Indicator name: Applications received for open competitive civil service exams
Description: The number of applications received by the Division of Citywide Personnel Services for open competitive civil service examinations.
Source: Mainframe computer system (APPS), maintained by the Bureau of Examination, within the Division of Citywide Personnel Services.

Indicator name: New hires
- White (%)
- Black (%)
- Hispanic (%)
- Asian (%)
- Native American (%)
- Unspecified (%)
- Male (%)
- Female (%)

Description: The number of newly hired people who identified themselves divided by all new hires in the Mayoral agencies. Does not include Department of Education.
Source: Citywide Equal Employment Database System (CEEDS).

Indicator name: Exams administered on schedule (%)
Description: The percentage of examinations that are administered on the scheduled date.
Source: Mainframe computer system, maintained by the Bureau of Examination, within the Division of Citywide Personnel Services.

Indicator name: Median time from exam administration to list establishment (days)
Description: The median number of days elapsed from the date the civil service exam was given to the point when the eligible list of candidates is made public. The fiscal year figure is the annual average of the median number of days reported each month.
Source: Division of Citywide Personnel Services.

Indicator name: Average rating for professional development sessions (%)
Description: The average rating for professional development training sessions based on post-session surveys filled out by training participants, City employees that receive services at the Citywide Training Center.
Source: Division of Citywide Personnel Services.

Indicator name: City employees attending training sessions
Description: The number of City employees attending training sessions at the Citywide Training Center.
Source: Division of Citywide Personnel Services.

Indicator name: Average building cleanliness and condition rating for DCAS-managed office buildings (%)
Description: The average cleanliness and condition rating of DCAS-managed office buildings. The ratings are based on a survey received from DCAS tenants in more than 20 office buildings. Each score is weighted by the square footage of the building the tenant is rating. The overall score tenants gave to their building is worth 20 percent of the total score and all other questions are worth 80 percent.
Source: Division of Facilities Management and Construction.

Indicator name: CORE customer experience rating of facilities (0-100)
Description: Customers Observing and Reporting Experiences (CORE) score from 0 to 100 based on the average rating of 24 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g. wait time, professionalism), for all DCAS walk-in facilities inspected, divided by the number of DCAS walk-in facilities inspected. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations.

Indicator name: Average time to complete in-house trade shop work orders (days)
Description: The average time in days for DCAS staff to complete in-house trade shop work orders starting from the time the work is requested.
Source: Division of Facilities Management and Construction.

Indicator name: In-house trade shop work orders completed within 30 days (%)
Description: The percentage of in-house work orders received by the DCAS trade shops that are completed within 30 days of the request for work.
Source: Internal Division of Facilities Management and Construction database.

Indicator name: Average square feet of office space per employee
Description: The average rentable square feet of office space per City employee calculated using total square feet of City-owned and leased space occupied by Mayoral agencies versus agencies' headcount. Excludes Police Department spaces due to its unique use of space for 24-hour/7 day operations.
Source: Division of Real Estate Services.

Indicator name: Vacant desks (%)
Description: Percentage of underutilized space calculated using the number of vacant or unassigned desks versus the overall number of desks occupied by Mayoral agencies. Excludes Police Department spaces due to its unique use of space for 24-hour/7 day operations.
Source: Division of Real Estate Services.

Indicator name: Lease revenue generated ($000)
Description: Total revenue, in thousands of dollars, generated from the lease of City-owned properties.
Source: IPIS, a mainframe computer system maintained by the Division of Real Estate Services.

Indicator name: Revenue generated from the sale of surplus goods ($000)
Description: Total revenue, in thousands of dollars, generated from the sale of the City's surplus goods.
Source: Budget.

Indicator name: - Revenue generated from auto auctions ($000)
Description: Total revenue, in thousands of dollars, generated from the vehicle surplus (auto auction) sales. Auto auction revenue is a component of 'Revenue generated from the sale of surplus goods' above.
Source: Citywide Fleet Management.

Indicator name: Real estate auction bids received ($000)
Description: The amount, in thousands of dollars, of bids received from the sale of City-owned property to the private sector at property auctions.
Source: IPIS, a mainframe computer system maintained by the Division of Real Estate Services.

Indicator name: Average number of bidders per bid
Description: The total bids tabulated divided by the total number of bid openings, excluding bids for surplus goods sold by the Department.
Source: Commodity Line Item Purchasing System, a mainframe computer system maintained by the Division of Municipal Supply Services.

Indicator name: Average time to process a purchase order (days)
Description: The average number of days from the date a purchase order is entered into the procurement system until the date the order is encumbered and sent to the vendor.
Source: Division of Municipal Supply Services.

