

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 divided into four quadrants, each containing a different symbol: a ship, a plow, a sheaf of wheat, and a bundle of arrows. The shield is flanked by two Native American figures, one on each side, holding bows and arrows. The entire seal is encircled by a laurel wreath. The Latin motto "SIGILLUM CIVITATIS NOVI EBORACI" is inscribed around the perimeter of the seal, with the date "1625" at the bottom center.

# Mayor's Management Report

Preliminary Fiscal 2015  
Additional Tables

The City of New York  
Mayor Bill de Blasio

Anthony Shorris, First Deputy Mayor

Mindy Tarlow, Director  
Mayor's Office of Operations

February 2015





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# CUSTOMER SERVICE

## Timeliness Indicators

### Percent of e-mails responded to in 14 days

Performance Statistics	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Agency							
311	100%	100%	100%	*	*	100%	100%
ACS	93%	96%	93%	*	*	97%	84%
BIC	100%	100%	100%	*	*	100%	100%
CCHR	100%	100%	100%	*	*	100%	100%
CCRB	93%	79%	94%	*	*	97%	95%
DCAS	79%	89%	80%	*	*	79%	80%
DCLA	88%	86%	90%	88%	88%	88%	89%
DCP	75%	81%	87%	85%	85%	92%	87%
DDC	91%	91%	94%	90%	90%	94%	94%
DEP	91%	94%	88%	95%	95%	100%	86%
DFTA	90%	84%	97%	*	*	97%	71%
DHS	88%	67%	81%	*	*	75%	72%
DOB	50%	37%	65%	55%	57%	60%	52%
DOC	100%	100%	100%	*	*	100%	100%
DOE	75%	NA	62%	75%	75%	NA	NA
DOF	75%	85%	86%	85%	85%	88%	83%
DOHMH	39%	42%	68%	75%	75%	66%	45%
DOI	100%	100%	100%	*	*	100%	100%
DOITT	94%	96%	97%	*	*	96%	95%
DOP	100%	100%	100%	*	*	100%	100%
DORIS	100%	100%	100%	*	*	100%	100%
DOT	93%	92%	89%	90%	90%	93%	97%
DPR	58%	45%	38%	60%	60%	26%	39%
DSNY	75%	69%	75%	*	*	44%	64%
DYCD	100%	100%	100%	*	*	100%	100%
FDNY	79%	85%	97%	*	*	93%	68%
HPD	58%	60%	56%	58%	58%	55%	72%
HRA	93%	96%	96%	90%	90%	97%	91%
LAW	100%	100%	100%	*	*	100%	100%
LPC	98%	99%	100%	*	*	100%	100%
NYCHA	87%	86%	87%	*	*	94%	86%
OATH	NA	100%	100%	*	*	100%	100%
OCME	100%	100%	100%	*	*	100%	100%
OEM	81%	95%	95%	*	*	94%	96%
SBS	100%	100%	100%	*	*	100%	100%
TLC	78%	75%	93%	60%	60%	95%	100%

# CUSTOMER SERVICE

## Timeliness Indicators (cont.)

### Percent of letters responded to in 14 days

Performance Statistics	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Agency							
311	100%	100%	NA	*	*	NA	NA
ACS	74%	92%	87%	*	*	94%	82%
BIC	100%	100%	100%	*	*	100%	100%
CCHR	100%	100%	100%	*	*	100%	100%
CCRB	76%	70%	73%	*	*	78%	82%
DCAS	47%	77%	54%	*	*	53%	58%
DCLA	61%	87%	100%	80%	80%	100%	100%
DCP	52%	44%	44%	50%	50%	20%	29%
DDC	97%	91%	96%	90%	90%	92%	98%
DEP	96%	97%	97%	95%	95%	97%	98%
DFTA	73%	53%	59%	*	*	55%	85%
DHS	70%	67%	84%	*	*	76%	67%
DOB	58%	54%	49%	55%	57%	66%	55%
DOC	91%	83%	100%	*	*	100%	99%
DOE	93%	NA	79%	85%	85%	NA	NA
DOF	60%	91%	79%	85%	85%	67%	91%
DOHMH	31%	21%	30%	40%	40%	19%	16%
DOI	100%	100%	100%	*	*	100%	100%
DOITT	95%	97%	99%	*	*	99%	86%
DOP	100%	97%	77%	*	*	65%	100%
DORIS	100%	92%	92%	*	*	77%	100%
DOT	94%	84%	90%	90%	90%	91%	97%
DPR	54%	37%	30%	60%	60%	23%	29%
DSNY	65%	52%	65%	*	*	57%	52%
DYCD	100%	100%	100%	*	*	100%	100%
FDNY	100%	66%	95%	*	*	90%	82%
HPD	49%	53%	49%	52%	52%	52%	43%
HRA	76%	78%	87%	90%	90%	84%	87%
LAW	100%	100%	100%	*	*	100%	100%
LPC	88%	88%	94%	*	*	95%	87%
NYCHA	81%	74%	80%	*	*	88%	81%
OATH	98%	100%	100%	*	*	100%	100%
OCME	100%	98%	100%	*	*	100%	100%
OEM	97%	99%	100%	*	*	100%	100%
SBS	100%	100%	100%	*	*	100%	100%
TLC	97%	94%	92%	90%	90%	95%	100%

# CUSTOMER SERVICE

## Timeliness Indicators (cont.)

### Average customer in-person wait time (minutes)

Performance Statistics	Actual			Target		4-Month Actual	
Agency	FY12	FY13	FY14	FY15	FY16	FY14	FY15
BIC	3	3	2	*	*	NA	NA
CCHR	10	10	10	*	*	10	10
DCA	14	12	16	17	17	NA	NA
DCAS	1	1	1	*	*	NA	NA
DEP	5	7	7	5	5	NA	NA
DHS	22	NA	24	*	*	NA	NA
DOB	20	NA	NA	*	*	NA	NA
DOE	15	15	NA	16	16	NA	NA
DOF	11	7	17	12	12	18	13
DOHMH	12	11	9	10	10	NA	NA
DOI	3	3	3	*	*	NA	NA
DOT	2	NA	NA	*	*	NA	NA
FDNY	15	12	13	*	*	NA	NA
HPD	29	30	43	29	29	NA	NA
HRA	58	48	40	60	60	38	46
NYCHA	18	16	19	*	*	NA	NA

