

## Public Safety and Legal Affairs Highlights

Critical Indicator Performance	Fiscal 2003	Fiscal 2007	Fiscal 2011	Fiscal 2012	One Year Change	Long Term Trend
<i>Major felony crime</i>	147,669	123,136	105,496	109,299	●	●
<i>Murder and non-negligent manslaughter</i>	599	557	526	474	●	●
<i>Forcible rape</i>	1,431	944	1,138	1,098	●	●
<i>Robbery</i>	26,979	22,324	19,495	20,291	●	●
<i>Felonious assault</i>	19,689	17,047	17,743	18,762	●	●
<i>Burglary</i>	29,447	21,968	18,423	19,162	●	●
<i>Grand larceny</i>	44,813	45,818	38,193	40,642	●	●
<i>Grand larceny auto</i>	24,711	14,478	9,647	8,870	●	●
<i>Major felony crime in transit system</i>	3,437	2,554	2,321	2,741	●	●
<i>Average response time to all crimes in progress (minutes)</i>	7.5	6.9	8.4	9.1	●	●
<i>Average response time to structural fires (min:sec)</i>	4:16	4:29	4:03	4:01	●	●
<i>Average response time for life threatening medical emergencies by ambulance units (min:sec)</i>	6:55	6:36	7:00	6:25	●	●
<i>Civilian fire fatalities</i>	109	92	69	70	●	●
<i>School safety incidents</i>	14,880	14,486	9,009	9,472	●	●
<i>Seven major felonies in schools</i>	1,214	1,164	801	812	●	●
<i>Traffic fatalities</i>	366	310	236	291	●	●
<i>Overall traffic crashes</i>	NA	175,804	179,112	176,482	●	NA

<i>Counterterrorism training (hours)</i>	137,616	286,685	289,608	410,788	●	●
<i>Complaints of police misconduct</i>	5,091	7,662	6,259	5,724	●	●
<i>Medallion taxi safety and emissions – initial inspection failure rate</i>	43.8%	47.6%	38.4%	33.5%	●	●
<i>Average time from Environmental Control Board hearing assignment to decision (days)</i>	NA	90	20	8	●	NA
<i>Average time for the Office of Administrative Trials &amp; Hearings to issue decisions after records closed (business days)</i>	23.5	23.2	12.8	13.4	●	●

### Quality of Life Highlights

<b>Critical Indicator Performance</b>	<b>Fiscal 2003</b>	<b>Fiscal 2007</b>	<b>Fiscal 2011</b>	<b>Fiscal 2012</b>	<b>One Year Change</b>	<b>Long Term Trend</b>
<i>Streets rated acceptably clean</i>	85.4%	94.3%	94.5%	95.5%	●	●
<i>Parks rated acceptable for overall condition</i>	87%	84%	84%	82%	●	●
<i>Parks rated acceptable for cleanliness</i>	91%	91%	88%	88%	●	●
<i>Total recreation center attendance (000)</i>	2,774	2,624	3,163	3,098	●	●
<i>Total library attendance (000)</i>	38,475	40,880	42,845	42,916	●	●
<i>Average time to close emergency complaints in non-public housing (days)</i>	NA	14.7	12.3	10.3	●	NA
<i>Average time to resolve elevator outages in public housing (hours)</i>	4.7	10.2	5.2	3.8	●	●
<i>Restaurants inspected</i>	87.2%	80.1%	99.8%	99.4%	●	●
<i>Average days to close noise complaints (DEP)</i>	NA	18.7	9.9	9.1	●	NA
<i>Individual landmarks and historic districts</i>	17	28	40	36	●	●

<i>designated</i>						
<i>Staten Island Ferry trips that are on time</i>	98.1%	91.7%	90.9%	88.9%	●	●
<i>Average time to close a pothole work order where repair was done (days)</i>	NA	2.1	10.8	2.3	●	NA

### Health & Human Services Highlights

Critical Indicator Performance	Fiscal 2003	Fiscal 2007	Fiscal 2011	Fiscal 2012	One Year Change	Long Term Trend
<i>Infant mortality per 1,000 live births (CY)</i>	6.0	5.9	4.9	4.7	●	●
<i>HHC Prenatal patients retained in care through delivery</i>	83.1%	87.2%	86.4%	85.8%	●	●
<i>HHC emergency room revisits for asthma (CY) -</i>						
<i>Adult asthma patients</i>	7.1%	6.8%	5.1%	5.4%	●	●
<i>Pediatric asthma patients</i>	3.9%	4.2%	2.7%	3.7%	●	●
<i>Children in the public schools who have completed required immunizations</i>	96.0%	98.4%	98.8%	99.1%	●	●
<i>New lead poisoning cases – children aged 6 months to 6 years</i>	3,742	2,146	1,319	1,042	●	●
<i>New adult AIDS cases diagnosed (CY)</i>	4,164	3,695	2,483	2,129	●	●
<i>New tuberculosis cases reported and confirmed (CY)</i>	1,084	953	711	689	●	●
<i>Deaths from unintentional drug overdose (CY)</i>	905	979	516	NA	NA	NA
<i>Percent of adults who smoke (CY)</i>	21.5%	17.5%	14.0%	14.8%	●	●
<i>Public health insurance (Medicaid-only enrollees) (000)</i>	1,360.1	1,795.6	2,150.9	2,241.6	●	●

