

DEPARTMENT OF CITY PLANNING

Indicator name:	Economic development and housing proposals completed and presented to the public
Description:	The number of proposals to promote sustainable mixed-use, mixed-income communities anchored by affordable housing in existing and emerging neighborhoods, and foster growth and development of the City's central and regional business districts, in the form of written reports, certified applications for zoning map or text amendments, website postings, and/or public presentations of recommended actions.
Source:	Records maintained by DCP's Planning Coordination Division.
Indicator name:	Neighborhood enhancement proposals completed and presented to the public
Description:	The number of proposals to preserve the character of existing neighborhoods, promote sustainability, resiliency and long-term affordability, or improve physical and social infrastructure, in the form of written reports, certified applications for zoning map or text amendments, website postings, and/or public presentations of recommended actions.
Source:	Records maintained by DCP's Planning Coordination Division.
Indicator name:	Land use applications referred
Description:	The number of land use applications certified as complete or referred for public review during the fiscal year. Land use applications are reviewed to ensure that they are complete and technically accurate.
Source:	Land Use Management Information System (LUMIS), a CityNet mainframe computer application maintained by DCP's Land Use Review Division.
Indicator name:	Environmental review applications completed
Description:	The number of environmental review applications completed. An environmental review identifies and analyzes potential impacts that the development proposal may trigger (CEQR process).
Source:	Environmental Assessment and Review.
Indicator name:	Land use applications referred
	Within 6 months (%)
	Within 6-12 months (%)
	Within 13 months or more (%)
Description:	The percent of land use applications certified as complete or referred for public review within 6 months, 6-12 months, and 13 months or more of receipt of receipt.
Source:	Land Use Management Information System (LUMIS), a CityNet mainframe computer application maintained by DCP's Land Use Review Division.
Indicator name:	Median time to refer land use applications (days)
Description:	Median number of days from receipt of a land use application to the time it is referred for public review.
Source:	Land Use Review.
Indicator name:	Environmental review applications completed
	Within 6 months (%)
	Within 6-12 months (%)
	Within 13 months or more (%)
Description:	The percent of environmental review applications completed (CEQR process) within 6 months, 6-12 months, and 13 months or more of receipt.
Source:	Environmental Assessment and Review.
Indicator name:	Median time to complete environmental review applications (days)
Description:	Median number of days from receipt of an environmental review application to its completion (CEQR process).
Source:	Environmental Assessment and Review.

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Indicator name:	Planning information and policy analysis initiatives presented to the public
Description:	The number of projects informing the public of significant trends in land use, housing, zoning, demographics, and procedures and/or policies, in the form of written reports, datasets, website postings, and/or public presentations.
Source:	Records maintained by DCP's Planning Coordination Division.
Indicator name:	Emails sent to an agency (through NYC.gov or a publicized agency email address)
Description:	The number of emails sent to an agency through NYC.gov or to a publicly disclosed email address (e.g., customerservice@agency.nyc.gov).
Source:	Records maintained by the Executive Office.
Indicator name:	Emails responded to in 14 days (%)
Description:	The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source:	Records maintained by the Executive Office.
Indicator name:	Letters sent to an agency
Description:	The number of written correspondence addressed to a central correspondence unit, the agency at large, or to the Commissioner.
Source:	Records maintained by the Executive Office.
Indicator name:	Letters responded to in 14 days (%)
Description:	The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source:	Records maintained by the Executive Office.
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:	Records maintained by DCP's Planning Coordination Division.
Indicator name:	CORE customer experience rating (0-100)
Description:	An average score based on the rating of 24 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g. wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Facilities are rated by trained City inspectors.
Source:	Mayor's Office of Operations – SCOUT.