### Percent of calls answered in 30 seconds

Performance Statistics	Actual			Target		4-Month Actual	
Agency	FY12	FY13	FY14	FY15	FY16	FY14	FY15
DEP	76%	69%	79%	76%	76%	84%	83%
DOB	91%	NA	NA	*	*	NA	NA
DOHMH	65%	69%	86%	78%	78%	82%	83%
DOT	31%	45%	73%	70%	70%	53%	54%
DYCD	38%	54%	94%	*	*	88%	97%
HRA	57	64	70	80%	80%	75	59
NYCHA	70%	65%	68%	*	*	69%	70%
NYPD	100%	99%	99%	*	*	99%	99%
TLC	12%	18%	43%	15%	15%	32%	56%

# CUSTOMER SERVICE

## CORE (Customer Observing and Reporting Experience) Ratings

		Actual			Target		4-Month Actual	
Agency	Performance Statistics	FY12	FY13	FY14	FY15	FY16	FY14	FY15
BIC	Overall Facility Rating	98	95	93	*	*	NA	NA
CCHR	Overall Facility Rating	85	94	97	*	*	NA	NA
CCRB	Overall Facility Rating	69	81	100	*	*	NA	NA
DCA	Overall Facility Rating	83	86	94	83	83	NA	NA
DCAS	Overall Facility Rating	78	90	96	78	78	NA	NA
DCP	Overall Facility Rating	83	88	89	80	80	NA	NA
DEP	Overall Facility Rating	90	91	95	90	90	NA	NA
DFTA	Overall Facility Rating	91	95	100	*	*	NA	NA
DHS	Overall Facility Rating	81	91	89	*	*	NA	NA
DOB	Overall Facility Rating	79	83	91	82	85	NA	NA
DOE	Overall Facility Rating	88	92	97	88	88	NA	NA
DOF	Overall Facility Rating	82	86	92	90	90	NA	NA
DOHMH	Overall Facility Rating	81	89.7	92	85	85	NA	NA
DOI	Overall Facility Rating	95	93	93	*	*	NA	NA
DORIS	Overall Facility Rating	92	93	93	*	*	NA	NA
DOT	Overall Facility Rating	90	92	97	90	90	NA	NA
DPR	Overall Facility Rating	86	89	91	85	85	NA	NA
FDNY	Overall Facility Rating	76	96	99	*	*	NA	NA
HPD	Overall Facility Rating	85	87	89	85	85	NA	NA
HRA	Overall Facility Rating	80	83	90	80	80	NA	NA
NYCHA	Overall Facility Rating	80	83	94	*	*	NA	NA
NYPD	Overall Facility Rating	89	86	90	*	*	NA	NA
OATH	Overall Facility Rating	87	90	97	*	*	NA	NA
SBS	Overall Facility Rating	92	93	95	*	*	NA	NA
TLC	Overall Facility Rating	80	84	87	80	80	NA	NA



# CUSTOMER SERVICE

## 311 Customer Service Center Inquiries by Agency

	Total Jul-Oct FY14	% of Inquiries Jul-Oct FY14	Rank in # of Calls in Jul-Oct FY14	Total Jul-Oct FY15	% of Inquiries Jul-Oct FY15	Rank in # of Calls in Jul-Oct FY15
<b>Top Inquiries</b>						
<b>ACS</b>						
Child Care Financial Assistance - Eligibility Information and Application By Mail	4,776	17%	1	3,502	14%	1
Child Care Financial Assistance - Children's Services Clients	3,023	11%	2	2,588	11%	2
Child Care Financial Assistance - Eligibility and Application In Person or By Phone	2,470	9%	3	2,165	9%	3
Child Care Financial Assistance - Eligibility and Application Online	2,426	9%	4	2,162	9%	4
Child Care Financial Assistance - Status of a Submitted Application	1,691	6%	7	1,678	7%	5
<b>BIC</b>						
Commercial Waste and Private Carters Information	430	64%	1	363	58%	1
Sanitation Complaint - Private Carter	216	32%	2	226	36%	2
Trade Waste License Registration	29	4%	3	39	6%	3
<b>BOE</b>						
Find a Poll Site	7,512	49%	1	1,047	35%	1
Election and Voting Information	3,937	26%	2	1,020	34%	2
Become a Poll Worker	564	4%	6	257	9%	3
Check Voter Registration Status	1,116	7%	4	201	7%	4
Absentee Voting	1,153	7%	3	193	6%	5
<b>BPL</b>						
Find a Library - Brooklyn	806	79%	1	717	79%	1
Program - Drop-In	1	0%	8	80	9%	2
General Information - Brooklyn Public Library	94	9%	2	70	8%	3
Library Complaint - Brooklyn	37	4%	4	25	3%	4
Middle School Student After School Program - Drop-In	3	0%	7	5	1%	5
<b>CCHR</b>						
Discrimination Complaint	2,576	97%	1	2,694	94%	1
Human Rights Education and Community Outreach	66	2%	2	78	3%	2
Human Rights Commission Publications	18	1%	3	73	3%	3
<b>CCRB</b>						
Police Officer Misconduct	3,118	99%	1	3,395	99%	1
Civilian Complaint Mediation	36	1%	2	35	1%	2
<b>CUNY</b>						
Find a CUNY College	924	46%	1	787	45%	1
Free GED Bridge Classes - LaGuardia Community College	204	10%	3	212	12%	2
CUNY Admissions Services	229	11%	2	176	10%	3
NYC College Line	118	6%	6	96	5%	4
CUNY Citizenship Now	NA	NA	NA	74	4%	5

