



MAYOR'S  
MANAGEMENT REPORT  
PRELIMINARY FISCAL 2013  
Additional Tables

City of New York  
Michael R. Bloomberg, Mayor

Caswell Holloway  
Deputy Mayor for Operations

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Director, Mayor's Office of Operations

February 2013





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Note: Information on agency rulemaking actions can now be found at [nyc.gov/nycrules](https://nyc.gov/nycrules).



# Customer Service

## 311 Customer Service Center Inquiries by Agency

<b>Top Inquiries</b>	<b>Total Jul-Oct FY12</b>	<b>% of Inquiries Jul-Oct FY12</b>	<b>Rank in # of Calls in Jul-Oct FY12</b>	<b>Total Jul-Oct FY13</b>	<b>% of Inquiries Jul-Oct FY13</b>	<b>Rank in # of Calls in Jul-Oct FY13</b>
<b>ACS</b>						
Eligibility Information and Application By Mail	6,889	18%	1	6,311	17%	1
Child Care Financial Assistance - Children's Services Clients	4,100	10%	2	4,063	11%	2
Child Care Financial Assistance - Eligibility and Application Online	3,347	9%	3	3,039	8%	3
Eligibility and Application In Person or By Phone	3,076	8%	4	3,012	8%	4
Child Care Financial Assistance - Recertification	2,809	7%	6	2,724	7%	5
<b>BIC</b>						
Commercial Waste and Private Carters Information	388	54%	1	287	49%	1
Sanitation Complaint - Private Carter	263	37%	2	260	45%	2
Trade Waste License Registration	67	9%	3	35	6%	3
Staff Information Provided	NA	NA	NA	2	0%	4
<b>BOE</b>						
Election and Voting Information	2,416	42%	1	17,745	44%	1
Find a Poll Site	1,333	23%	2	7,951	20%	2
Check Voter Registration Status	237	4%	6	7,314	18%	3
Absentee Voting	182	3%	7	4,689	12%	4
Become a Poll Worker	626	11%	3	1,174	3%	5
<b>BPL</b>						
Find a Library - Brooklyn	1,201	81%	1	1,088	78%	1
General Information - Brooklyn Public Library	139	9%	2	142	10%	2
Elementary School Student After School Program - Enrolled	56	4%	3	58	4%	3
Library Complaint - Brooklyn	42	3%	4	44	3%	4
Elementary School Student After School Program - Drop-In	17	1%	5	33	2%	5
<b>CCHR</b>						
Discrimination Complaint	2,747	98%	1	2,548	97%	1
Community Outreach - Human Rights Education	61	2%	2	72	3%	2
Staff Information Provided	3	0%	3	3	0%	3
<b>CCRB</b>						
Police Officer Misconduct	4,058	97%	1	3,788	98%	1
Civilian Complaint Mediation	108	3%	2	67	2%	2

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<b>CUNY</b>						
Find a CUNY College	1,769	57%	1	1,769	57%	1
CUNY Admissions Services	512	17%	2	409	13%	2
Free GED Bridge Classes - LaGuardia Community College	234	8%	3	317	10%	3
CUNY Career PATH	NA	NA	NA	128	4%	4
CUNY Continuing and Professional Education	87	3%	5	114	4%	5
<b>DCA</b>						
Investigate a Business Licensed by DCA	3,626	10%	1	3,408	10%	1
Retail Store Complaint	1,707	5%	2	1,684	5%	2
General Vendor License - Apply	1,551	4%	3	1,595	4%	3
Financial Empowerment Center	NA	NA	NA	1,355	4%	4
Year-Round Food Cart Vendor License - Apply	1,258	3%	4	1,147	3%	5
<b>DCAS</b>						
Civil Service Exam Information	9,649	72%	1	8,566	65%	1
NYC Careers	763	6%	2	1,348	10%	2
City Employment Verification	720	5%	3	840	6%	3
Buy a Parking Card Over the Phone	426	3%	4	399	3%	4
Surplus Auto Auction	310	2%	5	374	3%	5
<b>DCLA</b>						
Find a Zoo or Aquarium	1,552	55%	1	1,363	52%	1
Find a Museum	821	29%	2	758	29%	2
Find a Botanical Garden	270	10%	3	293	11%	3
Grants for Cultural Programs	51	2%	4	62	2%	4
Discovering Columbus	NA	NA	NA	45	2%	5
<b>DCP</b>						
Locate an Elected Official	9,579	88%	1	8,720	89%	1
Zoning Information Desk	1,066	10%	2	1,008	10%	2
Purchase City Planning Maps and Books	42	0%	4	51	1%	3
Waterfront - Flood Zone Information	98	1%	3	33	0%	4
Filing of Uniform Land Use Review Procedure Applications	7	0%	7	13	0%	5

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<b>DDC</b>						
DDC Project Inquiries and Complaints	225	50%	1	160	69%	1
General Inquiries for the Department of Design and Construction	121	27%	2	62	27%	2
Sidewalk and Adjacent Curb or Street Damaged by Hurricane Irene	88	20%	3	5	2%	3
Bidding on DDC Projects	15	3%	4	4	2%	4
<b>DEP</b>						
Fire Hydrant Running Full	17,735	13%	1	15,273	13%	1
Sewer Backup Complaint	10,858	8%	3	10,744	9%	2
Noise from Construction	12,777	10%	2	6,831	6%	3
Catch Basin Clogged or Blocked	7,457	6%	5	6,552	6%	4
Fire Hydrant - Running or Leaking	10,135	8%	4	5,741	5%	5
<b>DFTA</b>						
Housing Options - Senior - Low-Income	2,761	10%	1	2,964	13%	1
Lawyer Referral - For Seniors	2,235	8%	3	2,349	11%	2
Find a Senior Center	1,518	6%	5	1,561	7%	3
Case Assistance for Seniors	2,508	9%	2	1,290	6%	4
Housing Options - Senior - Frail, Disabled, or with Alzheimers or Dementia	1,048	4%	9	1,225	5%	5
<b>DHS</b>						
Homelessness Prevention through HomeBase	3,459	7%	6	25,778	51%	1
Homeless Shelter Intake for Single Adults	7,276	14%	2	6,785	13%	2
Homeless Shelter Intake for Families with Children	7,096	14%	3	6,589	13%	3
Homeless Shelter Complaint - Shelter Client	2,706	5%	8	3,426	7%	4
Homeless Person Assistance	2,725	5%	7	3,041	6%	5
<b>DOB</b>						
Schedule a Plan Examiner Appointment	47,602	35%	1	51,305	37%	1
Cancel/Modify/Reschedule Plan Exam Appointments	15,617	11%	2	16,204	12%	2
Illegal Conversion or Occupancy of Residential Space	11,217	8%	3	10,422	7%	3
Building Construction Complaint - Illegal Construction	7,959	6%	4	8,009	6%	4
Defective or Uninspected Elevator or Escalator Complaint	6,516	5%	5	5,404	4%	5

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<b>DOC</b>						
Inmate Location and Information	6,012	20%	2	12,094	38%	1
Rikers Island Inmate Property Pickup	9,860	33%	1	9,999	31%	2
Inmate Visit Schedule	4,318	15%	3	3,079	10%	3
Jail System Complaint	NA	NA	NA	1,498	5%	4
Inmate Location if Not Found in City Jail Lookup	724	2%	6	1,312	4%	5
<b>DOE</b>						
Public School Calendar	7,981	11%	2	14,502	18%	1
Find a School	12,474	17%	1	12,116	15%	2
Find a School Zone	7,950	11%	3	5,021	6%	3
Find a School District by Location	3,849	5%	4	3,428	4%	4
Pre-Kindergarten (UPK) School Information	3,203	4%	5	3,239	4%	5
<b>DOF</b>						
Parking Ticket Lookup - Ticket or Plate Number Known	53,810	16%	1	61,039	17%	1
Find a Towed Vehicle - Plate Number Known	35,518	11%	2	41,179	11%	2
Property Tax Account Assistance	22,567	7%	3	30,821	8%	3
Pay a Parking Ticket - By Phone	12,041	4%	6	17,770	5%	4
Parking Ticket Payment Problem or Penalty Adjustment	16,295	5%	4	16,799	5%	5
<b>DOHMH</b>						
Birth Certificate from 1910 to Present	17,091	10%	1	24,281	14%	1
Status of a Birth Certificate Order	5,752	4%	4	8,603	5%	2
Rat Complaint - Other Location	8,588	5%	2	8,245	5%	3
Animal - Injured or Sick - Stray Dog or Cat	6,849	4%	3	6,277	4%	4
Birth Certificate Correction or Change	3,901	2%	9	5,797	3%	5
<b>DOI</b>						
Contact or Locate a City Marshal	582	45%	1	783	50%	1
City Worker or Contractor Corruption or Misconduct	356	28%	2	435	28%	2
City Marshal Complaint	228	18%	3	209	13%	3
Fingerprinting - Center-Based Day Care or Pre-School	113	9%	4	113	7%	4
Become a City Marshal	14	1%	5	16	1%	5



