THE MAYOR'S MANAGEMENT REPORT

PRELIMINARY FISCAL 2011

Indicator Definitions

City of New York

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DEPARTMENT OF HEALTH AND MENTAL HYGIENE

Indicator name:	Adults who smoke (%)
Description:	The percent of adult New Yorkers who define themselves as current smokers in the NYC Community Health Survey. Data is by calendar year.
Source:	DOHMH Bureau of Epidemiology Services.
Indicator name:	Adults, aged 50+, who received a colonoscopy in the past ten years (%)
Description:	Adults, aged 50+, who received a colonoscopy screening test in the past ten years as noted in the NYC Community Health Survey. Data is by calendar year.
Source:	DOHMH Bureau of Epidemiology Services
Indicator name:	Adults who consume and average of one or more sugar-sweetened beverage per day (%)(CY)
Description:	Adults who consume and average of one or more sugar-sweetened beverage per day, as noted in the NYC Community Health Survey. "Sugar-sweetened beverages" are defined as sugar-sweetened sodas and other sugar-sweetened drinks, like iced tea. Data is by calendar year.
Source:	DOHMH Bureau of Epidemiology Services
Indicator name:	Seniors, aged 65+, who reported receiving a flu shot in the last 12 months (%)
Description:	Seniors, aged 65+, who reported being immunized against influenza in the last 12 months as noted in the NYC Community Health Survey. Data is by calendar year.
Source:	DOHMH Bureau of Epidemiology Services.
Indicator name:	Hospitalization rate for asthma among children ages 0-14 (per 1,000 children)
Description:	Children aged 0-14 who enter the hospital due to asthma, per 1,000 children aged 0-14 residing in NYC. Data is by calendar year.
Source:	New York State Department of Health.
Indicator name:	Infant mortality rate (per 1,000 live births)
Description:	Deaths of infants under one year of age per 1,000 live births in NYC. Data is by calendar year.
Source:	DOHMH Bureau of Vital Statistics.
Indicator name:	Children in the public schools who have completed required immunizations (%)
Description:	The number of children in public schools who have completed all immunizations required by the State Department of Health, divided by the number of children enrolled in NYC public schools.
Source:	Department of Education.
Indicator name:	Number of Male Condoms Distributed (000)
Description:	The total number of male condoms distributed by DOHMH.
Source:	DOHMH Bureau of HIV Services

DEPARTMENT OF HEALTH AND MENTAL HYGIENE

Indicator name:	Number of New Yorkers who die from HIV/AIDS (CY)
Description:	Number of New Yorkers aged 18 and older who die from HIV/AIDS.
Source:	DOHMH Bureau of Vital Statistics
Indicator name:	New adult AIDS cases diagnosed
Description:	Number of new of adults or adolescent (13 years of age and above) cases diagnosed that meet the federal Centers for Disease Control and Prevention's definition of AIDS. Data is by calendar year.
Source:	NYC DOHMH HIV Surveillance and Epidemiology Program, HIV/AIDS Surveillance Registry.
Indicator name:	Persons diagnosed, living and reported with HIV/AIDS
Description:	The number of persons diagnosed and living and reported with HIV (non-AIDS) or HIV with AIDS in NYC at the end of the calendar year.
Source:	NYC DOHMH HIV Surveillance and Epidemiology Program, HIV/AIDS Surveillance Registry.
Indicator name:	HIV tests conducted (preliminary)
Description:	The number of HIV tests conducted, by both conventional and rapid tests.
Source:	DOHMH Bureau of HIV/AIDS Prevention and Control.
Indicator name:	Unduplicated clients enrolled in HIV/AIDS (Ryan White) health and supportive services (FY March-February) (000)
Description:	The number of unduplicated clients enrolled in federal grant-funded (Ryan White) Comprehensive AIDS Resources Emergency Act Title I programs in the March – February grant year.
Source:	Medical and Health Research Association of New York City, Inc.
Indicator name:	Syphilis cases
Description:	The number of primary and secondary stage syphilis cases reported to DOHMH.
Source:	DOHMH Sexually Transmitted Disease Prevention and Control.
Indicator name:	New tuberculosis cases
Description:	The number of new tuberculosis cases reported and confirmed by DOHMH. Fiscal year data is by calendar year. Four-month data reflects the months January-April.
Source:	DOHMH Tuberculosis Control Program.
Indicator name:	Patients who complete treatment for active tuberculosis (%)
Description:	The percent of patients who complete an appropriate treatment protocol for drug-sensitive and drug-resistant strains of tuberculosis. Fiscal year data is by calendar year. Four-month data reflects the months January-April.
Source:	DOHMH Tuberculosis Control Program.

Indicator name:	Total correctional health clinical visits (includes intake exams, sick calls, follow-up, mental health and dental)
Description:	Number of total clinical visits including intake, sick call, primary care, follow up, mental health, dental, and emergencies for incarcerated individuals.
Source:	DOHMH Division of Health Care Access and Improvement

Indicator name:	Children with Early Intervention Program service plans (CY)
Description:	The number of children, in thousands, with active Individualized Service Plans for the provision of Early Intervention therapy services for developmental delays. Fiscal year data reflects counts performed on December 1 to align with State reporting on Early Intervention services. Four-month data reflects counts performed on April 1.
Source:	New York City Early Intervention Program.

Indicator name:	Children authorized for Early Intervention services during the year (CY)
Description:	The number of children, in thousands, approved for Individualized Service Plans for the provision of Early Intervention therapy services for developmental delays. Fiscal year data reflects counts performed on December 1 to align with State reporting on Early Intervention services. Four-month data reflects counts performed on April1.
Source:	New York City Early Intervention Program.