# CUSTOMER SERVICE

## 311 Customer Service Center Inquiries by Agency (cont.)

	Total Jul-Oct FY14	% of Inquiries Jul-Oct FY14	Rank in # of Calls in Jul-Oct FY14	Total Jul-Oct FY15	% of Inquiries Jul-Oct FY15	Rank in # of Calls in Jul-Oct FY15
<b>Top Inquiries</b>						
<b>DCA</b>						
Employee Paid Sick Leave Information	NA	NA	NA	2,992	7%	1
Investigate a Business Licensed by DCA	3,077	8%	1	2,225	6%	2
Financial Empowerment Center	1,509	4%	3	2,199	5%	3
Retail Store Complaint	1,491	4%	4	1,610	4%	4
Restaurant Permit - Renew or Status	2,019	5%	2	1,490	4%	5
<b>DCAS</b>						
Civil Service Exam Information	10,230	76%	1	15,423	83%	1
NYC Jobs	915	7%	2	1,001	5%	2
City Employment Verification	756	6%	3	491	3%	3
Sale of City-Owned Real Estate and Sales Auctions	302	2%	5	249	1%	4
The Green Book	317	2%	4	178	1%	5
<b>DCLA</b>						
Find a Zoo or Aquarium	928	49%	1	491	48%	1
Find a Museum	638	33%	2	289	28%	2
Find a Botanical Garden	225	12%	3	88	9%	3
Grants for Cultural Programs	37	2%	4	71	7%	4
Find a Performing Arts Venue	24	1%	6	21	2%	5
<b>DCP</b>						
Locate an Elected Official	7,640	86%	1	7,522	87%	1
Zoning Information Desk	1,105	12%	2	1,022	12%	2
Purchase City Planning Maps and Books	53	1%	4	43	0%	3
Waterfront - Flood Zone Information	66	1%	3	38	0%	4
City Planning - Hearings and Publications	22	0%	5	20	0%	5
<b>DDC</b>						
DDC Project Inquiries and Complaints	161	72%	1	163	71%	1
General Inquiries for the Department of Design and Construction	51	23%	2	58	25%	2
Bidding on DDC Projects	7	3%	3	8	3%	3
Construction Vendor Prequalification List	3	1%	4	1	0%	4
<b>DEP</b>						
Noise from Construction After Hours	7,751	8%	2	10,657	12%	1
Fire Hydrant Running Full	13,608	13%	1	7,982	9%	2
Sewer Backup Complaint - Priority	6,383	6%	4	5,543	6%	3
Water and Sewer Bill Information	4,411	4%	6	4,650	5%	4
Fire Hydrant Running	6,449	6%	3	4,446	5%	5

# CUSTOMER SERVICE

## 311 Customer Service Center Inquiries by Agency (cont.)

	Total Jul-Oct FY14	% of Inquiries Jul-Oct FY14	Rank in # of Calls in Jul-Oct FY14	Total Jul-Oct FY15	% of Inquiries Jul-Oct FY15	Rank in # of Calls in Jul-Oct FY15
<b>Top Inquiries</b>						
<b>DFTA</b>						
Housing Options - Senior - Low-Income	2,930	15%	1	2,967	16%	1
Lawyer Referral for Seniors	2,283	12%	2	1,872	10%	2
Find a Senior Center	1,261	7%	3	1,268	7%	3
Case Assistance for Seniors	1,101	6%	5	1,098	6%	4
Housing Options - Senior - Frail, Disabled, or with Alzheimers or Dementia	1,222	6%	4	1,098	6%	5
<b>DHS</b>						
Homelessness Prevention through HomeBase	6,056	23%	1	8,460	30%	1
Homeless Shelter Intake for Single Adults	5,720	22%	2	5,550	20%	2
Homeless Shelter Intake for Families with Children	4,519	17%	3	4,103	14%	3
Homeless Shelter Complaint - Shelter Client	3,000	11%	4	3,024	11%	4
Homeless Person Outreach Assistance	2,787	11%	5	2,873	10%	5
<b>DOB</b>						
Schedule a Plan Examiner Appointment	42,915	34%	1	36,999	35%	1
Illegal Conversion of Residential Space	10,335	8%	3	8,957	8%	2
Building Construction Without Permit	8,008	6%	4	7,064	7%	3
Cancel/Modify/Reschedule Plan Exam Appointments	14,905	12%	2	6,139	6%	4
Elevator or Escalator Defective or Without Permit	5,510	4%	5	5,274	5%	5
<b>DOC</b>						
Property Pickup for former Rikers Island Inmates	9,084	34%	2	9,547	37%	1
Inmate Location and Information	9,883	37%	1	9,442	37%	2
Inmate Visit Schedule	2,115	8%	3	1,890	7%	3
Jail System Complaint	1,430	5%	4	1,635	6%	4
Inmate Location if Not Found in City Jail Lookup	1,048	4%	5	808	3%	5
<b>DOE</b>						
Public School Calendar	8,622	14%	1	9,232	16%	1
Find a School	8,594	14%	2	7,457	13%	2
Pre-Kindergarten (UPK) School Information	2,216	4%	7	4,764	8%	3
Find a Summer Meal Program	3,124	5%	4	2,925	5%	4
Find a School Zone	3,566	6%	3	2,659	5%	5