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<b>DOITT</b>						
ACCESS NYC	976	34%	1	605	21%	1
Cable Television Complaint - Service	529	18%	2	540	19%	2
Pay Phone Complaint - Street	397	14%	3	515	18%	3
Cable Television Complaint - General	365	13%	5	463	16%	4
Verizon City-Wide Cable TV Franchise	368	13%	4	368	13%	5
<b>DOP</b>						
Adult Probation Supervision - Brooklyn	131	27%	1	160	27%	1
Adult Probation Supervision - Bronx	78	16%	3	110	19%	2
Adult Probation Supervision - Manhattan	87	18%	2	83	14%	3
Adult Probation Supervision - Queens	62	13%	4	64	11%	4
Voting Rights for People with a Criminal Record	NA	NA	NA	54	9%	5
<b>DORIS</b>						
Death Certificate Before 1949	275	22%	1	311	25%	1
Birth Certificate Before 1910	207	16%	2	255	20%	2
Marriage Certificate Before 1930	202	16%	3	203	16%	3
Status of Request for Death Certificate from Before 1949	84	7%	6	117	9%	4
Genealogy Research	134	11%	4	107	8%	5
<b>DOT</b>						
Muni-Meter Defective or Damaged	10,072	8%	3	13,632	12%	1
Alternate Side Parking Information	16,429	13%	1	11,754	10%	2
Streetlight Condition	15,590	12%	2	8,196	7%	3
Traffic or Pedestrian Signal Condition	8,938	7%	4	6,230	5%	4
Pothole on Street	8,917	7%	5	5,776	5%	5
<b>DPR</b>						
Removal of Large Branch or Entire Tree - City Tree or Property	19,517	21%	1	16,995	20%	1
Wood Disposal Chipping and Pickup - Manhattan Brooklyn Queens and Northwest Staten Island	11,598	12%	2	8,079	10%	2
Find a Park	6,262	7%	3	5,540	7%	3
Find a Public Swimming Pool	5,174	5%	4	4,188	5%	4
Park Maintenance Complaint	3,652	4%	7	4,167	5%	5

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<b>DSNY</b>						
Bulk Item Disposal Information	26,629	14%	1	21,951	13%	1
Garbage Collection	19,816	11%	2	16,006	9%	2
Recycling and Trash Collection Schedules	13,232	7%	4	14,530	9%	3
CFC and Freon Removal - Appointment	16,494	9%	3	13,906	8%	4
Illegal Dumping - Past	7,885	4%	6	7,565	4%	5
<b>DYCD</b>						
Literacy and GED Instruction for Adults	1,299	20%	1	1,212	19%	1
Immigration Assistance from Community-Based Organizations	553	9%	5	834	13%	2
Shelter and Assistance for Runaway or Homeless Youth	771	12%	2	750	12%	3
Literacy and GED Instruction for Non-English Speakers	731	12%	3	747	12%	4
Youth Services and Counseling - Youth Connect	579	9%	4	479	7%	5
<b>FDNY</b>						
Fire Hazard Complaint	2,387	9%	2	2,168	14%	1
Ambulance Patient Locator	1,617	6%	3	1,824	11%	2
Locate a Firehouse - Brooklyn	1,573	6%	5	1,326	8%	3
Upcoming Fireworks Displays	1,190	4%	6	1,258	8%	4
Fire Hydrant Recreational Use	1,597	6%	4	1,173	7%	5
<b>HHC</b>						
Find a Public Hospital	13,549	67%	1	13,411	67%	1
Adult Immunization Clinic	NA	NA	NA	1,070	5%	2
Find a Child Health Clinic	774	4%	2	794	4%	3
Become a Nurse	581	3%	4	632	3%	4
Immunization 4 to 18 School Health	557	3%	6	401	2%	5
<b>HPD</b>						
Landlord Complaint - Maintenance	70,891	44%	1	53,042	39%	1
Heat Complaint - Residential Building - Inadequate Heat	21,121	13%	2	14,914	11%	2
No Hot Water Complaint - Residential Building - From Tenant	11,753	7%	3	11,721	9%	3
Bed Bug Complaint - Residence, Hotel or Single Room Occupancy	9,322	6%	4	9,342	7%	4
Affordable Housing Information - English	6,669	4%	5	5,978	4%	5

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<b>HRA</b>						
Food Stamp Center	17,755	14%	1	14,320	13%	1
Food Stamp Assistance	15,109	12%	3	14,070	13%	2
Public Assistance or Welfare Information	15,454	13%	2	13,746	13%	3
One Shot Deal - Short Term Emergency Assistance	7,628	6%	4	8,103	7%	4
Medicaid - Existing Applicant or Enrollee	7,522	6%	5	6,500	6%	5
<b>LPC</b>						
Landmark and Historic District Information	107	43%	1	108	47%	1
Landmark Building Alteration Permit	102	41%	2	91	39%	2
Apply for Landmark Status	12	5%	5	15	6%	3
Apply for Grant to Restore a Landmark	14	6%	3	10	4%	4
Landmark Building Alteration Complaint - Painting	14	6%	4	8	3%	5
<b>NYCHA</b>						
Public Housing Maintenance	7,252	24%	1	6,468	24%	1
Public Housing Application Information and Assistance	4,391	14%	2	4,340	16%	2
Public Housing Assistance Status - All Boroughs	3,896	13%	3	3,464	13%	3
NYCHA Section 8 Program Cuts	2,757	9%	4	2,161	8%	4
Public Housing Inquiries - Brooklyn	1,677	6%	6	1,660	6%	5
<b>NYPD</b>						
Noise from Neighbor	40,223	14%	1	45,584	15%	1
Hot Transfer 911	33,681	11%	2	36,413	12%	2
Find a Police Precinct or PSA by Location	31,047	10%	3	32,961	11%	3
Blocked Driveway - Vehicle	18,675	6%	5	20,871	7%	4
Find a Police Precinct or PSA by Name	18,947	6%	4	20,227	7%	5
<b>NYPL</b>						
Find a Library - Bronx - Manhattan - Staten Island	1,646	85%	1	1,422	88%	1
General Information - New York Public Library	157	8%	2	138	9%	2
Library Complaint - Bronx - Manhattan - Staten Island	63	3%	3	46	3%	3
Find a Library - Brooklyn	6	0%	6	4	0%	4
Find a Library - Queens	4	0%	8	2	0%	5

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<b>OATH</b>						
ECB Violation - Request Status or Copy	NA	NA	NA	1,673	30%	1
ECB Violation - Information	NA	NA	NA	1,301	23%	2
ECB Borough Office Locations	NA	NA	NA	617	11%	3
Hearing on Taxi Limousine Commission Violation	273	22%	2	266	5%	4
ECB Violation - Online Ticket Finder	NA	NA	NA	265	5%	5
<b>OCME</b>						
Death Inquiries	432	64%	1	441	63%	1
Proof of Death	124	18%	2	137	20%	2
Autopsy Report	73	11%	3	82	12%	3
Cremation Inquiries	45	7%	4	31	4%	4
World Trade Center DNA Samples	5	1%	5	7	1%	5
<b>OEM</b>						
Hurricane Evacuation Zone Lookup	22,755	66%	1	13,976	72%	1
Hurricane Evacuation Centers	1,208	4%	4	1,639	8%	2
Cooling Center Locations	2,722	8%	3	1,496	8%	3
Ready New York Guide - Hurricanes	960	3%	6	496	3%	4
Notify NYC - Telephone Registration	227	1%	7	374	2%	5
<b>QPL</b>						
Find a Library - Queens	648	22%	1	460	51%	1
Find a Summer Meal Program	61	2%	2	114	13%	2
General Information - Queens Public Library	61	2%	3	57	6%	3
Elementary School Student After School Program - Enrolled	43	1%	5	55	6%	4
Library Complaint - Queens	45	1%	4	43	5%	5
<b>SBS</b>						
Find a Workforce1 Career Center	2,187	29%	1	2,506	36%	1
Help Starting a Small Business	1,827	24%	2	1,804	26%	2
Find a NYC Business Solutions Center	750	10%	3	709	10%	3
Job Seeker Assistance	576	8%	5	531	8%	4
Get a Professional License	NA	NA	NA	489	7%	5
<b>SCA</b>						
School Construction Complaint	464	90%	1	305	89%	1
School Construction Information	47	9%	2	33	10%	2
Staff Information Provided	2	1%	3	2	1%	3

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<b>TLC</b>						
Lost Property in a Taxi - Medallion Number Unknown	14,496	32%	1	12,069	30%	1
Lost Property in a Taxi - Medallion Number Known	12,828	28%	2	11,328	28%	2
Lost Property in a Taxi - Medallion Number Not Found by 311	3,127	7%	3	2,916	7%	3
Taxi Complaint - Pick-Up Refused	2,325	5%	4	1,553	4%	4
Yellow Taxi Fare Information	1,046	2%	7	1,291	3%	5

