Department of Design and Construction

Indicator name: Design projects completed
Infrastructure
Cultural institutions and libraries
Health and human services
Public safety
Description: The total number of projects for which design was completed during the reporting period and the number in each reporting category.
Source: DDC's Project Info database.

Indicator name: Total design projects completed early/on time (%)
Description: The percentage of all design projects for which design was completed ahead of schedule or no more than 30 days behind the baseline schedule, exclusive of programmatic scope changes and any holds placed on the project by the sponsor agency.
Source: Infrastructure and Public Buildings Divisions

Indicator name: – Completed early/on time: Infrastructure (%)
Description: The percentage of infrastructure projects for which design was completed no more than 30 days behind the baseline schedule, exclusive of programmatic scope changes and any holds placed on the project by the sponsor agency.
Source: Infrastructure Division.

Indicator name: – Completed early/on-time: Public buildings (%)
Description: The percentage of public buildings for which design was completed no more than 30 days behind the baseline schedule, exclusive of programmatic scope changes and any holds placed on the project by the sponsor agency.
Source: Public Buildings Division.

Indicator name: Construction projects completed
Infrastructure
Cultural institutions and libraries
Human services
Public safety
Description: The total number of construction projects and the number in each reporting category that were substantially completed during the reporting period. A project is considered substantially complete when contract work has been finished. For public buildings a Certificate of Occupancy (temporary or final) is required. For infrastructure projects permanent street restoration must be in place.
Source: DDC's Project Info database.

Indicator name: Total construction projects completed early/on-time (%)
Description: The percentage of all construction projects completed ahead of schedule or no more than 30 days behind the baseline schedule, exclusive of programmatic scope changes and any holds placed on the project by the sponsor agency. Additions/adjustments to the design that was agreed on prior to construction start and funding issues caused by such adjustments constitute a programmatic scope change. On larger infrastructure projects (roadway/sewer/water main), delays caused by significant utility interference that are completely out of the agency's control and cause delays of no less than 6 months may also be exempted.
Source: Infrastructure and Public Buildings Divisions.

Indicator name: – Completed early/on-time: Infrastructure (%)
Description: The percentage of all infrastructure projects for which construction was completed ahead of schedule or no more than 30 days behind the baseline schedule, exclusive of programmatic scope changes and any holds placed on the project by the sponsor agency. Additions/adjustments to the design that was agreed on prior to construction start and funding issues caused by such adjustments constitute a programmatic scope change. On larger infrastructure projects (roadway/sewer/water main), delays caused by significant utility interference that are completely out of the agency's control and cause delays of no less than 6 months may also be exempted.
Source: Infrastructure Division.

Indicator name: – Completed early/on-time: Public buildings (%)
Description: The percentage of public buildings for which construction was completed ahead of schedule or no more than 30 days behind the baseline schedule, exclusive of programmatic scope changes and any holds placed on the project by the sponsor agency. Additions/adjustments to the design that was agreed on prior to construction start and funding issues caused by such adjustments constitute a programmatic scope change.
Source: Public Buildings Division.

Indicator name: Average cost change for all completed consultant design and construction supervision projects (excluding programmatic scope changes) (%)
Description: Average change in the design and consultant budgets for projects that reached substantial completion, as a percent of the approved budget at the time work began, exclusive of programmatic scope changes.
Source: DDC's Project Info database.

Indicator name: Average cost change for all completed construction projects (excluding programmatic scope changes) (%)
Description: Average change in the construction budgets for projects that reached substantial completion, as a percent of the approved budget at the time construction began, exclusive of programmatic scope changes.
Source: DDC's Project Info database.

Indicator name: Projects completed within budget (%)
Description: The percentage of projects that completed construction within the approved budget (construction plus contingency) exclusive of programmatic scope changes.
Source: DDC's Project Info database.

Indicator name: Lane miles reconstructed
Description: Total length of roadway fully reconstructed (new concrete base and asphalt topping) during the reporting period, measured in units 12 feet wide and one mile in length.
Source: DDC's Project Info database.

Indicator name: – Construction completed on schedule (%)
Description: The percentage of street reconstruction projects that were completed within 30 days of the baseline schedule, exclusive of programmatic scope changes and any holds placed on the project by the sponsor agency.
Source: DDC's Project Info database.

Indicator name: Sewers constructed (miles)
Description: The total length of new sewer lines built during the reporting period.
Source: DDC's Project Info database.

Indicator name: – Construction completed on schedule (%)
Description: The percent of sewer construction projects that were completed within 30 days of the baseline schedule, exclusive of programmatic scope changes and any holds placed on the project by the sponsor agency.
Source: DDC's Project Info database.

Indicator name: Sewers reconstructed (miles)
Description: The total length of sewer lines refurbished (relined) during the reporting period.
Source: DDC's Project Info database.

Indicator name: – Construction completed on schedule (%)
Description: The percent of sewer reconstruction projects that were completed within 30 days of the baseline schedule, exclusive of programmatic scope changes and any holds placed on the project by the sponsor agency.
Source: DDC's Project Info database

Indicator name: Water mains (new and replaced) (miles)
Description: The total length of water mains newly installed or replaced during the reporting period.
Source: DDC's Project Info database.

Indicator name: – Construction completed on schedule (%)
Description: The percent of water main projects that were completed within 30 days of the baseline schedule, exclusive of programmatic scope changes and any holds placed on the project by the sponsor agency.
Source: DDC's Project Info database.