# CUSTOMER SERVICE

## 311 Customer Service Center Inquiries by Agency (cont.)

	Total Jul-Oct FY14	% of Inquiries Jul-Oct FY14	Rank in # of Calls in Jul-Oct FY14	Total Jul-Oct FY15	% of Inquiries Jul-Oct FY15	Rank in # of Calls in Jul-Oct FY15
<b>Top Inquiries</b>						
<b>DOF</b>						
Parking Ticket Lookup - Ticket or Plate Number Known	66,316	19%	1	78,299	22%	1
Property Tax Account Assistance and Bill Information	24,717	7%	3	28,587	8%	2
Find a Towed Vehicle - Plate Number Known	25,659	7%	2	28,028	8%	3
Parking Ticket Payment Problem or Penalty Adjustment	16,554	5%	4	16,764	5%	4
Pay a Parking Ticket - Online	7,286	2%	9	12,697	4%	5
<b>DOHMH</b>						
Birth Certificate from 1910 to Present	23,462	15%	1	16,285	13%	1
Rodent Complaint - Other Location	7,530	5%	2	8,348	7%	2
LifeNet	3,696	2%	7	3,652	3%	3
Status of a Birth Certificate Order	4,812	3%	5	3,502	3%	4
Birth Certificate Correction or Change	5,425	3%	4	3,056	2%	5
<b>DOI</b>						
Contact or Locate a City Marshal	580	46%	1	500	44%	1
City Worker or Contractor Corruption or Misconduct	461	37%	2	481	42%	2
Fingerprinting - Center-Based Day Care or Pre-School	119	9%	3	85	7%	3
City Marshal Complaint	86	7%	4	75	7%	4
Become a City Marshal	12	1%	5	3	0%	5
<b>DOITT</b>						
ACCESS NYC Information	557	26%	1	426	25%	1
Cable Television Complaint - General	417	20%	2	325	19%	2
Cable Television Complaint - Service	365	17%	3	306	18%	3
Verizon City-Wide Cable TV Franchise	317	15%	4	217	13%	4
Pay Phone Complaint - Street	215	10%	5	211	12%	5
<b>DOP</b>						
Adult Probation Supervision - Brooklyn	106	29%	1	86	27%	1
Adult Probation Supervision - Manhattan	63	17%	3	71	22%	2
Adult Probation Supervision - Queens	67	19%	2	62	19%	3
Adult Probation Supervision - Bronx	62	17%	4	51	16%	4
Adult Probation Supervision - Staten Island	19	5%	5	16	5%	5
<b>DORIS</b>						
Death Certificate Before 1949	305	29%	1	344	27%	1
Birth Certificate Before 1910	165	16%	3	227	18%	2
Marriage Record Before 1930	218	21%	2	207	16%	3
Status of Request for Death Certificate from	64	6%	5	121	10%	4
Genealogy Research	87	8%	4	94	7%	5

# CUSTOMER SERVICE

## 311 Customer Service Center Inquiries by Agency (cont.)

	Total Jul-Oct FY14	% of Inquiries Jul-Oct FY14	Rank in # of Calls in Jul-Oct FY14	Total Jul-Oct FY15	% of Inquiries Jul-Oct FY15	Rank in # of Calls in Jul-Oct FY15
<b>Top Inquiries</b>						
<b>DOT</b>						
Alternate Side Parking or Street Cleaning Information	3,511	4%	5	13,801	12%	1
Muni-Meter Defective or Damaged	13,903	15%	1	13,471	12%	2
Streetlight Condition	8,829	9%	2	11,327	10%	3
Traffic or Pedestrian Signal Condition	5,608	6%	3	6,842	6%	4
Pothole on Street	3,355	4%	6	5,585	5%	5
<b>DPR</b>						
Removal of Large Branch or Entire Tree - City Tree or Property	6,017	9%	2	8,627	13%	1
Wood Disposal, Chipping, and Pickup - Brooklyn and Queens	7,720	12%	1	6,733	10%	2
Find a Park	4,870	8%	3	5,263	8%	3
Standing Dead Tree Removal - City Tree	3,474	5%	6	4,198	6%	4
Park Maintenance Complaint	3,478	5%	5	3,578	5%	5
<b>DSNY</b>						
Bulk Item Disposal Information	21,763	13%	1	19,345	12%	1
Missed Garbage Collection	14,893	9%	2	17,615	11%	2
Recycling and Trash Collection Schedules	11,862	7%	4	14,839	9%	3
CFC and Freon Removal - Appointment	12,801	8%	3	11,949	7%	4
Illegal Dumping - Past	7,594	5%	5	8,071	5%	5
<b>DYCD</b>						
Literacy and GED or TASC Instruction for Non-English Speakers	686	13%	2	639	13%	1
Literacy and GED or TASC Instruction for Adults	942	18%	1	628	12%	2
Immigration Assistance from Community-Based Organizations	610	12%	3	562	11%	3
Summer Jobs for Youth - General	425	8%	5	466	9%	4
Elementary School Student After School Program - Enrolled	369	7%	7	442	9%	5
<b>FDNY</b>						
Fire Hazard Complaint	2,095	14%	1	2,246	17%	1
Ambulance Patient Locator	1,492	10%	3	1,418	11%	2
Locate a Firehouse - Brooklyn	1,056	7%	5	831	6%	3
Fireworks Display Information	1,183	8%	4	812	6%	4
Locate a Firehouse - Manhattan	746	5%	6	698	5%	5
<b>HHC</b>						
Find a Public Hospital	9,895	65%	1	9,103	67%	1
Adult Immunization Clinic	967	6%	2	1,036	8%	2
Find a Child Health Clinic	477	3%	3	469	3%	3
Immunization Multiple Individuals	350	2%	6	305	2%	4
Immunization 4 to 18 School Health	376	2%	4	298	2%	5

