Indicator name: 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: – Paid on time (%)
Description: The percent of property taxes that Finance bills New York City property owners, net of exemptions and reductions, paid within one month of the due date.
Source: Tax Policy Division.

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 its 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: The average amount of 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.

Indicator name: 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: 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: Audit Division.

Indicator name: 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: Senior Citizen Rent Increase Exemption (SCRIE) – Initial applications received
Description: The number of SCRIE initial applications received by DOF. Applications are received at the DOF mail room and then immediately sent to the SCRIE unit, where they are date stamped. This is the count of that date stamp.
Source: SCRIE Unit.

Indicator name: SCRIE – Renewal applications received
Description: The number of renewal applications for SCRIE benefits received by DOF. Applications are received by the DOF mail room and then immediately sent to the SCRIE unit, where they are date stamped. This is the count of that date stamp.
Source: SCRIE Unit.

Indicator name: Initial applications processed
Description: The number of initial applications for SCRIE benefits reviewed by a SCRIE processor. All processed applications are either approved, denied, or marked incomplete on the day they are reviewed.
Source: SCRIE Unit.

Indicator name: Average time to process initial applications (days)
Description: The time, measured in calendar days, between the date an initial SCRIE application is received at the SCRIE unit and the date the review process is completed, that is, the application is approved, denied or deemed incomplete.
Source: SCRIE Unit.

Indicator name: Renewal applications processed
Description: The number of renewal applications for SCRIE benefits reviewed by a SCRIE processor. All applications processed are either approved, denied, or marked incomplete on the day they are reviewed.
Source: SCRIE Unit.

Indicator name: Average time to process renewal applications (days)
Description: The time, measured in calendar days, between the date a renewal application for SCRIE benefits is received at the SCRIE unit and the date the review process is completed, that is, the application is approved, denied or deemed incomplete.
Source: SCRIE Unit.

Indicator name: Property tax refunds and adjustments processed
Description: The total number of property tax refunds and adjustments processed.
Source: Refunds & Adjustments 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: Business tax refunds processed
Description: The number of refunds issued for business taxes. Taxpayers file business tax returns either via paper or electronically. If the collections exceed the tax liability, a refund may be requested by the taxpayer for the overpayment. This number represents credits issued via check or direct deposit.
Source: Payment Operations.

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.

Indicator name: Payment method (%)
– Electronic (ACH/EFT)
– Credit card
– Cash
– Check/money order
Description: Of the total number of payments made to the Department during a given fiscal year, the percent made electronically via Electric Funds Transfer (EFT) and Automated Clearing House (ACH) debit and the percent made using cash, check/money order, or credit card as the method of payment.
Source: NYCServ Group/Finance Information Technology Division. Parking Lock Box/Payment Operations Division.

Indicator name: Tickets paid before penalty assessed (%)
Description: The percentage of parking violations which were paid within 30 days. A first penalty is assessed after 30 days.
Source: STARS system/Information Technology Division.

Indicator name: Parking tickets issued that are paid within 90 days (%)
Description: The number of parking tickets that are paid within 90 days as a percent of the total number of parking tickets issued in a particular month. 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: 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 percent of the total number of parking tickets issued in a particular month. 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: Parking summonses received (000)
Description: The total number of parking summonses, red light and speed camera violations, and bus lane violations issued by City agencies that Finance received for processing.
Source: Tax Policy Division.

Indicator name: Summonses adjudicated (000)
Description: The total number of parking summonses challenged by motorists.
Source: Adjudication Division.

Indicator name: Parking ticket hearings – Total
– In-person hearings
– Hearings-by-mail
– Online hearings
Description: The total number of parking ticket hearings conducted by Administrative Law Judges and the number conducted in each category. There are three ways motorists can request a hearing to dispute a parking ticket - online, in person and by mail.
Source: Adjudication Division.

Indicator name: Average turnaround time for in-person parking ticket hearings (minutes)
Description: The 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 Parking Violations Settlement Program. (Note: The Program ended on January 31, 2012.)
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-web (days)
Description: The average number of days from the receipt of a request for an online hearing until a decision is issued by an Administrative Law Judge. The time to process settlement offers for those eligible non-commercial motorists who opted to participate in the Parking Violations Settlement Program is included in the calculation through January 31, 2012, at which time the Program ended.
Source: Adjudication Division.

Indicator name: Average turnaround time to issue decision for a parking ticket hearing- by-mail (days)
Description: The average number of days from the receipt of a written request for a hearing until a decision is issued by an Administrative Law Judge. The time to process settlement offers for those eligible non-commercial motorists who opted to participate in the Parking Violations Settlement Program is included in the calculation through January 31, 2012, at which time the Program ended.
Source: Adjudication Division.

Indicator name: Parking ticket appeals reviewed
Description: The number of parking ticket hearing decisions that were appealed and reviewed by the Appeals Board. The Appeals Board consists of three or more Administrative Law Judges, Senior Administrative Law Judges, or Supervising Administrative Law Judges. The Appeals Board reviews the facts and the law but does not consider any evidence that was not presented at the original hearing. A concurring vote by two members of the Appeals Board panel is required to make a determination on an appeal; the determination is considered final.
Source: Adjudication Division.

Indicator name: Parking ticket appeals granted a reversal (%)
Description: The number of appeals filed that resulted in the hearing decision being reversed divided by the total number of appeals reviewed.
Source: Adjudication Division.

Indicator name: Current property tax documents available online (%)
Description: The percent of property tax bills and notices of property value available online by borough, block and lot.
Source: Division of External Affairs.

Indicator name: Average time to record and index property documents (days) – Citywide
Description: The 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. Data 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: Total revenue collected ($000,000)
– Property taxes collected ($000,000)
– Business taxes collected ($000,000)
– Property transfer taxes collected ($000,000)
– Parking summonses revenue ($000,000)
– Audit and enforcement revenue collected ($000,000)
– Other revenue ($000,000)
Description: Total tax and non-tax revenues collected and the amount collected in each reporting category. The total includes revenue from property taxes; business income and excise taxes; real property transfer and mortgage recording taxes; parking fines; audit, enforcement and collection divisions; and all other revenue sources.
Source: Tax Policy 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: Division of External Affairs.

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: Division of External Affairs.

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: Division of External Affairs.

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: Division of External Affairs.

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: Division of External Affairs.

Indicator name: Visits made to agency walk-in facility
Description: The number of transactions handled at Finance's Customer Service Centers.
Source: Payment Operations Division.

Indicator name: Average wait time to speak to a customer service agent (minutes)
Description: The average time a customer waits to see a customer service representative measured from the time a customer takes a Q-matic ticket until the customer is seen by a customer service representative.
Source: Payment Operations Division.

Indicator name: Calls made to agency call center (Collections)
Description: The number of calls received in response to judgment notices sent to debtors for outstanding Environmental Control Board, TLC, parking and business tax debt.
Source: Collections 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