Indicator name: Active design projects: Early/on-time (%)
Description: The percentage of active design projects for which the expected date of completion is earlier than or within 30 days of the baseline schedule, exclusive of programmatic scope changes and any holds placed on the project by the sponsor agency. Active projects are those where work has begun but is not yet completed, as well as those projects that were completed in the reporting month.
Source: Infrastructure and Public Buildings Divisions.

Indicator name: Active construction projects: Early/on-time (%)
Description: The percentage of active construction projects for which the expected date of completion is earlier than or within 30 days of the baseline schedule, exclusive of programmatic scope changes and any holds placed on the project by the sponsor agency. Active projects are those where work has begun but is not yet completed, as well as those projects that were completed in the reporting month.
Source: Infrastructure and Public Buildings Divisions.

Indicator name: Active design projects: Difference between projected and scheduled duration (%)
Description: The differences between the expected and originally planned project durations (adjusted baseline schedules) as a percentage of the originally planned durations for all active design projects, exclusive of programmatic scope changes and any holds placed on the project by the sponsor agency. Active projects are those where work has begun but is not yet completed, as well as those projects that were completed in the reporting month.
Source: Infrastructure and Public Buildings Divisions.

Indicator name: Active construction projects: Difference between projected and scheduled duration (%)
Description: The differences between the expected and planned project durations (adjusted baseline schedules) as a percentage of the planned durations for all active construction projects, exclusive of programmatic scope changes and any holds placed on the project by the sponsor agency. Active projects are those where work has begun but is not yet completed, as well as those projects that were completed in the reporting month.
Source: Infrastructure and Public Buildings Divisions.

Indicator name: Projects audited (%)
Description: The percentage of active projects in construction during the reporting period for which at least one quality assurance/site safety audit was performed. Projects that are under $100,000 and those completed within the first six weeks of the reporting period or started within the last six weeks of the period are excluded.
Source: Quality assurance database.

Indicator name: Project inspections with at least one critical deviation (%)
Description: The number of quality assurance/site safety inspections where at least one critical deviation was identified as a percent of all completed inspections. Critical deviations are situations or conditions that require immediate attention and must be corrected before the inspector leaves the site. The assignment of "critical" to a deviation is independent of the risk, though most of them are also high risk. They fall into two general categories: Field conditions, including electrical hazards (overhead wire clearance, ungrounded circuits) and missing guard rails; and administrative deficiencies, including lack of documentation that workers have completed required OSHA construction safety training and missing health and safety plans.
Source: Quality assurance database.

Indicator name: Eligible projects with completed post-construction surveys (%)
Description: The number of eligible capital construction projects for which at least one completed customer survey was returned as a percent of the number of construction projects substantially completed during the last quarter of the prior fiscal year through the third quarter of the current fiscal year. Note: Infrastructure projects involving minimal work at multiple sites throughout the City are typically excluded from surveys.
Source: DDC's Client Survey database.

Indicator name: Post-construction satisfaction surveys – Number of projects surveyed
Description: The number of construction projects substantially completed during the last quarter of the prior fiscal year through the third quarter of the current fiscal year for which post-construction satisfaction surveys were sent. For the Preliminary Mayor's Management Report, the reporting period is the last quarter of the prior fiscal year through the first quarter of the current fiscal year. Infrastructure projects involving minimal work at multiple sites throughout the City are typically excluded from surveys.
Source: DDC's Client Survey database.

Indicator name: Post-construction satisfaction – Surveys sent
Description: The total number of surveys sent for construction projects substantially completed during the reporting period. For each public building completed, a survey is sent to the Commissioner of the client/sponsor agency. For each infrastructure project completed, surveys are sent to 10 randomly selected residents/businesses located in the vicinity of the work that was done.
Source: DDC's Client Survey database.

Indicator name: Post-construction satisfaction – Surveys returned
Description: The total number of completed post-construction satisfaction surveys returned to DDC.
Source: DDC's Client Survey database.

Indicator name: Respondents rating a completed project as adequate or better (%)
Description: The percentage of completed surveys returned with an overall satisfactory rating.
Source: DDC's Client Survey database.

Indicator name: Design Quality Indicator (DQI) – Number of projects surveyed
Description: The total number of projects for which DQI mid-design or final design assessments were completed. DQI is a survey tool designed to establish the relative importance to project stakeholders of numerous design and construction elements; it measures the degree to which agreed upon priorities are satisfied during design, construction and completion. Participants, including contractors and professionals, DDC and client agency staff, as well as facility users, complete survey forms that identify and weigh specific project elements. These same participants subsequently rate how well the developing and completed work addressed those priorities.
Source: Public Buildings Division.

Indicator name: Design Quality Indicator – Average project rating
Description: The actual Design Quality Indicator (DQI) ratings for projects divided by the maximum possible project ratings as determined by participant priorities, expressed as a percentage. The maximum possible rating for each respondent is complete satisfaction for every item rated by the individual respondent, or 100 percent. Ratings are based on mid-design and final design assessments. DQI is a survey tool designed to establish the relative importance to project stakeholders of numerous design and construction elements; it measures the degree to which agreed upon priorities are satisfied during design, construction and completion.
Source: Public Buildings 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: DDC's correspondence tracking database.

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: DDC's correspondence tracking database.

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: DDC's correspondence tracking database.

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: DDC's correspondence tracking database.