# CUSTOMER SERVICE

## 311 Customer Service Center Inquiries by Agency (cont.)

	Total Jul-Oct FY14	% of Inquiries Jul-Oct FY14	Rank in # of Calls in Jul-Oct FY14	Total Jul-Oct FY15	% of Inquiries Jul-Oct FY15	Rank in # of Calls in Jul-Oct FY15
<b>Top Inquiries</b>						
<b>HPD</b>						
Apartment Maintenance Complaint	47,185	39%	1	43,734	31%	1
Heat or Hot Water Complaint in Entire Residential Building	13,988	12%	2	12,408	9%	2
Residential Public Area Maintenance Complaint	NA	NA	NA	10,446	8%	3
Heat or Hot Water Complaint in Apartment	NA	NA	NA	9,889	7%	4
Bed Bug Complaint - Apartment, Hotel or Single Room Occupancy	7,462	6%	4	7,954	6%	5
<b>HRA</b>						
Food Stamp Assistance	11,694	13%	1	10,655	15%	1
Public Assistance or Welfare Information	11,249	12%	2	7,673	11%	2
Food Stamp Center	11,048	12%	3	6,364	9%	3
Food Stamp Complaint	4,244	5%	6	5,181	8%	4
One Shot Deal - Short Term Emergency Assistance	6,322	7%	4	4,532	7%	5
<b>LPC</b>						
Landmark and Historic District Information	87	49%	1	97	44%	1
Landmark Building Alteration Permit	68	38%	2	83	38%	2
Landmark Status Application	10	6%	3	23	11%	3
Landmark Building Painting Complaint	7	4%	4	8	4%	4
Landmark Restoration Grant Application	5	3%	5	7	3%	5
<b>NYCHA</b>						
Public Housing Maintenance	4,321	23%	1	5,817	30%	1
Public Housing Application Information and Assistance	3,016	16%	2	2,164	11%	2
Public Housing Assistance Status - All Boroughs	2,196	12%	3	1,866	10%	3
NYCHA Section 8 Program Cuts	1,424	8%	4	1,574	8%	4
Public Housing Inquiries - Brooklyn	1,284	7%	5	1,090	6%	5
<b>NYPD</b>						
Noise from Neighbor	33,207	13%	1	42,312	14%	1
Find a Police Precinct or PSA by Location	28,204	11%	2	29,463	10%	2
Vehicle Blocking Driveway Complaint	21,969	8%	4	25,922	9%	3
Illegal Parking Complaint	16,295	6%	6	19,455	6%	4
Find a Police Precinct or PSA by Name	17,856	7%	5	18,443	6%	5

# CUSTOMER SERVICE

## 311 Customer Service Center Inquiries by Agency (cont.)

	Total Jul-Oct FY14	% of Inquiries Jul-Oct FY14	Rank in # of Calls in Jul-Oct FY14	Total Jul-Oct FY15	% of Inquiries Jul-Oct FY15	Rank in # of Calls in Jul-Oct FY15
Top Inquiries						
NYPL						
Find a Library - Bronx, Manhattan, Staten Island	1,025	88%	1	922	87%	1
General Information - New York Public Library	81	7%	2	72	7%	2
Library Complaint - Bronx - Manhattan - Staten Island	51	4%	3	58	5%	3
Find a Library - Brooklyn	4	0%	4	4	0%	4
Find a Library - Queens	3	0%	5	1	0%	5
OATH						
ECB Violation - Information	1,547	25%	2	3,392	41%	1
ECB Violation - Request Status or Copy	1,643	26%	1	1,193	14%	2
ECB Violations - DOB Issued	NA	NA	NA	789	10%	3
ECB Violation - Online Ticket Finder	524	8%	4	737	9%	4
ECB Borough Office Locations	606	10%	3	431	5%	5
OCME						
Death Inquiries	388	61%	1	380	60%	1
Proof of Death	137	22%	2	115	18%	2
Autopsy Report	70	11%	3	81	13%	3
Reflection Room at the World Trade Center Memorial	NA	NA	NA	32	5%	4
Cremation Inquiries	38	6%	4	23	4%	5
OEM						
Know Your Zone - Hurricane Evacuation Lookup	593	14%	2	267	19%	1
Ready New York Guide	91	2%	7	241	17%	2
Ready New York Guide - Hurricanes	500	11%	3	175	12%	3
Ready New York - My Emergency Plan	176	4%	5	100	7%	4
Cooling Center Locations	2,146	49%	1	89	6%	5
QPL						
Find a Library - Queens	368	70%	1	350	71%	1
Elementary School Student After School Program - Drop-In	59	11%	2	66	13%	2
General Information - Queens Public Library	47	9%	3	43	9%	3
Library Complaint - Queens	29	6%	4	26	5%	4
Elementary School Student After School Program - Enrolled	7	1%	5	6	1%	5

# CUSTOMER SERVICE

## 311 Customer Service Center Inquiries by Agency (cont.)

	Total Jul-Oct FY14	% of Inquiries Jul-Oct FY14	Rank in # of Calls in Jul-Oct FY14	Total Jul-Oct FY15	% of Inquiries Jul-Oct FY15	Rank in # of Calls in Jul-Oct FY15
Top Inquiries						
SBS						
Help Starting a Small Business	807	17%	2	963	22%	1
Find a Workforce1 Career Center	197	4%	7	924	21%	2
Job Seeker Assistance - Employment Programs	1,004	21%	1	487	11%	3
NYC Business Express Website - General Information	709	15%	3	389	9%	4
Food Service Establishment Pre-Operational Inspection	NA	NA	NA	248	6%	5
SCA						
School Construction Complaint	398	91%	1	320	89%	1
School Construction Information	39	9%	2	38	11%	2
TLC						
Lost Property in a Taxi - Medallion Number Unknown	10,653	26%	1	6,364	20%	1
Lost Property in a Taxi - Medallion Number Known	10,265	25%	2	6,363	20%	2
Lost Property in a Taxi - Medallion Number Not Found by 311	2,813	7%	4	1,813	6%	3
Taxi Inquiry or Complaint from Taxi Driver or Taxi Licensee	1,344	3%	5	1,438	5%	4
Accessible Taxi Dispatch for Passenger in a Wheelchair	1,110	3%	7	1,126	4%	5