<i>Average time spent by patient for an HHC primary care visit (minutes) - Adult medicine</i>	NA	68	61	75	●	NA
<i>Average time spent by patient for an HHC primary care visit (minutes) - Women's health</i>	NA	63	61	75	●	NA
<i>Average time spent by patient for an HHC primary care visit (minutes) - Pediatric medicine</i>	NA	63	60	59	●	NA
<i>Cash assistance – number of recipients placed in employment (000)</i>	84.6	74.9	78.7	89.5	●	●
<i>Cash assistance cases who retained employment income 180 days after being placed in a job</i>	NA	80.5%	80.0%	80.8%	●	●
<i>Persons receiving nutritional assistance (000)</i>	871.3	1,095.0	1,830.9	1,834.2	●	●
<i>Domestic violence emergency beds</i>	1,832	2,081	2,228	2,228	●	●
<i>Child support collected (millions)</i>	\$487.7	\$601.9	\$718.3	\$748.8	●	●
<i>Repeat Child Abuse within one year</i>	9.3%	14.6%	17.0%	16.2%	●	●
<b>Critical Indicator Performance</b>	<b>Fiscal 2003</b>	<b>Fiscal 2007</b>	<b>Fiscal 2011</b>	<b>Fiscal 2012</b>	<b>One Year Change</b>	<b>Long Term Trend</b>
<i>Abuse/neglect reports responded to within 24 hours of receipt from the State</i>	96.2%	96.0%	93.5%	92.1%	●	●
<i>Average child protective specialist caseload</i>	11.2	14.9	9.4	8.7	●	●
<i>Number of children in foster care (average)</i>	25,636	16,854	14,843	14,013	●	●
<i>Abuse/neglect reports for children in foster care and child care</i>	1,615	1,688	2,416	2,223	●	●

<i>Children who re-enter foster care within a year of discharge to family</i>	9.3%	11.4%	11.2%	10.4%	●	●
<i>Children entering foster care who are placed with relatives</i>	18.9%	28.1%	27.0%	27.1%	●	●
<i>Children eligible for adoption who are adopted</i>	66.6%	61.0%	69.9%	77.3%	●	●
<i>Average time to complete adoption (years)</i>	3.6	3.4	3.0	3.1	●	●
<i>Unsheltered individuals estimated to be living on the streets, in parks, under highways, on subways, and in public transportation stations in NYC</i>	NA	3,755	2,648	3,262	●	NA
<i>Average number of families with children in shelters per day</i>	8,963	7,392	8,165	8,445	●	●
<i>Average number of single adults in shelters per day</i>	7,953	7,260	8,387	8,622	●	●
<i>Average daily attendance at senior centers</i>	28,856	28,038	25,107	25,337	●	●

### Education Highlights

Critical Indicator Performance	Fiscal 2003	Fiscal 2007	Fiscal 2011	Fiscal 2012	One Year Change	Long Term Trend
<i>Students in grades 3-8 meeting or exceeding standards in -</i>						
<i>English language arts</i>	41.0%	50.8%	43.9%	46.9%	●	●
<i>Math</i>	41.9%	65.1%	57.3%	60.0%	●	●
<i>Students in grades 1-9 promoted</i>	95.4%	96.6%	93.7%	94.6%	●	●
<i>Students in high school graduating class with a 65 – 100 passing score on the Regents Exam in -</i>						

<i>English</i>	59.7%	79.5%	89.8%	NA	NA	NA
<i>Math</i>	53.1%	77.8%	84.6%	NA	NA	NA
<i>U. S. history and government</i>	58.8%	77.4%	86.4%	NA	NA	NA
<i>Global history</i>	64.8%	68.7%	82.6%	NA	NA	NA
<i>Science</i>	58.3%	72.8%	86.6%	NA	NA	NA
<i>Percent of all students in cohort graduating from high school in 4 years (NYSED)</i>	53.4%	52.8%	60.9%	NA	NA	NA
<i>Percent of students with disabilities in cohort graduating from high school in 4 years (NYSED)</i>	8.8%	18.3%	27.2%	NA	NA	NA
<i>Schools that exceed capacity -</i>						
<i>Elementary schools</i>	38.9%	27.0%	32.0%	NA	NA	NA
<i>Middle schools</i>	35.9%	13.0%	12.0%	NA	NA	NA
<i>High schools</i>	59.7%	38.0%	37.0%	NA	NA	NA
<i>Average class size (end of October) -</i>						
<i>Kindergarten</i>	20.8	20.7	22.1	22.8	●	●
<i>Grade 1</i>	21.8	21.3	22.9	23.9	●	●
<i>Grade 2</i>	21.9	21.1	23.2	24.2	●	●
<i>Grade 3</i>	22.4	21.3	23.7	24.5	●	●
<i>Grade 4</i>	25.5	23.9	25.0	25.3	●	●
<i>Grade 5</i>	27.0	25.0	25.4	25.8	●	●
<i>Grade 6</i>	27.6	26.0	26.2	27.0	●	●
<i>Grade 7</i>	28.2	27.2	27.1	27.2	●	●
<i>Grade 8</i>	27.9	27.2	27.3	27.4	●	●

