

DEPARTMENT OF FINANCE

Indicator name:	Percent of City debt resolved
Description:	The amount of debt owed to the City that was resolved for the year (either through collection, adjustment or write-off) divided by the total amount of debt outstanding for the year - that is, everything that is owed to the City as reported at the beginning of the fiscal year plus new debt accrued during the 12 months.
Source:	Collections Division.
Indicator name:	Percent of property taxes billed that are paid
Description:	The percent of property taxes that Finance bills New York City property owners that was paid by the end of the tax period. This is the inverse of the property tax delinquency rate.
Source:	Tax Policy Division.
Indicator name:	- Percent paid on time
Description:	The percent of property taxes that Finance bills New York City property owners, net of exemptions and reductions, that are paid within one month of the due date.
Source:	Tax Policy Division.
Indicator name:	Property assessments reduced by the Tax Commission (%) (calendar year)
Description:	Percentage of property assessments appealed and granted a reduction by the NYC Tax Commission.
Source:	The NYC Tax Commission's annual report, based on calendar year.
Indicator name:	Audits closed within 1 year (%)
Description:	The percent of audits of bank, corporate, commercial rent, general corporation, hotel, unincorporated business, utility, sales and personal income tax returns decided and closed within one year, measured from the date the case is initiated to the closing date.
Source:	Audit Division.
Indicator name:	Average turnaround time for audits (days)
Description:	The average number of days it takes Finance to complete an audit of bank, corporate, commercial rent, general corporation, hotel, unincorporated business, utility, sales and personal income tax returns, measured from the date the case is initiated to the closing date.
Source:	Audit Division.
Indicator name:	Average amount collected from a closed audit (\$000)
Description:	Average revenue collected per closed audit of bank, corporate, commercial rent, general corporation, hotel, unincorporated business, utility, sales and personal income tax returns.
Source:	Audit Division.

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Indicator name:	Percent increase in tax liability as a result of audits
Description:	For audits completed during the fiscal year, the additional tax revenue identified in audits of tax returns divided by the original tax liability filed by taxpayers in the same returns.
Source:	Audit Division.
Indicator name:	Percent of tax conciliation cases decided within 6 months
Description:	The percent of business, real property transfer, and commercial motor vehicle tax conciliation cases decided and closed within 6 months calculated from the receipt of conciliation requests to the issuance of decisions.
Source:	Conciliations Unit.
Indicator name:	Number of properties receiving 90-day lien sale notice
Description:	The total number of properties that received a 90-day lien sale notice. The Department issues a lien when outstanding amounts have been delinquent for a legally specified period of time. A lien is a legal claim against real property for unpaid property taxes, water, sewer or other property charges, as well as the interest due on these taxes and charges.
Source:	Collections Division.
Indicator name:	Percent of originally noticed properties sold in lien sale
Description:	The number of liens sold in a lien sale after receiving a 90 day notice as a percent of the total number of liens issued. The 90-day period is related to the length of time allowed to make arrangements to pay off the lien.
Source:	Collections Division.
Indicator name:	Percent of parking tickets issued that are paid within 90 days
Description:	The number of parking tickets that are paid within 90 days. The 90-day period is related to the length of time allowed to contest a parking ticket and appeal a hearing decision.
Source:	STARS system/Information Technology Division.
Indicator name:	Percent of parking tickets issued that are dismissed within 90 days
Description:	The number of parking tickets that are dismissed at a hearing within 90 days of issuance as a percentage of the total number of parking tickets issued. The 90-day period is related to the length of time allowed to contest a parking ticket and appeal a hearing decision.
Source:	STARS system/Information Technology Division.
Indicator name:	Percent of parking ticket appeals granted a reversal
Description:	The percentage of appeals filed that result in the hearing decision being reversed, measured by the number of reversals divided by the total number of appeals received.
Source:	Adjudication Division.

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Indicator name:	Parking summonses received (000)
Description:	The total number of parking summonses and red light camera violations issued by City agencies that Finance received for processing.
Source:	Tax Policy Division.
Indicator name:	Parking summonses paid online (%)
Description:	Total number of parking summons payments made through the Internet, by phone and at self-service kiosks, as a percent of the total number of paid parking violation summonses.
Source:	Tax Policy Division.
Indicator name:	Average time to issue refunds for parking tickets, appeals and towing charges (days)
Description:	For manually processed refunds, the average number of days it takes to issue a refund from the time the appeal is upheld or application is made to the time the check is mailed.
Source:	Refunds and Adjustments Unit.
Indicator name:	Average wait time to see a cashier at payment centers (minutes)
Description:	The average number of minutes a customer must wait to see a cashier at Finance's business centers.
Source:	Payment Operations' Q-matics system in the Business Centers.
Indicator name:	Average response time for mail and e-mail correspondence (days) - E-mail - Correspondence
Description:	Average number of days from receipt of correspondence until response is issued.
Source:	Correspondence Unit.
Indicator name:	Average time to issue a property tax refund (days)
Description:	The average number of days it takes Finance to issue a property tax refund, measured from when the application is received to the date the check is mailed.
Source:	Refunds & Adjustments Unit.
Indicator name:	Average time to issue a business tax refund (days)
Description:	The average number of days it takes Finance to issue a refund for business taxes, measured from the postmark date of the tax return or refund claim to the date the check is mailed to the customer.
Source:	Payment Operations.

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Indicator name:	Average turnaround time for in-person parking ticket hearings (minutes)
Description:	Average number of minutes from the time a motorist (non-commercial vehicle driver) receives a Q-matic ticket to the completion of the hearing by an Administrative Law Judge, or the completion of a settlement conference by a clerk for those eligible motorists who opt to participate in the Reduced Fine Program.
Source:	Q-matics system and manual records maintained by Administrative Law Judges in the Business Centers.
Indicator name:	Average time to issue decision for a parking ticket hearing by-mail/web (days)
Description:	Average number of days from receipt of request for a hearing until decision is issued by an Administrative Law Judge; the time to process settlement offers for those eligible motorists who opt to participate in the Reduced Fine Program is included in the calculation.
Source:	Adjudication Division.
Indicator name:	Average time to issue decision for parking ticket appeals (days)
Description:	Average number of days from receipt of appeal to issuance of decision.
Source:	Adjudication Division.
Indicator name:	Average time to record and index property documents (days) - Citywide
Description:	Average number of days from receipt of property records to completion of the entry process, measured from the date the document is submitted to Finance. Excludes Staten Island property documents, which are recorded at the Richmond County Clerk's office.
Source:	Automated City Register Information System (ACRIS)/Information Technology Division.
Indicator name:	Payment method (%)
	→ Cash
	→ Check/money order
	→ Credit card
	→ Electronic (ACH/EFT)
Description:	Of the total number of payments made to the Department during a given fiscal year, the percent made using cash, check/money order, credit card, or electronically via Electric Funds Transfer (EFT) and Automated Clearing House (ACH) debit as the method of payment.
Source:	NYCServ Group/Finance Information Technology Division. Parking Lock Box/Payment Operations Division.