Indicator name: Value of goods purchased ($000,000)
Description: The value, in millions of dollars, of purchase orders processed by DCAS on behalf of City agencies. Purchase orders are requests from City agencies to purchase goods through DCAS contracts.
Source: Division of Municipal Supply Services.

Indicator name: Value of Central Storehouse inventory ($000)
Description: The value, in thousands of dollars, of all items purchased and stored at the City's Central Storehouse.
Source: Division of Municipal Supply Services.

Indicator name: Estimated annual cost savings from energy retrofit/conservation projects ($000,000)
Description: The estimated annual energy cost savings, in millions of dollars, derived from energy retrofit/conservation projects completed by DCAS in accordance with Local Law 22 of 2008.
Source: Energy Conservation Database System.

Indicator name: Total energy purchased (British Thermal Units) (trillions)
Description: Total energy purchased as electricity, gas, or steam converted to British Thermal Units (BTUs).
Source: Bills paid by DCAS.

Indicator name: - Electricity purchased (kilowatt hours) (billions)
Description: Total electricity purchased in kilowatt hours (kWh).
Source: Bills paid by DCAS.

Indicator name: Estimated reduction in greenhouse gas emissions due to energy retrofit/conservation projects (metric tons)
Description: The estimated amount, in metric tons, of greenhouse gas emissions (CO2 equivalent) reduced through energy retrofit/conservation projects conducted by DCAS on behalf of the City. This measurement reports the reduction in building-related emissions, but not the reduction from fleet or wastewater treatment plant projects.
Source: Energy Conservation Database System.

Indicator name: Energy retrofit/conservation projects completed
Description: The number of energy retrofit, solar thermal and co-generation projects completed.
Source: DCAS Energy Management.

Indicator name: Energy Efficiency Reports completed
Description: The number of completed energy audits and Energy Efficiency Reports (EERs), comprised of energy audits and retro-commissioning reports. Energy audits are compliant energy efficiency assessments completed in municipal buildings.
Source: DCAS Energy Management.

Indicator name: Hybrid or alternative fuel vehicles in the citywide fleet (%)
Description: The percentage of the City's total fleet that is hybrid and/or runs on fuels other than traditional petroleum gasoline/diesel. Hybrid vehicles run primarily on electrical sources, using gasoline or diesel engines only when the battery is recharging or when the recharging capacity gets low. Alternative fuel vehicles operate on natural gas, liquefied petroleum gas, hydrogen, electricity, or any other fuel that is at least 85 percent, singly or in combination, methanol, ethanol, any other alcohol or ether.
Source: Division of Municipal Supply Services.

Indicator name: Vehicles with highest emission ratings purchased pursuant to Local Law 38 (%)
Description: The percentage of light-duty and medium duty vehicles purchased for the City through DCAS that are certified with the three 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.
Source: Vehicle Tracking System.

Indicator name: Fleet in-service rate citywide (%)
Description: The percentage of the total citywide fleet that is available for use each month.
Source: Daily Out of Service Report, Citywide Fleet Management.

Indicator name: Fleet downtime (DCAS-managed fleet only) (%)
Description: The percentage of the DCAS-managed fleet that is unavailable for use.
Source: Daily Out of Service Report, Citywide Fleet Management.

Indicator name: Collisions involving City vehicles
Description: Number of City-vehicle involved collision reports involving injury or property damage for the DCAS fleet. New York State MV-104 reports are required whenever a collision occurs involving death, or other personal injury, or property damage.
Source: Citywide Fleet Management.

Indicator name: Workplace injuries reported
Description: All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source: Office of the General Counsel, Citywide Occupational Safety and Health.

Indicator name: Accidents involving the public in DCAS-managed properties
Description: All accidents recorded by the Department's security vendor.
Source: Asset Management; Security.

Indicator name: Average cost of cleaning per square foot ($)
Description: The average cost of supplies, equipment, and personnel expenses per square foot of space cleaned, including both court and non-court public buildings.
Source: Budget.

Indicator name: Average cost of training per employee ($)
Description: The average cost of training per City employee trained during the reporting period. Calculated as a "fully loaded" cost including vendor payments, staff costs, and facility overhead.
Source: Vendor training costs are taken from an internal database maintained by the Division of Citywide Personnel Services and the Agency Chief Contracting Officer. DCAS personnel costs are taken from the City's Payroll Management System. Overhead costs are calculated based on information in the City's Financial Management System.

Indicator name: Completed customer requests for interpretation
Description The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source DCAS.

Indicator name: Letters responded to in 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: DCAS.

Indicator name: Emails responded to in 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: DCAS.

Indicator name: Average in-person wait time (minutes)
Description: The average time in minutes from the time a customer meets with a greeter or information desk representative until he or she is met by a customer service representative. Security/building entry wait times are not included unless a security guard plays a formal intake role.
Source: DCAS.