

# NEW YORK CITY HOUSING AUTHORITY

Indicator name:	Number of apartments (000)
Description:	Number of apartments in public housing developments
Source:	Research & Management Analysis
Indicator name:	Occupancy rate (%)
Description:	The percentage of all available New York City Housing Authority public housing units that are occupied.
Source:	Research and Management Analysis
Indicator name:	Average turnaround days for vacant apartments
Description:	The average time a NYCHA public housing apartment is vacant.
Source:	Research and Management Analysis
Indicator name:	Average time to prepare vacant apartments (days)
Description:	The average time it takes NYCHA staff to complete repairs and routine maintenance in order for an apartment to be ready for occupancy.
Source:	Research & Management Analysis
Indicator name:	Public housing apartments that are occupied or available for occupation
Description:	The number of occupied and available vacant apartments in public housing developments
Source:	Research and Management Analysis
Indicator name:	Rent Collection (%)
Description:	Percent of revenue collected from residential and commercial tenants of the amount billed.
Source:	Finance
Indicator name:	Management cost per dwelling unit (\$)
Description:	The average dollar amount NYCHA spends to manage an apartment each month. Calculated as a “fully loaded” cost including salaries, utilities, equipment, contracts, debt service and miscellaneous expenses.
Source:	Finance
Indicator name:	Section 8 Occupied Units (Certificates and Vouchers)
Description:	The number of households in the Section 8 program.
Source:	Leased Housing
Indicator name:	Working families residing in public housing (cumulative) (%)
Description:	The percent of working families residing in public housing.
Source:	TDS Move-in file: Research Department.
Indicator name:	Applicants placed in public housing
Description:	The number of applicants placed in conventional public housing.
Source:	Research and Management Analysis
Indicator name:	– Working families placed in public housing (%)
Description:	The percent of applicants placed in public housing during the reporting period who were classified as working families.
Source:	Research and Management Analysis

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Indicator name:	- Disabled persons placed in public housing (%)
Description:	The percent of applicants placed in public housing during the reporting period who were classified as disabled.
Source:	Research and Management Analysis
Indicator name:	Families on Section 8 waiting list (000)
Description:	The number of families on the waiting list to receive a Section 8 voucher (federal rent assistance).
Source:	Research and Management Analysis
Indicator name:	Utilization rate for Section 8 vouchers (%)
Description:	The percent of Section 8 vouchers allotted to NYCHA from HUD that are used by families to rent housing in the private market.
Source:	Research and Management Analysis
Indicator name:	Applicants placed through Section 8 vouchers
Description:	The number of applicants who received Section 8 vouchers during the reporting period.
Source:	Research and Management Analysis
Indicator name:	Percentage of Active Capital Projects in Construction Phase on Schedule
Description:	Percent of all active capital projects in the construction phase that are on schedule.
Source:	Research & Management Analysis
Indicator name:	Percentage of Active Capital Projects on Schedule
Description:	Percent of all active Capital projects that are on schedule.
Source:	Research & Management Analysis
Indicator name:	Average time to resolve nonemergency service requests (days)
Description:	The average number of days to resolve service requests that are not emergency or elevator service requests.
Source:	Information Technology
Indicator name:	Average time to resolve emergency service requests (hours)
Description:	The average number of hours to resolve heat, hot water and electrical emergency service requests.
Source:	Information Technology
Indicator name:	Average time to resolve heat service requests (hours)
Description:	Average number of hours to complete emergency and non-emergency non-heat service requests.
Source:	Research and Management Analysis
Indicator name:	Average time to resolve elevator service requests (hours)
Description:	The average number of hours to resolve reported emergency and non-emergency elevator outages.
Source:	Research & Management Analysis

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Indicator name:	Elevator service uptime (%)
Description:	The percentage of time that elevators are in service.
Source:	Elevator Division
Indicator name:	Annual HUD Assessment Rating
Description:	The composite score of a HUD rating of public housing programs which assesses performance in four major operational areas: physical, financial, management, and resident satisfaction.
Source:	US HUD
Indicator name:	Major Felony Crimes in public housing developments
Description:	Total of seven major felony crimes (murder and non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, larceny, and grand larceny auto) occurring on New York City Housing Authority property, including buildings, grounds and facilities.
Source:	NYPD
Indicator name:	Utilization of community centers (ages 6-12) (%)
Description:	Number of youth ages 6-12 attending NYCHA community center programs, divided by the number of youth this age that the community center can accommodate (based on DOH mandate of staff to youth ratio of 1:10).
Source:	Community Operations
Indicator name:	Average daily attendance in community centers ages 6-12
Description:	Average number of youth ages 6-12 attending NYCHA community center programs each day.
Source:	Research and Management Analysis
Indicator name:	Utilization of community centers (ages 13-19) (%)
Description:	Number of participants age 13-19 attending NYCHA community center programs, divided by the number of participants in this age group that the center can accommodate (based on staff to participant ratio of 1:10).
Source:	Community Operations
Indicator name:	Average daily attendance in community centers ages 13-19
Description:	Average number of participants ages 13-19 attending NYCHA community center programs each day.
Source:	Research and Management Analysis
Indicator name:	Utilization of senior centers (%)
Description:	Number of seniors who utilize NYCHA's senior centers, divided by the number of participants that the center can accommodate (based on staff to participant ratio of 1:15).
Source:	Community Operations
Indicator name:	Initial social service tenant contacts conducted within five days of referral (%)
Description:	Initial social service tenant contacts conducted within five days of social services referral.
Source:	Social Services

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Indicator name:	Residents approved for the Emergency Transfer Program
Description:	Number of Emergency Transfer Program cases approved for transfer.
Source:	Social Services
Indicator name:	Emergency Transfer Program Disposition Time
Description:	Average number of days to disposition Emergency Transfer Program cases.
Source:	Research & Management Analysis
Indicator name:	Referrals to supportive services rendered to senior residents
Description:	The number of referrals to supportive social services for senior residents during the reporting period.
Source:	Social Services
Indicator name:	Job training programs - ratio of job placements to program graduates (current period)
Description:	The ratio of NYCHA residents who completed NYCHA sponsored job training programs and the number of trainees who found jobs.
Source:	Resident Employment Services
Indicator name:	Residents job placements
Description:	The number of NYCHA residents placed in jobs who receive assistance from the Department of Resident Employment Services and Human Resources.
Source:	Resident Employment Services & Human Resources
Indicator name:	Youth placed in jobs through youth employment programs
Description:	Number of youth placed in summer jobs in NYCHA developments through the summer seasonal employment program and the Summer Youth Employment Program.
Source:	Human Resources
Indicator name:	Average outages per elevator per month
Description:	The average number of outages per elevator car per month. Data excludes outages due to preventive maintenance, shut downs due to inspections and rehab work, and running with a problem outages.
Source:	RISE (Repair and Information System for Elevators)
Indicator name:	Percent of elevator outages due to vandalism
Description:	Total Outages due to vandalism as a percent of total outages. Data excludes outages due to preventive maintenance, shut downs due to inspections and rehab work, and running with a problem outages.
Source:	RISE (Repair and Information System for Elevators)
Indicator name:	Number of alleged elevator injuries reported to DOB
Description:	The number of any alleged elevator accidents that are reported to the Department of Buildings where person(s) are injured and seek medical attention.
Source:	Elevator Division

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Indicator name: Number of elevator-related fatalities  
Description: The number of elevator accidents that is reported to the Department of Buildings which results in a fatality that may or may not have been caused by an elevator malfunction.  
Source: Elevator Division