<i>Adult literacy programs meeting improvement standards</i>	41%	54%	55%	56%	●	●
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### Infrastructure & Sustainability Highlights

Critical Indicator Performance	Fiscal 2003	Fiscal 2007	Fiscal 2011	Fiscal 2012	One Year Change	Long Term Trend
<i>Street maintained with a pavement rating of good</i>	79.8%	70.3%	72.3%	73.4%	●	●
<i>Bridges rated good or very good</i>	39.3%	41.7%	40.7%	41.2%	●	●
<i>Catch basin backup resolution time (days)</i>	3.9	6.4	5.1	5.1	●	●
<i>Sewer backup resolution time (hours)</i>	4.2	6.3	5.5	5.6	●	●
<i>Water main breaks</i>	593	581	481	370	●	●
<i>Average time to restore water to customers after confirmed break (hours)</i>	NA	NA	5.4	4.8	●	NA
<i>Projects and proposals completed and presented to the public by the City Planning Commission</i>	20	33	32	43	●	●
<i>Waste diverted from landfills – curbside/containerized recycling diversion rate</i>	11.5%	16.5%	15.4%	15.1%	●	●
<i>Total energy purchased by City (trillion BTUs)</i>	28.3	28.1	29.2	24.3	●	●

### Economic Highlights

Critical Indicator Performance	Fiscal 2003	Fiscal 2007	Fiscal 2011	Fiscal 2012	One Year Change	Long Term Trend
<i>Visitors to New York City (CY 02, 06, 10, 11) (000)</i>	35,300	44,000	48,700	50,900	●	●

<i>City tax revenues generated in connection with closed NYC Industrial Development agency contracts (millions)</i>	NA	\$2,207.0	\$230.5	\$304.9	●	NA
<i>Newly certified businesses in Minority and Women-owned Business Enterprise program</i>	223	452	549	1,022	●	●
<i>Workforce 1 job placements</i>	NA	17,218	32,854	30,900	●	NA
<i>License Law compliance rate</i>	NA	87%	92%	90%	●	NA
<i>Construction jobs filed with the Department of Buildings -</i>						
<i>New buildings</i>	6,433	6,929	1,726	1,787	●	●
<i>Alteration I (major renovation)</i>	7,026	7,465	4,127	4,329	●	●
<i>Alterations II and III (minor renovation)</i>	46,350	59,436	59,505	62,795	●	●
<i>Median processing time for consumer complaints (days)</i>	NA	90	15	17	●	NA
<i>Department of Consumer Affairs' fines collected within 45 days of assessment</i>	NA	79%	84%	82%	●	NA
<i>Affordable housing starts financed or assisted under the New Housing Marketplace Plan (units)</i>	NA	18,465	15,735	16,501	●	NA
<i>Affordable housing completions financed or assisted under the New Housing Marketplace Plan (units)</i>	NA	15,550	14,106	12,288	●	NA
<i>New York City unemployment rate</i>	8.3%	4.8%	8.9%	9.4%	●	●

### Administrative Services Highlights

<b>Critical Indicator Performance</b>	<b>Fiscal 2003</b>	<b>Fiscal 2007</b>	<b>Fiscal 2011</b>	<b>Fiscal 2012</b>	<b>One Year Change</b>	<b>Long Term Trend</b>
<i>311 Calls (000)</i>	1,204.3	14,314.7	21,730.0	18,957.5	●	●

<i>311 Online site visits (000)</i>	NA	NA	1,328.8	2,117.1	●	NA
<i>NYC.gov unique visitors (avg. monthly) (000)</i>	NA	NA	2,350.8	2,780.7	●	NA
<i>Average time to resolve all service desk incidents (DoITT) (days)</i>	NA	NA	1.4	1.5	●	NA
<i>Average time to resolve all cable complaints (days)</i>	NA	15	12	12	●	NA
<i>Civil service exams administered on schedule (%)</i>	93.3%	87.5%	100%	100%	●	●
<i>Average time to process a City purchase order (DCAS) (days)</i>	NA	3.2	1.4	1.1	●	NA
<i>Average days to receive a medallion driver's license from initial application</i>	NA	56.6	55.2	50.9	●	NA
<i>Average days to receive a for-hire vehicle driver's license from initial application</i>	NA	21.0	16.5	21.5	●	NA
<i>Average time to issue a property tax refund (days)</i>	35	30	22	26	●	●
<i>Average wait time to see a cashier at Department of Finance payment centers (minutes)</i>	NA	5.9	8.7	7.9	●	NA
<i>Average turnaround time for in-person parking ticket hearings (minutes)</i>	40	24	23	18	●	●