

## DEPARTMENT OF FINANCE

Indicator name:	City debt resolved (%)
Description:	The amount of debt owed to the City that was resolved for the year (either through collection, adjustment or write-off) divided by the total amount of debt outstanding for the year - that is, everything that is owed to the City as reported at the beginning of the fiscal year plus new debt accrued during the 12 months.
Source:	Collections Division.
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, that are paid within one month of the due date.
Source:	Tax Policy Division.
Indicator name:	Average turnaround time for audits (days)
Description:	The average number of days it 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:	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:	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:	Total revenue collected (\$000)
Description:	Total tax and non-tax revenues collected. Total includes revenue from property taxes, business taxes, property transfer taxes, audit and enforcement, parking summons and all other revenue sources.
Source:	Tax Policy 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.

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Indicator name:	Average time to process initial SCRIE 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:	Average time to process renewal SCRIE 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:	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:	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)
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 as the method of payment.
Source:	NYCServ Group/Finance Information Technology Division. Parking Lock Box/Payment Operations Division.
Indicator name:	Tickets paid before enforcement action (%)
Description:	The percentage of paid parking violations for which no first penalty was applied.
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. 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 and red light camera violations issued by City agencies that Finance received for processing.
Source:	Tax Policy Division.
Indicator name:	Parking ticket hearings - Total
Description:	The total number of parking ticket hearings conducted by Administrative Law Judges. There are three ways motorists can request a hearing to dispute a parking ticket - online, in person and by mail.
Source:	Adjudication Division.

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**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 granted a reversal (%)  
**Description:** The percentage of appeals filed that result in the hearing decision being reversed, measured by the number of reversals divided by the total number of appeals received.  
**Source:** Adjudication Division.

**Indicator name:** Average time to issue decision for parking ticket appeals (days)  
**Description:** Average number of days from receipt of appeal to issuance of decision.  
**Source:** Chronological file of appeals maintained in the Department's Adjudication Division.

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