# ANNUAL PAID ABSENCE RATES

## JULY - OCTOBER

WORKFORCE OR AGENCY	FY 2013 TOTAL SICK LEAVE	FY 2013 LODI/ WC	FY 2013 TOTAL ABSENCE	FY 2012 TOTAL ABSENCE	FY 2013 EQUIV. ABSENCE DAYS/YEAR
<b>UNIFORMED WORKFORCES</b>					
DOC (U)	5.05%	0.52%	5.58%	5.51%	13.9
FDNY (U)	2.34%	3.73%	6.07%	6.90%	15.1
NYPD (U)	2.21%	1.19%	3.40%	3.94%	8.5
DSNY (U)	4.60%	1.81%	6.41%	6.45%	15.9
<b>Uniformed Subtotal</b>	2.91%	1.60%	4.51%	4.96%	11.2
<b>LARGER CIVILIAN WORKFORCES</b>					
NYPD (C)	3.60%	0.16%	3.76%	3.56%	9.2
FDNY (C)	3.85%	1.47%	5.32%	5.59%	13.1
ACS	3.41%	0.49%	3.89%	3.70%	9.6
HRA	3.52%	0.18%	3.70%	3.89%	9.1
DHS	3.09%	0.42%	3.52%	3.55%	8.7
HPD	3.67%	0.16%	3.82%	3.78%	9.5
DOHMH	3.25%	0.08%	3.33%	3.40%	8.3
DEP	3.57%	0.45%	4.03%	4.13%	10.0
DSNY (C)	3.83%	0.35%	4.18%	4.44%	10.4
DOF	3.60%	0.32%	3.92%	3.84%	9.7
DOT	3.62%	0.65%	4.27%	4.37%	10.6
DPR	1.83%	0.24%	2.07%	2.08%	5.1
LAW	2.50%	0.06%	2.55%	2.82%	6.3
DCAS	3.20%	0.11%	3.31%	3.65%	8.1
DDC	3.37%	0.13%	3.50%	3.45%	8.7
DOC (C)	3.69%	0.19%	3.88%	3.81%	9.5
PROBATION	3.57%	0.03%	3.60%	3.60%	8.9
DOB	3.17%	0.11%	3.28%	3.27%	8.1
DOITT	3.03%	0.00%	3.04%	3.07%	7.5
<b>Subtotal</b>	3.35%	0.33%	3.68%	3.71%	9.1
<b>SMALLER CIVILIAN WORKFORCES</b>					
OEM	2.47%	0.00%	2.47%	2.78%	6.1
DCP	2.94%	0.00%	2.94%	3.26%	7.3
DOI	2.65%	0.08%	2.74%	2.96%	6.8
DFTA	2.96%	0.00%	2.96%	4.50%	7.4
CULTURAL	2.34%	0.02%	2.36%	2.16%	5.9
FISA	2.88%	0.09%	2.97%	3.15%	7.4
LANDMARKS	2.48%	0.22%	2.69%	2.45%	6.7
TLC	2.73%	1.49%	4.22%	4.90%	10.5
CCHR	2.95%	0.00%	2.95%	3.80%	7.3
DYCD	3.20%	0.09%	3.29%	3.31%	8.2
DSBS	2.76%	0.00%	2.76%	2.98%	6.9
DOR	3.33%	0.00%	3.33%	3.82%	8.2
CONSUMER	2.92%	0.00%	2.92%	2.71%	7.2
BIC	2.37%	0.00%	2.37%	2.94%	5.9
OATH	2.13%	0.04%	2.17%	2.28%	5.4
<b>Subtotal</b>	2.87%	0.24%	3.11%	3.44%	7.7
<b>Uniformed</b>	2.91%	1.60%	4.51%	4.96%	11.2
<b>Civilian</b>	3.33%	0.33%	3.66%	3.71%	9.0
<b>TOTAL</b>	3.14%	0.90%	4.04%	4.27%	10.0
<b>CITYWIDE</b>	3.14%	0.18%	3.32%	3.44%	8.2

Note: The **Total Absence Rate** is calculated by dividing the sum of paid sick leave for all employees, Line-of-Duty Injury absence for uniformed employees, and paid Workers' Compensation absence for civilian employees, by paid scheduled hours for all employees. The **Citywide Absence Rate** is calculated by dividing paid sick leave for all employees plus paid Workers' Compensation absence for civilian employees by paid scheduled hours for all employees.

## VEHICLE FLEETS AND MAINTENANCE

New York City has launched a major initiative to achieve efficiencies in fleet operations by consolidating fleets and repair services. In 2011, the City appointed its first Chief Fleet Management Officer, working at the Department of Citywide Administrative Services (DCAS), to implement this initiative in cooperation with the fleet managers of major agencies.

The initiative will have four major components:

- 1) Consolidate citywide fleet operations into three primary agencies – Police Department, Sanitation Department and Department of Citywide Administrative Services;
- 2) Expand the City's fleet sustainability program through greater use of biodiesel and electric vehicles;
- 3) Systematically manage the entire fleet through daily performance monitoring and coordinating vehicle acquisition, accident prevention and costs of operation;
- 4) Create new systems for monitoring fuel, sharing cars across agencies and managing auto parts rooms.

Together, the elements of this initiative will transform our fleet operations, improve service, and save money. NYC will leverage innovation and talent throughout the individual agencies to support the common fleet needs of the City as a whole. While these major change efforts are underway, a new set of metrics to measure the performance of this initiative will be identified by the end of FY 2013.

As no partial Fiscal 2013 fleet data is available for inclusion in this report, the annual fleet figures for the last two complete years are provided below. To find Fiscal 2013 PMMR data on alternative fuel vehicle purchases, please [click here](#).

New Fleet indicator metrics are under development, and will be included in the Fiscal 2013 MMR. A list of these new metrics follows.

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# VEHICLE FLEETS AND MAINTENANCE

## FLEET METRICS UNDER DEVELOPMENT

### Fleet Service

- Overall fleet in-service rate, citywide (%)
- Specialized fleets in-service rate, citywide (%)
- Fleet usage (average miles)

### Fleet Sustainability

- Fleet using alternative fuels (%)
- Local Law 38 compliance (%)
- Biodiesel used (gallons)
- Electric chargers installed
- Total fleet fuel consumed (gallons)
  - Diesel
  - Gasoline
  - CNG

### Fleet Accidents and Training

- Total fleet accidents
- Preventable accidents
- Revenue recovered from accidents
- Defensive driving, city staff trained

### Fleet Resources

- Repair expenditures
- Fuel expenditures
- Acquisition expenditures, capital
- Rental and lease expenditures
- Acquisition and lease expenditures, expense
- Automotive repair personnel
- Support personnel

### Fleet Acquisitions

- Fleet overall size
  - City funded
  - Non-City funded (grants, donations)
- Fleet size by vehicle type
  - Light
    - Emergency light duty
  - Medium
  - Heavy
  - Other (specialized, off-road)
- Non-emergency light duty fleet
- Fleet and equipment procured
  - Light
  - Medium
  - Heavy
  - Other (specialized, off-road)
- Average age of fleet



# VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY11 Annual Actual	FY12 Annual Actual
<b>CITYWIDE FLEET SIZE<sup>1</sup></b>	<b>28,849</b>	<b>28,713</b>
o City Managed Fleet	<b>27,087</b>	<b>26,981</b>
- City Funded	24,022	23,904
- Non-City Funded (from grants or donations)	3,065	3,077
o Non-City Managed Fleet (NYCHA, HHC, SCA, DOE Special Investigator)	<b>1,762</b>	<b>1,732</b>
Percentage of Purchased Vehicles Compliant with Local Law 38	93%	98%
Percentage of Alternative Fuel Vehicles in City Managed Fleet	27%	28%

<sup>1</sup>See final page of chapter for the list of agencies that make up the city managed and non-city managed fleets.