# CUSTOMER SERVICE

## Requests for Interpretation

Performance Statistics	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Agency							
311	425,157	421,839	392,759	*	*	123,585	132,791
ACS	65,025	66,577	63,351	*	*	19,891	23,477
BIC	218	109	56	*	*	NA	NA
CCHR	1,425	1,515	1,097	*	*	552	500
CCRB	843	525	613	*	*	NA	NA
DCA	2,022	1,611	2,536	*	*	NA	NA
DCAS	3	0	0	*	*	NA	NA
DCP	1	4	1	*	*	NA	NA
DEP	7,497	11,023	13,638	*	*	NA	NA
DFTA	547	485	523	*	*	NA	NA
DHS	3,230	4,087	4,195	*	*	NA	NA
DOB	61	36	17	*	*	NA	NA
DOE	9,489	20,265	32,267	*	*	NA	NA
DOF	3,274	3,254	4,353	*	*	NA	NA
DOHMH	10,278	10,664	13,701	*	*	NA	NA
DOI	37	38	17	*	*	NA	NA
DOP	18,764	16,505	16,520	*	*	NA	NA
DOT	735	655	722	*	*	NA	NA
DPR	57	45	60	*	*	NA	NA
DSNY	5	NA	8	*	*	NA	NA
DYCD	1,415	1,708	1,515	*	*	NA	578
FDNY	2,563	2,891	3,721	*	*	NA	NA
HPD	2,312	1,611	1,053	*	*	NA	NA
HRA	732,605	1,016,101	1,116,886	*	*	373,445	356,320
LAW	763	705	860	*	*	NA	NA
NYCHA	134,069	150,619	154,339	*	*	NA	NA
NYPD	258,018	264,803	263,035	*	*	NA	131,535
OATH	7,423	8,734	9,240	*	*	3,345	3,509
OCME	202	164	188	*	*	NA	75
SBS	13,257	17,650	23,308	*	*	NA	NA
TLC	6,163	7,990	5,721	*	*	NA	NA

# PAID ABSENCE RATES

## FIRST FOUR MONTHS OF FISCAL YEAR

WORKFORCE OR AGENCY	FY 2015 TOTAL SICK LEAVE	FY 2015 LODI/ WC	FY 2015 TOTAL ABSENCE	FY 2014 TOTAL ABSENCE	FY 2015 EQUIV. ABSENCE DAYS/YEAR
<b>UNIFORMED WORKFORCES</b>					
DOC (U)	4.37%	0.59%	4.95%	4.78%	12.3
FDNY (U)	2.19%	4.40%	6.58%	6.60%	16.4
NYPD (U)	2.09%	1.05%	3.14%	3.34%	7.8
DSNY (U)	3.97%	1.30%	5.26%	5.40%	13.1
<b>Uniformed Subtotal</b>	<b>2.66%</b>	<b>1.59%</b>	<b>4.25%</b>	<b>4.34%</b>	<b>10.6</b>
<b>LARGER CIVILIAN WORKFORCES</b>					
NYPD (C)	2.81%	0.17%	2.98%	3.76%	7.3
FDNY (C)	3.50%	1.88%	5.38%	4.83%	13.3
ACS	3.36%	0.67%	4.04%	4.28%	10.0
HRA	3.66%	0.17%	3.83%	3.92%	9.5
DHS	3.02%	0.52%	3.54%	3.42%	8.8
HPD	3.47%	0.27%	3.74%	3.77%	9.3
DOHMH	3.15%	0.06%	3.21%	3.48%	8.0
DEP	3.21%	0.33%	3.54%	3.74%	8.8
DSNY (C)	3.29%	0.30%	3.59%	4.07%	8.9
DOF	3.42%	0.24%	3.66%	3.98%	9.1
DOT	3.46%	0.74%	4.21%	4.39%	10.4
DPR	1.84%	0.29%	2.13%	2.03%	5.3
LAW	2.92%	0.04%	2.96%	2.84%	7.3
DCAS	3.18%	0.08%	3.26%	3.38%	8.0
DDC	3.37%	0.03%	3.40%	3.44%	8.4
DOC (C)	3.61%	0.19%	3.80%	3.72%	9.4
PROBATION	4.21%	0.15%	4.36%	3.85%	10.8
DOB	3.23%	0.05%	3.28%	3.43%	8.1
DOITT	3.06%	0.03%	3.09%	2.81%	7.7
<b>Subtotal</b>	<b>3.12%</b>	<b>0.37%</b>	<b>3.49%</b>	<b>3.69%</b>	<b>8.6</b>
<b>SMALLER CIVILIAN WORKFORCES</b>					
OEM	2.40%	0.00%	2.40%	2.07%	6.0
DCP	3.21%	0.00%	3.21%	3.18%	8.0
DOI	2.57%	0.07%	2.64%	2.82%	6.5
DFTA	3.62%	0.01%	3.63%	3.46%	9.0
CULTURAL	3.94%	0.00%	3.94%	2.07%	9.8
LPC	2.37%	0.11%	2.48%	3.13%	6.2
TLC	3.09%	1.06%	4.15%	3.93%	10.3
CCHR	3.72%	0.00%	3.72%	4.04%	9.3
DYCD	2.60%	0.03%	2.64%	3.45%	6.5
SBS	2.83%	0.00%	2.83%	2.74%	7.0
RECORDS	4.88%	0.00%	4.88%	4.51%	12.1
DCA	2.87%	0.12%	2.99%	2.54%	7.4
BIC	2.45%	0.22%	2.68%	2.40%	6.7
OATH	2.31%	0.01%	2.32%	3.41%	7.3
ELECTIONS	3.42%	0.01%	3.44%	2.84%	8.5
CCRB	2.85%	0.04%	2.88%	2.70%	7.2
<b>Subtotal</b>	<b>3.04%</b>	<b>0.17%</b>	<b>3.21%</b>	<b>3.14%</b>	<b>8.0</b>
<b>Uniformed</b>	<b>2.66%</b>	<b>1.59%</b>	<b>4.25%</b>	<b>4.34%</b>	<b>10.6</b>
<b>Civilian</b>	<b>3.11%</b>	<b>0.36%</b>	<b>3.47%</b>	<b>3.67%</b>	<b>8.6</b>
<b>TOTAL</b>	<b>2.92%</b>	<b>0.90%</b>	<b>3.81%</b>	<b>3.97%</b>	<b>9.5</b>
<b>CITYWIDE</b>	<b>2.92%</b>	<b>0.20%</b>	<b>3.12%</b>	<b>3.25%</b>	<b>7.7</b>

