Program (“BAC”)—providing free internet and basic cable.
Source:	Franchise Administration
Indicator name:	Households served by Big Apple Connect
Description:	Total NYCHA households that are participating in the Big Apple Connect Program (“BAC”)—providing free internet and basic cable.
Source:	Franchise Administration
Indicator name:	Child care applications submitted using MyCity
Description:	The number of MyCity—Child Care applications submitted by the public to either ACS or DOE.
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

OFFICE OF TECHNOLOGY AND INNOVATION

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: OTI

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: OTI

Indicator name: SLA—Cable Complaint—Miscellaneous—% of SRs Meeting Time to Action
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: SLA—Cable Complaint—Cable TV Video Service—% of SRs Meeting Time to Action
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: SLA—Cable Complaint—Billing—% of SRs Meeting Time to Action
Description: The percentage of service requests received through the 311 Customer Service Center for which the agency met its planned time of action to provide the service
Source: Mayor's Office of Operations/Citywide Performance Reporting

BOARD OF ELECTIONS

Indicator name:	Voter turnout—general election (000)
Description:	The number of eligible active voters who voted on Election Day.
Source:	BOE annual reports: http://vote.nyc.ny.us/html/forms/reports.shtml
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:	BOE annual reports: http://vote.nyc.ny.us/html/forms/reports.shtml
Indicator name:	Total registered voters (000)
Description:	The number of registered voters at the end of the reporting period.
Source:	BOE annual reports: http://vote.nyc.ny.us/html/forms/reports.shtml
Indicator name:	Total active voters (000)
Description:	The number of active voters at the end of the preceding calendar year.
Source:	BOE annual reports: http://vote.nyc.ny.us/html/forms/reports.shtml
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:	BOE annual reports: http://vote.nyc.ny.us/html/forms/reports.shtml
Indicator name:	Voter complaints regarding poll workers
Description:	The total number of complaints lodged with the Board regarding poll workers.
Source:	BOE annual reports: http://vote.nyc.ny.us/html/forms/reports.shtml
Indicator name:	Voter complaints regarding poll workers—service
Description:	The total number of complaints lodged with the Board regarding poll workers who “Were Rude/ Behavior Issues.”
Source:	BOE annual reports: http://vote.nyc.ny.us/html/forms/reports.shtml
Indicator name:	Voter complaints regarding poll workers—procedure
Description:	The total number of complaints lodged with the Board regarding poll workers who “Were Not Following Proper Procedures.”
Source:	BOE annual reports: http://vote.nyc.ny.us/html/forms/reports.shtml
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:	BOE annual reports: http://vote.nyc.ny.us/html/forms/reports.shtml
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:	BOE annual reports: http://vote.nyc.ny.us/html/forms/reports.shtml
Indicator name:	Precision of unofficial election results (%)
Description:	The difference between election night results and re-canvass results.
Source:	BOE annual reports: http://vote.nyc.ny.us/html/forms/reports.shtml
Indicator name:	Interpreters deployed on election day
Description:	The total number of interpreters deployed to poll sites on election day citywide.
Source:	BOE annual reports: http://vote.nyc.ny.us/html/forms/reports.shtml

BOARD OF ELECTIONS

Indicator name: Interpreters deployed on election day—Bronx
Description: The number of interpreters assigned to poll sites in the Bronx on Election Day.
Source: BOE annual reports: <http://vote.nyc.ny.us/html/forms/reports.shtml>

Indicator name: Interpreters deployed on election day—Brooklyn
Description: The number of interpreters assigned to poll sites in Brooklyn on Election Day.
Source: BOE annual reports: <http://vote.nyc.ny.us/html/forms/reports.shtml>

Indicator name: Interpreters deployed on election day—Queens
Description: The number of interpreters assigned to poll sites in Queens on Election Day.
Source: BOE annual reports: <http://vote.nyc.ny.us/html/forms/reports.shtml>

Indicator name: Interpreters deployed on election day—Manhattan
Description: The number of interpreters assigned to poll sites in Manhattan on Election Day.
Source: BOE annual reports: <http://vote.nyc.ny.us/html/forms/reports.shtml>

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: BOE annual reports: <http://vote.nyc.ny.us/html/forms/reports.shtml>

AGENCY RESOURCES

Indicator name:	Expenditures
Description:	Actual and planned expenditures across all units of appropriation in an agency's expense budget. This does not include capital resources (see Capital commitments, below).
Source:	The Office of Management and Budget. Data prior to Fiscal 2020 is consistent with previous Mayor's Management Reports. Fiscal 2023 expenditures reflect the forecast of Fiscal 2023 final expenditures submitted to the Financial Control Board as of June 2023. Fiscal 2023 and Fiscal 2024 plans reflect the City's Modified and Adopted Budgets for Fiscal 2023 and Fiscal 2024, 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 2020 is consistent with previous Mayor's Management Reports. Fiscal 2023 revenues are derived from the City's Financial Management System and include anticipated closing adjustments. Fiscal 2023 and Fiscal 2024 plans reflect the City's Modified and Adopted Budgets for Fiscal 2023 and Fiscal 2024, 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. The Fiscal 2024 planned hiring and attrition management headcount reduction will be reflected in a future plan for select agencies.
Source:	The Office of Management and Budget. Fiscal 2023 personnel reflect the number of employees active on June 30, 2023. Fiscal 2023 plans and Fiscal 2024 plans are consistent with the City's Modified and Adopted Budgets for Fiscal 2023 and Fiscal 2024, 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 2023 PMMR will contain final overtime values for Fiscal 2021) 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 2021) 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 2023) 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.

AGENCY RESOURCES

Indicator name:	Capital commitments
Description:	The value of contracts for capital projects that the agency is authorized to register and actually registers. Capital projects include construction work and some other categories of procurements, including computer hardware and software, heavy equipment and vehicles. Some construction projects counted within a given agency's commitment total may be managed by other agencies.
Source:	The Office of Management and Budget. Data prior to Fiscal 2020 is consistent with previous Mayor's Management Reports. Fiscal 2024 commitment plan figures are consistent with the Fiscal 2024 Executive Capital Commitment Plan. Fiscal 2023 actual data is as of July 31 and may change upon closure and audit. To view the Fiscal 2024 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 2023 actuals are subject to additional finalization and closing adjustments. Fiscal 2023 and Fiscal 2024 plans are consistent with the Contracts section of the City's Fiscal 2023 and Fiscal 2024 Adopted Budgets, respectively.