## DEPARTMENT OF HEALTH AND MENTAL HYGIENE

o Total Number of Vehicles	<b>326</b>	<b>284</b>
- Alternative Fuel Vehicles	207	186
- Percentage of agency fleet that is hybrid or alternative fuel (including flex-fuel)	63%	65%
o Light Duty	228	197
- Average Vehicle Age (Months)	73	74
- Average Vehicle Mileage	34,680	38,545
- Mechanical Downtime (%)	1.87%	1.12%
- Average Cost of Maintenance	\$918	\$854
- Accident Downtime (%)	0.84%	0.52%
- Average Cost of Accidents	\$194	\$136
o Medium Duty	93	81
- Average Vehicle Age (Months)	103	112
- Average Vehicle Mileage	63,312	64,731
- Mechanical Downtime (%)	3.56%	4.57%
- Average Cost of Maintenance	\$1,728	\$1,870
- Accident Downtime (%)	0.06%	0.01%
- Average Cost of Accidents	\$14	\$2
o Heavy Duty	5	6
- Average Vehicle Age (Months)	108	102
- Average Vehicle Mileage	16,227	14,273
- Mechanical Downtime (%)	11.48%	9.59%
- Average Cost of Maintenance	\$6,763	\$1,670
- Accident Downtime (%)	0.00%	0.00%
- Average Cost of Accidents	\$0	\$0

# VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY11 Annual Actual	FY12 Annual Actual
o Other	0	0
- Average Vehicle Age (Months)	0	0
- Average Vehicle Mileage	N/A	N/A
- Mechanical Downtime (%)	0.00%	0.00%
- Average Cost of Maintenance	\$0	\$0
- Accident Downtime (%)	0.00%	0.00%
- Average Cost of Accidents	\$0	\$0

## Applicable Agency Light-Duty and Medium-Duty Vehicle Purchases by California LEV II Standards - DOHMH

o Light Duty Vehicle (LDV) Purchases	2	7
- LDV Purchases - Zero Emission Vehicles (ZEV)	0	0
- LDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	2	7
- Ford Fusion Hybrid	0	6
- Toyota Prius	2	1
- LDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- LDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	0	0
- LDV Purchases - Ultra Low Emission Vehicles (ULEV)	0	0
- LDV Purchases - Low Emission Vehicles (LEV)	0	0
o Medium Duty Vehicle (MDV) Purchases	0	0
- MDV Purchases - Zero Emission Vehicles (ZEV)	0	0
- MDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	0	0
- MDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- MDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	0	0
- MDV Purchases - Ultra Low Emission Vehicles (ULEV)	0	0
- MDV Purchases - Low Emission Vehicles (LEV)	0	0

## DEPARTMENT OF ENVIRONMENTAL PROTECTION

o Total Vehicles	<b>2,083</b>	<b>2,075</b>
- Alternative Fuel Vehicles	611	645
- Percentage of agency fleet that is hybrid or alternative fuel (including flex-fuel)	36%	31%
o Light Duty	755	741
- Average Vehicle Age (Months)	61	70
- Average Vehicle Mileage	52,184	60,542
- Mechanical Downtime (%)	4.10%	3.59%
- Average Cost of Maintenance	\$1,289	\$1,326
- Accident Downtime (%)	0.48%	0.67%
- Average Cost of Accidents	\$208	\$162
o Medium Duty	497	509
- Average Vehicle Age (Months)	77	85

# VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY11 Annual Actual	FY12 Annual Actual
- Average Vehicle Mileage	51,883	56,005
- Mechanical Downtime (%)	4.16%	4.90%
- Average Cost of Maintenance	\$1,875	\$2,313
- Accident Downtime (%)	0.46%	0.38%
- Average Cost of Accidents	\$194	\$265
<b>o Heavy Duty</b>	<b>469</b>	<b>471</b>
- Average Vehicle Age (Months)	104	110
- Average Vehicle Mileage	38,405	40,956
- Mechanical Downtime (%)	12.95%	13.42%
- Average Cost of Maintenance	\$5,294	\$10,392
- Accident Downtime (%)	0.57%	0.65%
- Average Cost of Accidents	\$398	\$370
<b>o Other</b>	<b>362</b>	<b>354</b>
- Average Vehicle Age (Months)	98	106
- Average Vehicle Mileage	N/A	N/A
- Mechanical Downtime (%)	4.76%	4.58%
- Average Cost of Maintenance	\$966	\$1,358
- Accident Downtime (%)	0.00%	0.01%
- Average Cost of Accidents	\$0	\$1

## Applicable Agency Light-Duty and Medium-Duty Vehicle Purchases by California LEV II Standards - DEP

<b>o Light Duty Vehicle (LDV) Purchases</b>	<b>14</b>	<b>15</b>
- LDV Purchases - Zero Emission Vehicles (ZEV)	0	0
- LDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	9	9
- Ford Escape Hybrid	8	4
- Ford Fusion Hybrid	1	5
- LDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- LDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	0	0
- LDV Purchases - Ultra Low Emission Vehicles (ULEV)	5	6
- Ford Expedition	0	6
- Chevrolet Volt	5	0
- LDV Purchases - Low Emission Vehicles (LEV)	0	0
<b>o Medium Duty Vehicle (MDV) Purchases</b>	<b>6</b>	<b>3</b>
- MDV Purchases - Zero Emission Vehicles (ZEV)	0	0
- MDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	0	0
- MDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- MDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	4	3
- Ford F-250 (LEV II)	1	3
- Ford E-350 (LEV II)	3	0
- MDV Purchases - Ultra Low Emission Vehicles (ULEV)	2	0

# VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY11 Annual Actual	FY12 Annual Actual
- Chevrolet Silverado Hybrid	2	0
- MDV Purchases - Low Emission Vehicles (LEV)	0	0
<b>DEPARTMENT OF TRANSPORTATION</b>		
o Total Vehicles	<b>2,672</b>	<b>2,693</b>
- Alternative Fueled Vehicles	617	567
- Percentage of agency fleet that is hybrid or alternative fuel (including flex-fuel)	28%	21%
o Light Duty	719	707
- Average Vehicle Age (Months)	53	60
- Average Vehicle Mileage	34,836	39,714
- Mechanical Downtime (%)	2.98%	3.52%
- Average Cost of Maintenance	\$945	\$993
- Accident Downtime (%)	1.92%	2.45%
- Average Cost of Accidents	\$357	\$416
o Medium Duty	501	511
- Average Vehicle Age (Months)	85	83
- Average Vehicle Mileage	39,123	37,650
- Mechanical Downtime (%)	5.03%	5.98%
- Average Cost of Maintenance	\$1,782	\$1,579
- Accident Downtime (%)	1.27%	0.93%
- Average Cost of Accidents	\$208	\$268
o Heavy Duty	978	977
- Average Vehicle Age (Months)	135	130
- Average Vehicle Mileage	38,754	37,096
- Mechanical Downtime (%)	18.36%	15.89%
- Average Cost of Maintenance	\$9,637	\$7,053
- Accident Downtime (%)	1.07%	0.61%
- Average Cost of Accidents	\$297	\$241
o Other	474	498
- Average Vehicle Age (Months)	142	137
- Average Vehicle Mileage	N/A	N/A
- Mechanical Downtime (%)	5.70%	5.79%
- Average Cost of Maintenance	\$2,804	\$2,057
- Accident Downtime (%)	0.13%	0.42%
- Average Cost of Accidents	\$61	\$38

Applicable Agency Light-Duty and Medium-Duty Vehicle Purchases by California LEV II Standards - DOT

o Light Duty Vehicle (LDV) Purchases	32	18
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# VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY11 Annual Actual	FY12 Annual Actual
- LDV Purchases - Zero Emission Vehicles (ZEV)	2	0
- Ford Transit Connect EV	2	0
- LDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	12	6
- Ford Escape Hybrid	5	0
- Toyota Prius	7	6
- LDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- LDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	0	2
- Toyota Highlander Hybrid	0	2
- LDV Purchases - Ultra Low Emission Vehicles (ULEV)	18	10
- Ford F-150	0	10
- Chevrolet Volt	7	0
- Dodge Caravan	3	0
- Ford Ranger	8	0
- LDV Purchases - Low Emission Vehicles (LEV)	0	0
o Medium Duty Vehicle (MDV) Purchases	26	33
- MDV Purchases - Zero Emission Vehicles (ZEV)	0	0
- MDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	0	0
- MDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- MDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	11	31
- Ford F-250	0	12
- Ford E-350	0	19
- Ford F-250 (LEV II)	11	0
- MDV Purchases - Ultra Low Emission Vehicles (ULEV)	15	2
- Chevrolet Silverado Hybrid	15	2
- MDV Purchases - Low Emission Vehicles (LEV)	0	0

## DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

(See "List of Agencies in the Citywide Fleet" for detailed list of agencies included under "DCAS")

o Total Vehicles	<b>2,624</b>	<b>2,540</b>
- DCAS-owned	227	189
- Client-owned	2,031	1,985
- DOE	305	305
- DOI	61	61
- Alternative Fuel Vehicles	1,323	1,336
- Percentage of agency fleet that is hybrid or alternative fuel (including flex-fuel)	53%	53%

The following is a detailed fleet breakdown of the DCAS-owned and Client-owned vehicles only:

o Light Duty	1,707	1,645
- Average Vehicle Age (Months)	59	63
- Average Vehicle Mileage	36,845	38,154

# VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY11 Annual Actual	FY12 Annual Actual
- Mechanical Downtime (%)	1.19%	2.22%
- Average Cost of Maintenance	\$1,008	\$1,743
- Accident Downtime (%)	0.68%	0.56%
- Average Cost of Accidents	\$196	\$167
<b>o Medium Duty</b>	<b>372</b>	<b>354</b>
- Average Vehicle Age (Months)	85	75
- Average Vehicle Mileage	42,474	31,464
- Mechanical Downtime (%)	1.19%	2.22%
- Average Cost of Maintenance	\$1,446	\$1,937
- Accident Downtime (%)	0.23%	0.32%
- Average Cost of Accidents	\$83	\$123
<b>o Heavy Duty</b>	<b>74</b>	<b>74</b>
- Average Vehicle Age (Months)	90	69
- Average Vehicle Mileage	19,477	14,588
- Mechanical Downtime (%)	1.19%	2.22%
- Average Cost of Maintenance	\$2,876	\$3,674
- Accident Downtime (%)	0.22%	0.02%
- Average Cost of Accidents	\$15	\$23
<b>o Other Vehicles</b>	<b>105</b>	<b>101</b>
- Average Vehicle Age (Months)	92	101
- Average Vehicle Mileage	N/A	N/A
- Mechanical Downtime (%)	1.19%	2.22%
- Average Cost of Maintenance	\$128	\$269
- Accident Downtime (%)	0.00%	0.10%
- Average Cost of Accidents	\$0	\$0

## Applicable Agency Light-Duty and Medium-Duty Vehicle Purchases by California LEV II Standards - DCAS

<b>o Light Duty Vehicle (LDV) Purchases</b>	<b>93</b>	<b>157</b>
- LDV Purchases - Zero Emission Vehicles (ZEV)	2	0
- Ford Transit Connect EV	2	0
- LDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	79	90
- Ford Escape Hybrid	2	7
- Ford Fusion Hybrid	11	55
- Toyota Prius Plug-In	0	5
- Nissan Altima Hybrid	23	0
- Toyota Prius	43	23
- LDV Purchases - Partial Zero Emission Vehicles (PZEV)	2	0
- Toyota Camry Hybrid	2	0
- LDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	4	24
- Toyota Highlander Hybrid	0	17

# VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY11 Annual Actual	FY12 Annual Actual
- Ford E-150	4	7
- LDV Purchases - Ultra Low Emission Vehicles (ULEV)	6	42
- Chevrolet Tahoe Hybrid	0	8
- Chevrolet Volt	2	26
- Ford F-150	0	6
- Ford Taurus	1	2
- Ford Expedition	3	0
- LDV Purchases - Low Emission Vehicles (LEV)	0	1
- Chevrolet Suburban	0	1
o Medium Duty Vehicle (MDV) Purchases	4	56
- MDV Purchases - Zero Emission Vehicles (ZEV)	0	0
- MDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	0	0
- MDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- MDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	4	54
- Ford E-250	1	0
- Ford E-350	2	52
- Ford F-250	1	2
- MDV Purchases - Ultra Low Emission Vehicles (ULEV)	0	0
- MDV Purchases - Low Emission Vehicles (LEV)	0	2
- Chevrolet Express	0	2
<b>DEPARTMENT OF SANITATION</b>		
o Total Vehicles	<b>5,408</b>	<b>5,532</b>
- Alternative Fuel Vehicles	932	787
- Percentage of agency fleet that is hybrid or alternative fuel (including flex-fuel)	18%	14%
o Light Duty	974	999
- Average Vehicle Age (Months)	64	NA
- Average Vehicle Mileage	37,660	NA
- Mechanical Downtime (%)	12.1%	NA
- Average Cost of Maintenance	NA	NA
- Accident Downtime (%)	NA	NA
- Average Cost of Accidents	\$1,451	NA
o Medium Duty	282	282
- Average Vehicle Age (Months)	77	NA
- Average Vehicle Mileage	19,924	NA
- Mechanical Downtime (%)	15.8%	NA
- Average Cost of Maintenance	NA	NA
- Accident Downtime (%)	NA	NA
- Average Cost of Accidents	NA	NA
o Heavy Duty	3,903	3,904

# VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY11 Annual Actual	FY12 Annual Actual
- Average Vehicle Age (Months)	61	NA
- Average Vehicle Mileage	22,514	NA
- Mechanical Downtime (%)	15.8%	NA
- Average Cost of Maintenance	NA	NA
- Accident Downtime (%)	NA	NA
- Average Cost of Accidents	NA	NA
<b>o Other</b>	<b>249</b>	<b>347</b>
- Average Vehicle Age (Months)	92	NA
- Average Vehicle Mileage	NA	NA
- Mechanical Downtime (%)	7.3%	NA
- Average Cost of Maintenance	NA	NA
- Accident Downtime (%)	NA	NA
- Average Cost of Accidents	NA	NA

## Applicable Agency Light-Duty and Medium-Duty Vehicle Purchases by California LEV II Standards - DSNY

<b>o Light Duty Vehicle (LDV) Purchases</b>	<b>48</b>	<b>117</b>
- LDV Purchases - Zero Emission Vehicles (ZEV)	2	0
- Ford Transit Connect	2	0
- LDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	34	103
- Ford Escape Hybrid	0	87
- Ford Fusion Hybrid	0	16
- Toyota Prius	34	0
- LDV Purchases - Partial Zero Emission Vehicles (PZEV)	5	0
- Toyota Camry Hybrid	5	0
- LDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	0	0
- LDV Purchases - Ultra Low Emission Vehicles (ULEV)	7	14
- Chevrolet Volt	7	14
- LDV Purchases - Low Emission Vehicles (LEV)	0	0
<b>o Medium Duty Vehicle (MDV) Purchases</b>	<b>26</b>	<b>4</b>
- MDV Purchases - Zero Emission Vehicles (ZEV)	0	0
- MDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	0	0
- MDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- MDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	26	4
- Ford E-350	26	0
- Ford F-250	0	4
- MDV Purchases - Ultra Low Emission Vehicles (ULEV)	0	0
- MDV Purchases - Low Emission Vehicles (LEV)	0	0

## DEPARTMENT OF PARKS AND RECREATION

<b>o Total Vehicles</b>	<b>2,596</b>	<b>2,485</b>
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# VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY11 Annual Actual	FY12 Annual Actual
- Alternative Fuel Vehicles	661	674
- Percentage of agency fleet that is hybrid or alternative fuel (including flex-fuel)	36%	27%
<b>o Light Duty</b>	<b>576</b>	<b>587</b>
- Average Vehicle Age (Months)	54	53
- Average Vehicle Mileage	24,357	24,314
- Mechanical Downtime (%)	1.13%	0.67%
- Average Cost of Maintenance	\$1,224	\$2,195
- Accident Downtime (%)	0.08%	0.03%
- Average Cost of Accidents	\$2	\$1
<b>o Medium Duty</b>	<b>871</b>	<b>803</b>
- Average Vehicle Age (Months)	72	72
- Average Vehicle Mileage	30,800	30,790
- Mechanical Downtime (%)	2.73%	1.88%
- Average Cost of Maintenance	\$1,512	\$4,671
- Accident Downtime (%)	0.05%	0.07%
- Average Cost of Accidents	\$19	\$11
<b>o Heavy Duty</b>	<b>392</b>	<b>356</b>
- Average Vehicle Age (Months)	81	81
- Average Vehicle Mileage	24,271	24,577
- Mechanical Downtime (%)	9.29%	8.01%
- Average Cost of Maintenance	\$2,159	\$7,001
- Accident Downtime (%)	0.00%	0.18%
- Average Cost of Accidents	\$10	\$10
<b>o Other</b>	<b>757</b>	<b>739</b>
- Average Vehicle Age (Months)	94	100
- Average Vehicle Mileage	N/A	N/A
- Mechanical Downtime (%)	4.55%	27.17%
- Average Cost of Maintenance	\$617	\$3,695
- Accident Downtime (%)	0.02%	0.36%
- Average Cost of Accidents	\$6	\$25

## Applicable Agency Light-Duty and Medium-Duty Vehicle Purchases by California LEV II Standards - DPR

<b>o Light Duty Vehicle (LDV) Purchases</b>	<b>34</b>	<b>77</b>
- LDV Purchases - Zero Emission Vehicles (ZEV)	0	0
- LDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	25	67
- Ford Escape Hybrid	0	6
- Toyota Prius	25	61
- LDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- LDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	0	0

# VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY11 Annual Actual	FY12 Annual Actual
- LDV Purchases - Ultra Low Emission Vehicles (ULEV)	9	10
- Chevrolet Volt	9	10
- LDV Purchases - Low Emission Vehicles (LEV)	0	0
o Medium Duty Vehicle (MDV) Purchases	1	77
- MDV Purchases - Zero Emission Vehicles (ZEV)	0	0
- MDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	0	0
- MDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- MDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	1	72
- Ford E-250	0	1
- Ford E-350	0	30
- Ford F-250	0	41
- Ford F-250 (LEV II)	1	0
- MDV Purchases - Ultra Low Emission Vehicles (ULEV)	0	0
- MDV Purchases - Low Emission Vehicles (LEV)	0	5
- Chevrolet Express	0	5
<b>POLICE DEPARTMENT</b>		
o Total Vehicles	<b>8,702</b>	<b>8,646</b>
- Alternative Fuel Vehicles	2,288	1,226
- Percentage of agency fleet that is hybrid or alternative fuel (including flex-fuel)	27%	14%
o Light Duty	6,944	6,739
- Average Vehicle Age (Months)	42	45
- Average Vehicle Mileage	20,080	29,049
- Mechanical Downtime (%)	2.96%	3.22%
- Average Cost of Maintenance	\$1,327	\$1,362
- Accident Downtime (%)	0.96%	0.93%
- Average Cost of Accidents	\$227	\$234
o Medium Duty	1,117	1,242
- Average Vehicle Age (Months)	52	51
- Average Vehicle Mileage	23,685	24,017
- Mechanical Downtime (%)	3.58%	3.07%
- Average Cost of Maintenance	\$1,277	\$1,118
- Accident Downtime (%)	0.50%	0.49%
- Average Cost of Accidents	\$121	\$137
o Heavy Duty	333	337
- Average Vehicle Age (Months)	74	84
- Average Vehicle Mileage	32,377	38,148
- Mechanical Downtime (%)	8.12%	9.84%
- Average Cost of Maintenance	\$3,547	\$3,849

# VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY11 Annual Actual	FY12 Annual Actual
- Accident Downtime (%)	0.48%	0.22%
- Average Cost of Accidents	\$133	\$107
o Other	308	328
- Average Vehicle Age (Months)	105	112
- Average Vehicle Mileage	N/A	N/A
- Mechanical Downtime (%)	3.00%	3.28%
- Average Cost of Maintenance	\$538	\$761
- Accident Downtime (%)	0.00%	0.13%
- Average Cost of Accidents	\$2	\$12

## Applicable Agency Light-Duty and Medium-Duty Vehicle Purchases by California LEV II Standards - NYPD

o Light Duty Vehicle (LDV) Purchases	406	268
- LDV Purchases - Zero Emission Vehicles (ZEV)	30	0
- T3 Transporter	30	0
- LDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	355	262
- Ford Escape Hybrid	37	32
- Ford Fusion Hybrid	196	214
- Toyota Camry Hybrid	0	1
- Nissan Altima Hybrid	100	0
- Toyota Prius	22	15
- LDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- LDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	0	0
- LDV Purchases - Ultra Low Emission Vehicles (ULEV)	21	4
- Chevrolet Tahoe Hybrid	0	3
- Ford F-150	0	1
- Chevrolet Volt	20	0
- Dodge Caravan	1	0
- LDV Purchases - Low Emission Vehicles (LEV)	0	2
- GMC Yukon Hybrid	0	2
o Medium Duty Vehicle (MDV) Purchases	1	6
- MDV Purchases - Zero Emission Vehicles (ZEV)	0	0
- MDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	0	0
- MDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- MDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	0	6
- Ford E-250	0	2
- Ford E-350	0	4
- MDV Purchases - Ultra Low Emission Vehicles (ULEV)	1	0
- Chevrolet Silverado Hybrid	1	0
- MDV Purchases - Low Emission Vehicles (LEV)	0	0

## FIRE DEPARTMENT

# VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY11 Annual Actual	FY12 Annual Actual
o Total Vehicles	2,149	2,211
- Alternative Fuel Vehicles	81	102
- Percentage of agency fleet that is hybrid or alternative fuel (including flex-fuel)	4%	5%
o Vehicle Inventory		
- Engines	280	271
- Ladders	189	178
- Rescue/Hazardous Materials	24	23
- Ambulances	410	406
- Support Vehicles	1,246	1,336
The following is a detailed fleet breakdown by vehicle inventory:		
o Engines	280	271
- Average Vehicle Age (Months)	98	107
- Average Vehicle Mileage	55,977	60,194
- Mechanical Downtime (%)	19.89%	24.27%
- Average Cost of Maintenance	\$11,789	\$12,193
- Accident Downtime (%)	1.18%	0.42%
- Average Cost of Accidents	\$288	\$184
o Ladders	189	178
- Average Vehicle Age (Months)	128	136
- Average Vehicle Mileage	62,224	66,208
- Mechanical Downtime (%)	19.51%	23.54%
- Average Cost of Maintenance	\$29,872	\$28,274
- Accident Downtime (%)	0.74%	0.73%
- Average Cost of Accidents	\$500	\$1,076
o Rescue/Hazardous Materials	24	23
- Average Vehicle Age (Months)	132	139
- Average Vehicle Mileage	69,971	66,341
- Mechanical Downtime (%)	21.99%	27.11%
- Average Cost of Maintenance	\$15,922	\$9,013
- Accident Downtime (%)	0.08%	0.00%
- Average Cost of Accidents	\$14	\$0
o Ambulances	410	406
- Average Vehicle Age (Months)	62	74
- Average Vehicle Mileage	75,187	89,230
- Mechanical Downtime (%)	14.03%	14.92%
- Average Cost of Maintenance	\$9,984	\$11,384

# VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY11 Annual Actual	FY12 Annual Actual
- Accident Downtime (%)	2.24%	3.68%
- Average Cost of Accidents	\$1,099	\$1,337
Support Vehicles:		
o Light Duty	362	350
- Average Vehicle Age (Months)	77	83
- Average Vehicle Mileage	65,715	70,053
- Mechanical Downtime (%)	9.16%	8.61%
- Average Cost of Maintenance	\$1,605	\$1,524
- Accident Downtime (%)	1.02%	0.89%
- Average Cost of Accidents	\$263	\$229
o Medium Duty	629	689
- Average Vehicle Age (Months)	86	91
- Average Vehicle Mileage	62,631	64,997
- Mechanical Downtime (%)	16.08%	13.05%
- Average Cost of Maintenance	\$4,243	\$4,305
- Accident Downtime (%)	1.51%	1.41%
- Average Cost of Accidents	\$575	\$431
o Heavy Duty	164	187
- Average Vehicle Age (Months)	65	64
- Average Vehicle Mileage	16,639	18,251
- Mechanical Downtime (%)	11.26%	13.09%
- Average Cost of Maintenance	\$3,013	\$4,610
- Accident Downtime (%)	0.31%	0.67%
- Average Cost of Accidents	\$140	\$135
o Other	91	107
- Average Vehicle Age (Months)	143	142
- Average Vehicle Mileage	N/A	N/A
- Mechanical Downtime (%)	7.67%	11.69%
- Average Cost of Maintenance	\$2,081	\$1,515
- Accident Downtime (%)	0.31%	1.15%
- Average Cost of Accidents	\$199	\$343

## Applicable Agency Light-Duty and Medium-Duty Vehicle Purchases by California LEV II Standards - FDNY

o Light Duty Vehicle (LDV) Purchases	15	0
- LDV Purchases - Zero Emission Vehicles (ZEV)	2	0
- Ford Transit Connect	2	0
- LDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	0	0
- LDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0

# VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY11 Annual Actual	FY12 Annual Actual
- LDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	0	0
- LDV Purchases - Ultra Low Emission Vehicles (ULEV)	13	0
- Ford Taurus	13	0
- LDV Purchases - Low Emission Vehicles (LEV)	0	0
o Medium Duty Vehicle (MDV) Purchases	0	1
- MDV Purchases - Zero Emission Vehicles (ZEV)	0	0
- MDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	0	0
- MDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- MDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	0	1
- Ford F-250	0	1
- MDV Purchases - Ultra Low Emission Vehicles (ULEV)	0	0
- MDV Purchases - Low Emission Vehicles (LEV)	0	0
<b>DEPARTMENT OF CORRECTION</b>		
o Total Vehicles	<b>527</b>	<b>515</b>
- Alternative Fuel Vehicles	105	60
- Percentage of agency fleet that is hybrid or alternative fuel (including flex-fuel)	21%	12%
o Light Duty	143	159
- Average Vehicle Age (Months)	81	85
- Average Vehicle Mileage	73,652	61,445
- Mechanical Downtime (%)	6.74%	3.75%
- Average Cost of Maintenance	\$1,328	\$1,247
- Accident Downtime (%)	0.65%	0.44%
- Average Cost of Accidents	\$105	\$88
o Medium Duty	157	152
- Average Vehicle Age (Months)	68	75
- Average Vehicle Mileage	51,932	54,469
- Mechanical Downtime (%)	6.95%	4.67%
- Average Cost of Maintenance	\$1,407	\$1,537
- Accident Downtime (%)	0.46%	0.61%
- Average Cost of Accidents	\$40	\$134
o Heavy Duty	197	182
- Average Vehicle Age (Months)	83	88
- Average Vehicle Mileage	50,192	51,125
- Mechanical Downtime (%)	10.70%	8.82%
- Average Cost of Maintenance	\$3,248	\$3,544
- Accident Downtime (%)	0.06%	0.20%
- Average Cost of Accidents	\$26	\$96

# VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY11 Annual Actual	FY12 Annual Actual
o Other	30	22
- Average Vehicle Age (Months)	177	189
- Average Vehicle Mileage	N/A	N/A
- Mechanical Downtime (%)	1.53%	1.29%
- Average Cost of Maintenance	\$322	\$789
- Accident Downtime (%)	0.00%	0.00%
- Average Cost of Accidents	\$0	\$0

## Applicable Agency Light-Duty and Medium-Duty Vehicle Purchases by California LEV II Standards - DOC

o Light Duty Vehicle (LDV) Purchases	14	37
- LDV Purchases - Zero Emission Vehicles (ZEV)	2	2
- Ford Transit Connect EV	2	2
- LDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	1	23
- Ford Escape Hybrid	1	1
- Ford Fusion Hybrid	0	22
- LDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- LDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	7	11
- Ford E-150	0	6
- Toyota Highlander Hybrid	7	5
- LDV Purchases - Ultra Low Emission Vehicles (ULEV)	4	0
- Ford Taurus	4	0
- LDV Purchases - Low Emission Vehicles (LEV)	0	1
- GMC Yukon	0	1
o Medium Duty Vehicle (MDV) Purchases	0	0
- MDV Purchases - Zero Emission Vehicles (ZEV)	0	0
- MDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	0	0
- MDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- MDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	0	0
- MDV Purchases - Ultra Low Emission Vehicles (ULEV)	0	0
- MDV Purchases - Low Emission Vehicles (LEV)	0	0

# VEHICLE FLEETS AND MAINTENANCE

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## DEFINITIONS OF CURRENT FLEET METRICS

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**CITYWIDE FLEET SIZE:** The total number of vehicles in the city managed and non-city managed fleets. See page 23 for a list of agencies in each category.

o **City Managed Fleet:** The total number of city funded and non-city funded vehicles in the city managed fleet.

City Funded: The total number of city managed vehicles that were purchased with tax-levy or city funds.

Non-City Funded: The total number of city managed vehicles that were purchased with grant funds or donated by another entity.

o **Non-City Managed Fleet:** The total number of vehicles in the non-city managed fleet purchased with either tax-levy, city funds, grant funds, or donated by another entity.

Percentage of Purchased Vehicles Compliant with Local Law 38: The percentage of light-duty vehicles purchased for the City through DCAS that are certified with the highest ratings defined by California Low-Emission Vehicle (LEV) II standards. The three highest ratings are zero emission vehicles (ZEV), advanced technology partial zero emission vehicles (ATPZEV), and partial zero emission vehicles (PZEV). Pursuant to Local Law 38 of 2005, each light and medium-duty vehicle that the City purchases should have the best certified emission rating within its vehicle category while meeting the requirements for the City's intended use. According to the law, some exceptions apply based on cost and other limited exemptions, including for certain emergency vehicles.

Percentage of Alternative Fuel Vehicles in City Managed Fleet: The percentage of vehicles in the city managed fleet that is hybrid or using alternative fuel (including flex-fuel). This calculation does not include vehicles in the "Other" subgroup.

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### Subgroup Definitions:

Total Number of Vehicles – The total number of vehicles owned by this agency.

Alternative Fuel Vehicles – The total number of vehicles that are hybrid or using alternative fuel (including flex-fuel).

Percentage of Alternative Fuel Vehicles – The percentage of vehicles out of the total number of vehicles owned by this agency that is hybrid or using alternative fuel (including flex-fuel). The total number of vehicles does not include fleet vehicles that do not use fuel (for example, trailers).

Light Duty – A vehicle or piece of equipment with a gross vehicle weight rating of 8,500 pounds or less. (Examples: most Nissan Altimas, Ford Escapes, Ford E-150s)

Medium Duty – A vehicle or piece of equipment with a gross vehicle weight rating of more than 8,500, but not more than 14,000 pounds. (Examples: most Chevrolet Suburbans, Ford-350s)

Heavy Duty – A vehicle or piece of equipment with a gross vehicle weight rating of more than 14,000 pounds. (Examples: most Mack TerraPros, Freightliner M2s)

Other – Forklifts, trailers, and all other off-road equipment.



# VEHICLE FLEETS AND MAINTENANCE

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## DEFINITIONS OF CURRENT FLEET METRICS

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**Agency Specific Indicators:** For the agencies in the city managed fleet, with the exceptions noted below, statistics are reported for each of the following subgroups: light, medium, heavy, and other. All city and non-city funded vehicles are included in calculation. Note: FDNY also reports the following vehicle subgroups: engines, ladders, rescue/hazardous materials, and ambulances.

Average Vehicle Age (Months) – The average number of months from the date a vehicle is put in service to the end of the reporting period (i.e., the MMR/PMR reporting period).

Average Vehicle Mileage – The average odometer reading of all vehicles.

Mechanical Downtime (%) – The average mechanical downtime for all vehicles.

Average (Per Vehicle) Cost of Maintenance – The average cost to repair all vehicles.

Accident Downtime (%) – The average accident downtime for all vehicles.

Average (Per Vehicle) Cost of Accidents – The average cost of repair for vehicles involved in accidents.

# VEHICLE FLEETS AND MAINTENANCE

## LIST OF AGENCIES IN THE CITYWIDE FLEET

### City Managed Fleet

Department of Citywide Administrative Services*	New York City Fire Department
Department of Environmental Protection	New York City Police Department
Department of Correction	Department of Transportation
Department of Parks and Recreation	Department of Sanitation
Department of Health and Mental Hygiene	

\*"Department of Citywide Administrative Services" includes the following agencies:

Administration of Children's Services	Department of Youth and Community Development
Board of Elections	Financial Information Services Agency
Bronx Borough President	GrowNY (formerly known as "Council on the Environment")
Brooklyn Borough President	Human Resources Administration
Business Integrity Commission	Landmarks Preservation Commission
Campaign Finance Board	Law Department
City Commission on Human Rights	Manhattan Borough President
City Council	Mayor's Office
Civilian Complaint Review Board	NYC Economic Development Corporation
Department for the Aging	Office of Administrative Trials and Hearings
Department of Buildings	Office of Chief Medical Examiner
Department of City Planning	Office of Emergency Management
Department of Citywide Administrative Services	Office of Labor Relations
Department of Consumer Affairs	Office of Management and Budget
Department of Cultural Affairs	Office of Payroll Administration
Department of Design and Construction	Office of the City Clerk
Department of Education	Office of the Comptroller
Department of Finance	Office of the Public Advocate
Department of Homeless Services	Queens Borough President
Department of Housing Preservation and Development	Sheriff's Office
Department of Information Technology and Telecommunications	Sports Commission
Department of Investigation	Staten Island Borough President
Department of Probation	Tax Commission
Department of Records and Information Services	Taxi and Limousine Commission
Department of Small Business Services	

### Non-City Managed Fleet

Health and Hospitals Corporation
New York City Housing Authority
School Construction Authority
Office of Special Investigator for Schools at Department of Education

# BUDGETARY UNITS OF APPROPRIATION

Fiscal 2013

## Board of Elections [003]

001 Personal Services  
002 Other than Personal Services

## Emergency Management [017]

001 Personal Services  
002 Other than Personal Services

## Law [025]

001 Personal Services  
002 Other than Personal Services

## City Planning [030]

001 Personal Services  
002 Other than Personal Services  
003 Geographic Systems - PS  
004 Geographic Systems - OTPS

## Investigation [032]

001 Personal Services  
002 Other than Personal Services  
003 Inspector General - PS  
004 Inspector General - OTPS

## New York Public Library - The Research Libraries [035]

001 Lump Sum Appropriation

## New York Public Library [037]

003 Lump Sum - Borough of Manhattan  
004 Lump Sum - Borough of the Bronx  
005 Lump Sum - Borough of Staten Island  
006 Systemwide Services  
007 Consultant and Advisory Services

## Brooklyn Public Library [038]

001 Lump Sum

## Queens Borough Public Library [039]

001 Lump Sum

# BUDGETARY UNITS OF APPROPRIATION

## Education [040]

401	General Educational Instruction and School Leadership - PS
402	General Educational Instruction and School Leadership - OTPS
403	Special Educational Instruction and School Leadership - PS
404	Special Educational Instruction and School Leadership - OTPS
415	School Support Organization - PS
416	School Support Organization - OTPS
421	Citywide Special Education Instruction and School Leadership - PS
422	Citywide Special Education Instruction and School Leadership - OTPS
423	Special Education Instructional Support - PS
424	Special Education Instructional Support – OTPS
435	School Facilities - PS
436	School Facilities - OTPS
438	Pupil Transportation - OTPS
439	School Food Services - PS
440	School Food Services - OTPS
442	School Safety – OTPS
444	Energy and Leases - OTPS
453	Central Administration - PS
454	Central Administration - OTPS
461	Fringe Benefits - PS
470	Special Education Pre-K Contract Payments – OTPS
472	Charter & Contract Schools and Foster Care Placements - OTPS
474	NPS and FIT Payments - OTPS
481	Categorical Programs - PS
482	Categorical Programs - OTPS
491	Collective Bargaining - PS