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

INDICATORS	FY13 Annual Actual	FY14 Annual Actual	FY15 Annual Target	FY16 Annual Target	FY14 4-Month Actual	FY15 4-Month Actual
<b>CITYWIDE FLEET SIZE</b>	<b>25,855</b>	<b>27,300</b>	<b>27,000</b>	<b>27,700</b>	<b>26,901</b>	<b>27,461</b>
- Light Duty	11,186	11,595	*	11,600	11,525	11,516
- Medium Duty	4,919	5,014	*	4,900	4,957	4,840
- Heavy Duty	6,903	7,022	*	7,100	6,984	7,075
- Other Vehicles	2,786	3,669	*	4,100	3,435	4,030
Fleet vehicle in-service rate (%)	91%	90%	90%	90%	90%	90%
Daily fleet in-service targets achieved (%)	97%	89%	90%	90%	92%	87%
Agency vehicle in-service rates (%)						
- Department of Citywide Administrative Services	98%	98%	94%	94%	97%	98%
- Department of Environmental Protection	92%	90%	90%	90%	91%	91%
- Department of Health and Mental Hygiene	97%	97%	94%	94%	95%	96%
- Department of Transportation	89%	88%	85%	85%	88%	90%
- Department of Sanitation	84%	82%	78%	78%	82%	82%
- Department of Parks and Recreation	95%	96%	90%	90%	96%	96%
- Police Department	94%	92%	90%	90%	93%	93%
- Fire Department	83%	80%	80%	80%	83%	78%
- Department of Correction	98%	94%	94%	94%	96%	93%
- Department of Education	97%	98%	94%	94%	98%	97%
Purchased vehicles compliant with Local Law 38 (%)	94%	99%	95%	95%	100%	100%
Alternative fuel vehicles	9,433	13,233	13,630	16,000	14,253	15,341
Alternative fuel vehicles in City fleet (%)	41%	56%	58%	60%	55%	57%
Vehicle fuel used (gallons)	30,611,112	30,074,423	29,000,000	29,000,000	9,749,352	9,643,796
- Biodiesel fuel used (gallons)	11,925,594	14,077,352	13,000,000	14,000,000	4,023,320	4,663,599
Electric chargers installed	16	52	40	40	NA	30
Vehicles purchased	3,236	3,173	3,000	3,000	1,088	1,218
Average age of fleet (months)	72	74	72	72	72	76
Collisions in City vehicles <sup>1</sup>	5,308	5,634	*	*	1,644	1,610
Revenue from recoverable affirmative claims	\$2,828,968	\$2,289,291	*	*	NA	NA
Employees trained in defensive driving	2,262	2,357	11,000	11,000	NA	5,781

# VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY13 Annual Actual	FY14 Annual Actual	FY15 Annual Target	FY16 Annual Target	FY14 4-Month Actual	FY15 4-Month Actual
Fleet repair expenditures (\$000,000)	\$207.2	\$218.0	*	*	\$65.3	\$68.0
Fleet fuel expenditures (\$000,000)	\$97.4	\$93.9	*	*	\$30.5	\$28.2
Fleet acquisition expenditures (capital) (\$000,000)	\$226.5	\$200.5	\$180.0	\$200.0	\$64.8	\$111.8
Fleet acquisition expenditures (expense) (\$000,000)	\$88.7	\$69.8	\$60.0	\$60.0	\$21.2	\$29.0
Automotive repair personnel	1,242	1,277	1,280	1,320	1,251	1,322
Fleet support personnel	351	354	350	360	358	361
<b>AGENCY FLEET SIZES</b>						
- Department of Citywide Administrative Services	<b>2,126</b>	<b>2,155</b>	*	*	<b>2,206</b>	<b>2,196</b>
- Light Duty	1,632	1,646	*	*	1,715	1,696
- Medium Duty	316	310	*	*	310	291
- Heavy Duty	75	71	*	*	76	72
- Other Vehicles	103	128	*	*	105	137
- Department of Environmental Protection	<b>1,943</b>	<b>2,019</b>	*	*	<b>1,995</b>	<b>2,007</b>
- Light Duty	680	755	*	*	721	730
- Medium Duty	459	439	*	*	461	436
- Heavy Duty	459	456	*	*	457	443
- Other Vehicles	345	369	*	*	356	398
- Department of Health and Mental Hygiene	<b>279</b>	<b>280</b>	*	*	<b>291</b>	<b>263</b>
- Light Duty	194	200	*	*	205	198
- Medium Duty	78	72	*	*	79	57
- Heavy Duty	6	6	*	*	6	6
- Other Vehicles	1	2	*	*	1	2
- Department of Transportation	<b>2,581</b>	<b>2,787</b>	*	*	<b>2,653</b>	<b>2,765</b>
- Light Duty	645	762	*	*	685	719
- Medium Duty	476	500	*	*	483	474
- Heavy Duty	913	904	*	*	910	895
- Other Vehicles	547	621	*	*	575	677
- Department of Sanitation	<b>5,574</b>	<b>5,810</b>	*	*	<b>5,745</b>	<b>5,738</b>
- Light Duty	986	999	*	*	997	951
- Medium Duty	285	312	*	*	280	283
- Heavy Duty	3,940	4,015	*	*	3,977	4,018
- Other Vehicles	363	484	*	*	491	486

# VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY13 Annual Actual	FY14 Annual Actual	FY15 Annual Target	FY16 Annual Target	FY14 4-Month Actual	FY15 4-Month Actual
- Department of Parks and Recreation	<b>2,523</b>	<b>2,954</b>	*	*	<b>2,926</b>	<b>2,976</b>
- Light Duty	577	572	*	*	600	579
- Medium Duty	879	913	*	*	897	902
- Heavy Duty	364	388	*	*	374	372
- Other Vehicles	703	1,081	*	*	1,055	1,123
- Police Department	<b>7,913</b>	<b>8,323</b>	*	*	<b>8,160</b>	<b>8,599</b>
- Light Duty	5,813	5,945	*	*	5,887	5,958
- Medium Duty	1,174	1,236	*	*	1,242	1,262
- Heavy Duty	327	309	*	*	323	326
- Other Vehicles	599	833	*	*	708	1,053
- Fire Department	<b>2,062</b>	<b>2,143</b>	*	*	<b>2,107</b>	<b>2,142</b>
- Light Duty	328	363	*	*	368	350
- Medium Duty	1,045	1,012	*	*	965	905
- Heavy Duty	586	639	*	*	652	744
- Other Vehicles	103	129	*	*	122	143
- Department of Correction	<b>484</b>	<b>493</b>	*	*	<b>501</b>	<b>467</b>
- Light Duty	156	157	*	*	160	152
- Medium Duty	123	129	*	*	132	127
- Heavy Duty	183	185	*	*	187	177
- Other Vehicles	22	22	*	*	22	11
- Department of Education	<b>309</b>	<b>336</b>	*	*	<b>317</b>	<b>308</b>
- Light Duty	175	196	*	*	187	183
- Medium Duty	112	118	*	*	108	103
- Heavy Duty	22	22	*	*	22	22
- Other Vehicles	0	0	*	*	0	0

<sup>1</sup>Collisions in City vehicles do not include NYPD collisions.

\*Indicator is not subject to targeting in the MMR.

"NA" means Not Available in this report.

# VEHICLE FLEETS AND MAINTENANCE

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## DEFINITIONS

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Alternative fuel vehicles: The total number of City vehicles that are using alternative fuel.

Alternative fuel vehicles in City fleet (%): The percentage of vehicles in the City managed fleet that is using alternative fuel. This calculation does not include all vehicles in the "Other" subgroup.

Automotive repair personnel: The number of City personnel assigned to repair and maintain City fleet for the period.

Average age of fleet (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).

Citywide fleet size: The total number of City funded and non-city funded vehicles in the City managed fleet at the end of the period, and the subtotals by vehicle size and type.

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

Collisions in City vehicles: The number of collisions in the period as reported by the office of the NYC Chief Fleet Management Officer.

Daily fleet in-service targets achieved (%): The percentage of days the target for vehicle in-service rate was met.

Electric chargers installed: The number of chargers installed for the City hybrid-electric powered vehicles.

Employees trained in defensive driving: The number of City employees trained centrally in defensive driving.

Fleet acquisition expenditures (capital) (\$000,000): The amount of capital funds spent to purchase City fleet during the period.

Fleet acquisition expenditures (expense) (\$000,000): The amount of expense funds spent on to purchase City fleet during the period.

Fleet fuel expenditures (\$000,000): The amount of expense funds spent on fuel for City fleet during the period.

Fleet repair expenditures (\$000,000): The amount of expense funds spent on repair and maintenance of City fleet during the period.

Fleet support personnel: The number of City personnel assigned to administer and support City fleet operations for the period.

Purchased vehicles compliant with Local Law 38 (%): The percentage of light and medium-duty vehicles purchased for the City through DCAS during the period that are certified with the highest ratings defined by California Low-Emission Vehicle (LEV) II standards. The four highest ratings are zero emission vehicles (ZEV), transitional zero emission vehicles (TZEV), 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.

Revenue from recoverable affirmative claims: The amount of money recovered following collisions in City vehicles.

Vehicle fuel and Biodiesel fuel used (gallons): The volume of fuel used by City fleet in the period (Biodiesel fuel is included in Vehicle fuel).

Vehicle in-service rate (%): The percentage of the City or agency fleet in full service for the period.

Vehicles purchased: The number of City fleet vehicles acquired in the period.

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# VEHICLE FLEETS AND MAINTENANCE

## LIST OF AGENCIES IN THE CITYWIDE FLEET

### City Managed Fleet

Department of Citywide Administrative Services\*  
Department of Environmental Protection  
Department of Correction  
Department of Parks and Recreation  
Department of Health and Mental Hygiene

New York City Fire Department  
New York City Police Department  
Department of Transportation  
Department of Sanitation  
Department of Education

\*\*Department of Citywide Administrative Services" includes fleet for the following agencies and offices:

Administration of Children's Services	Department of Youth and Community Development
Board of Elections	Financial Information Services Agency
Bronx Borough President	GrowNYC (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 Finance	Office of the Comptroller
Department of Homeless Services	Office of the Public Advocate
Department of Housing Preservation and Development	Queens Borough President
Department of Information Technology and Telecommunications	Sheriff's Office
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	

# BUDGETARY UNITS OF APPROPRIATION

## Fiscal 2015

### 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
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### 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
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### Queens Borough Public Library [039]

001	Lump Sum
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# 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
406	Charter Schools - 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

## City University of New York [042]

001	Community College - OTPS
002	Community College - PS
003	Hunter Schools - OTPS
004	Hunter Schools - PS
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

# BUDGETARY UNITS OF APPROPRIATION

300 School Safety - OTPS  
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 Program Services - PS  
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
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 - PS
106	Office of Chief Medical Examiner
107	Health Care Access and Improvement - PS
108	Mental Hygiene Management Services – PS
109	Epidemiology - 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
119	Epidemiology - OTPS
120	Mental Health Services - OTPS
121	Mental Retardation and Developmental Disability - OTPS
122	Chemical Dependency and Health Promotion - OTPS

## Health and Hospitals Corporation [819]

# BUDGETARY UNITS OF APPROPRIATION

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	Human Capital
002	Human Capital - 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	Asset Management – Public Facilities
390	Asset Management – Public Facilities - OTPS
400	Office of Citywide Purchasing
490	Office of Citywide Purchasing - OTPS
500	Division of Real Estate Services
600	External Publications and Retailing
690	External Publications and Retailing – OTPS
700	Energy Management
790	Energy Management – OTPS
800	Citywide Fleet Services
890	Citywide Fleet Services - 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