## City University of New York [042]

001	Community College - OTPS
002	Community College - PS
003	Hunter Schools - OTPS
004	Hunter Schools - PS
005	Educational Aid - OTPS
012	Senior College - OTPS

## Civilian Complaint Review Board [054]

001	Personal Services
002	Other than Personal Services

## Police [056]

001	Operations
002	Executive Management
003	School Safety -PS
004	Administration - Personnel
006	Criminal Justice
007	Traffic Enforcement
008	Transit Police - PS
009	Housing Police - PS
100	Operations - OTPS
200	Executive Management - OTPS
300	School Safety - OTPS

# BUDGETARY UNITS OF APPROPRIATION

400 Administration - OTPS  
600 Criminal Justice - OTPS  
700 Traffic Enforcement - OTPS

## Fire [057]

001 Executive Administrative  
002 Fire Extinguishment & Emergency Response  
003 Fire Investigation  
004 Fire Prevention  
005 Executive Administrative - OTPS  
006 Fire Extinguishment & Response - OTPS  
007 Fire Investigation - OTPS  
008 Fire Prevention - OTPS  
009 Emergency Medical Services- PS  
010 Emergency Medical Services- OTPS

## Children's Services [068]

001 Personal Services  
002 Other than Personal Services  
003 Head Start/Day Care - PS  
004 Head Start/Day Care - OTPS  
005 Administrative - PS  
006 Child Welfare - OTPS  
007 Juvenile Justice - PS  
008 Juvenile Justice - OTPS

## Human Resources [069]

101 Administration - OTPS  
103 Public Assistance - OTPS  
104 Medical Assistance - OTPS  
105 Adult Services - OTPS  
201 Administration  
203 Public Assistance  
204 Medical Assistance  
205 Adult Services

## Homeless Services [071]

100 Personal Services  
200 Other than Personal Services

## Correction [072]

001 Administration  
002 Operations  
003 Operations - OTPS  
004 Administration - OTPS

## Aging [125]

001 Executive and Administrative Management  
002 Community Programs

# BUDGETARY UNITS OF APPROPRIATION

003 Community Programs - OTPS  
004 Executive and Administrative Management - OTPS

## Cultural Affairs [126]

001 Office of the Commissioner - PS  
002 Office of the Commissioner - OTPS  
003 Cultural Programs  
004 Metropolitan Museum of Art  
005 New York Botanical Garden  
006 American Museum of Natural History  
007 The Wildlife Conservation Society  
008 Brooklyn Museum  
009 Brooklyn Children's Museum  
010 Brooklyn Botanical Garden  
011 Queens Botanical Garden  
012 New York Hall of Science  
013 Staten Island Institute of Arts and Sciences  
014 Staten Island Zoological Society  
015 Staten Island Historical Society  
016 Museum of the City of New York  
017 Wave Hill  
019 Brooklyn Academy of Music  
020 Snug Harbor Cultural Center  
021 Studio Museum in Harlem  
022 Other Cultural Institutions  
024 New York Shakespeare Festival

## Landmarks Preservation [136]

001 Personal Services  
002 Other than Personal Services

## Taxi and Limousine [156]

001 Personal Services  
002 Other than Personal Services

## Commission on Human Rights [226]

001 Personal Services  
002 Other than Personal Services  
003 Community Development - PS  
004 Community Development - OTPS

## Youth and Community Development [260]

002 Executive and Administrative  
005 Community Development - OTPS  
311 Personal Services  
312 Other than Personal Services

# BUDGETARY UNITS OF APPROPRIATION

## Probation [781]

001 Executive Management  
002 Probation Services  
003 Probation Services - OTPS  
004 Executive Management - OTPS

## Small Business Services [801] (Economic Development Corporation)

001 Department of Business - PS  
002 Department of Business - OTPS  
004 Contract Compliance & Business Opportunity - PS  
005 Contract Compliance & Business Opportunity - OTPS  
006 Economic Development Corporation - OTPS  
008 Economic Planning/Film - PS  
010 Workforce Investment Act - PS  
011 Workforce Investment Act - OTPS

## Housing Preservation and Development [806]

001 Office of Administration  
002 Office of Development  
004 Office of Housing Preservation  
006 Housing Maintenance and Sales  
008 Office of Administration - OTPS  
009 Office of Development - OTPS  
010 Housing Management and Sales - OTPS  
011 Office of Housing Preservation - OTPS

## Buildings [810]

001 Personal Services  
002 Other than Personal Services

## Health and Mental Hygiene [816] (Office of Chief Medical Examiner)

101 Health Administration  
102 Disease Control and Epidemiology  
103 Health Promotion and Disease Prevention  
104 Environmental Health Services  
106 Office of Chief Medical Examiner  
107 Health Care Access and Improvement - PS  
108 Mental Hygiene Management Services - PS  
111 Health Administration - OTPS  
112 Disease Control and Epidemiology - OTPS  
113 Health Promotion and Disease Prevention - OTPS  
114 Environmental Health Services - OTPS  
116 Office of Chief Medical Examiner - OTPS  
117 Health Care Access and Improvement - OTPS  
118 Mental Hygiene Management Services - OTPS  
120 Mental Health Services - OTPS  
121 Mental Retardation Services - OTPS  
122 Chemical Dependency and Health Promotion - OTPS

# BUDGETARY UNITS OF APPROPRIATION

## Health and Hospitals Corporation [819]

001 Lump Sum

## Office of Administrative Trials and Hearings [820]

001 Personal Services  
002 Other than Personal Services

## Environmental Protection [826]

001 Executive and Support  
002 Environmental Management  
003 Water Supply and Wastewater Collection  
004 Utility - OTPS  
005 Environmental Management - OTPS  
006 Executive and Support - OTPS  
007 Central Utility  
008 Wastewater Treatment

## Sanitation [827]

101 Executive Administrative  
102 Cleaning and Collection  
103 Waste Disposal  
104 Building Management  
105 Bureau of Motor Equipment  
106 Executive and Administrative - OTPS  
107 Snow Budget - Personal Services  
109 Cleaning and Collection - OTPS  
110 Waste Disposal - OTPS  
111 Building Management - OTPS  
112 Motor Equipment - OTPS  
113 Snow Budget - OTPS

## Business Integrity Commission [829]

001 Personal Services  
002 Other than Personal Services

## Finance [836]

001 Administration and Planning  
002 Operations  
003 Property  
004 Audit  
005 Legal  
007 Parking Violations Bureau  
009 City Sheriff  
011 Administration - OTPS  
022 Operations - OTPS  
033 Property - OTPS  
044 Audit - OTPS  
055 Legal - OTPS  
077 Parking Violations Bureau - OTPS  
099 City Sheriff – OTPS



# BUDGETARY UNITS OF APPROPRIATION

## Transportation [841]

001	Executive Administration and Planning Management
002	Highway Operations
003	Transit Operations
004	Traffic Operations
006	Bureau of Bridges
007	Bureau of Bridges - OTPS
011	Executive Administration and Planning Management - OTPS
012	Highway Operations - OTPS
013	Transit Operations - OTPS
014	Traffic Operations - OTPS

## Parks and Recreation [846]

001	Executive Management and Administrative Services
002	Maintenance and Operations
003	Design and Engineering
004	Recreation Services
006	Maintenance and Operations - OTPS
007	Executive Management and Administrative Services - OTPS
009	Recreation Services - OTPS
010	Design and Engineering - OTPS

## Design and Construction [850]

001	Personal Services
002	Other than Personal Services

## Citywide Administrative Services [856]

001	Division of Citywide Personnel Services
002	Division of Citywide Personnel Services - OTPS
005	Board of Standards and Appeals
006	Board of Standards and Appeals - OTPS
100	Executive and Support Services
190	Executive and Support Services - OTPS
200	Division of Administration and Security
290	Division of Administration and Security - OTPS
300	Division of Facilities Management and Construction
390	Division of Facilities Management and Construction - OTPS
400	Division of Municipal Supply Services
490	Division of Municipal Supply Services - OTPS
500	Division of Real Estate Services
590	Division of Real Estate Services - OTPS
600	Communications
690	Communications – OTPS
700	Division of Energy Conservation
790	Division of Energy Conservation - OTPS

# BUDGETARY UNITS OF APPROPRIATION

## Information Technology and Telecommunications [858] (311 Customer Service Center)

001	Personal Services
002	Other than Personal Services

## Records and Information Services [860]

100	Personal Services
200	Other than Personal Services

## Consumer Affairs [866]

001	Administration
002	Licensing and Enforcement
003	Other than Personal Services
004	Adjudication