Indicator name:	Adult New Yorkers without a regular doctor (%) (CY 02-06)
Description:	Number of New Yorkers aged 18 and older without a regular doctor
Source:	Community Health Survey; DOHMH Bureau of Epidemiology Services

Indicator name:	Screening rates for breast cancer (CY 02-06) (%)
Description:	The proportion of women aged 40+ who reported receiving a mammogram in the past two years.
Source:	Community Health Survey; DOHMH Bureau of Epidemiology Services.

Indicator name:	Screening rates for cervical cancer (CY 02-06) (%)
Description:	Proportion of women 18 and older who reported receiving a pap smear in the past three years.
Source:	Community Health Survey; DOHMH Bureau of Epidemiology Services.

Indicator name:	Calls to LifeNet (000)
Description:	The number of calls received on the Department's LifeNet call lines, including the Spanish language line, AYUDESE, and Asian LifeNet.
Source:	Mental Health Association of New York City, Inc.

Indicator name:	Individuals in the assisted outpatient mental health treatment program
Description:	The number of individuals in the Assisted Outpatient Treatment Program, a State-mandated program that provides appropriate support to individuals with mental illnesses who are a threat to themselves and others. Data reflects the count on the first day of the month after the reporting period, i.e. fiscal data reflects data from July 1st.
Source:	NYC Department of Health and Mental Hygiene.

DEPARTMENT OF HEALTH AND MENTAL HYGIENE

Indicator name:	Units of supportive housing available to persons with severe mental illness diagnosis (000)
Description:	The number of beds in service, both licensed and unlicensed, from all City and State mental health funding sources. Supportive housing units provide services that help clients live in community-based settings as independently as possible.
Source:	New York State Office of Mental Health.

Indicator name:	New Buprenorphine patients
Description:	Total number of individuals who had a buprenorphine prescription, a medication used to treat opiate addiction, filled for the first time at some point during the year.
Source:	NYS DOH Bureau of Narcotics Enforcement.

Indicator name:	Deaths from Unintentional Overdose
Description:	Deaths due to use of, or accidental poisoning by, psychoactive substances. Excludes alcohol and tobacco. Data is by calendar year.
Source:	DOHMH Bureau of Vital Statistics.

Indicator name:	Alcohol-related deaths (CY)
Description:	The number of deaths from the direct effects of alcohol, alcohol-related injury and violence, alcohol-related diseases, and other alcohol-related causes.
Source:	Vital Statistics + Community Health Survey; DOHMH Division of Epidemiology

Indicator name:	Childhood Blood Lead Levels New cases among children less than 18 years requiring environmental intervention for lead poisoning
Description:	The number of newly identified children less than 18 years old with a venous blood lead level test result that requires environmental intervention. The Environmental Intervention Blood Lead Level (EIBLL), effective August 2, 2004 in accordance with Local Law 1 of 2004, is a venous blood level greater than or equal to 15 micrograms per deciliter. Previously, the EIBLL was a venous blood lead level greater than or equal to 20 micrograms per deciliter, or two tests at 15-19 micrograms per deciliter taken at least three months apart where the second test was a venous type.
Source:	DOHMH Lead Poisoning Prevention Program.

Indicator name:	Childhood Blood Lead Levels - New cases among children less than 18 years requiring environmental intervention for lead poisoning- Primary address inspected within 5 business days (%)
Description:	The percent of new lead poisoning cases identified requiring environmental remediation that are inspected within 5 business days.
Source:	DOHMH Lead Poisoning Prevention Program

DEPARTMENT OF HEALTH AND MENTAL HYGIENE

Indicator name:	Childhood Blood Lead Levels New cases among children aged 6 months to less than 6 years with blood lead levels greater than or equal to 10 micrograms per deciliter
Description:	The number of newly identified children, ages 6 month to less than 6 years, with a blood lead test level at or above 10 micrograms per deciliter.
Source:	DOHMH Lead Poisoning Prevention Program.

Indicator name:	Daycare site complaints received
Description:	Total number of regulatory complaints, such as unlicensed operation, lack of or poor supervision of children, poor housekeeping, rats, mice, roaches, inappropriate discipline of children and child abuse, received regarding all types of day care, including family, school age, group family and group day care.
Source:	Day Care Complaint log.

Indicator name:	Day Care Initial site inspections
Description:	Total number of complete inspections, identified as Initial Inspections, performed by the Public Health Sanitarian or and Early Childhood Educational Consultant disciplines staff of the Department of Health and Mental Hygiene's Bureau of Day Care to any permitted, licensed, or registered site, including those that are overdue for renewal. An Initial Inspection is the first in a potential series of inspections, dependent on the finding of violations.
Source:	DOHMH Bureau of Day Care.

Indicator name:	Restaurants inspected (%)
Description:	The number of restaurants with at least one inspection performed, divided by the number of permitted restaurants in New York City, not including mobile vending units.
Source:	DOHMH Division of Environmental Health.

Indicator name:	Food Service Establishments scoring 28 or more points on initial inspection (‘C’ grade equivalent)
Description:	The percent of food service establishments requiring reinspection due to initial inspection results scoring 28 or more points.
Source:	DOHMH Division of Environmental Health.

Indicator name:	Total pest control complaints received by DOHMH (000)
Description:	The total number of pest control complaints received by DOHMH.
Source:	DOHMH Division of Environmental Health.

Indicator name:	Initial Pest Control Inspections (000)
Description:	The total number of initial pest control inspections of private properties by DOHMH citywide.
Source:	DOHMH Division of Environmental Health.

DEPARTMENT OF HEALTH AND MENTAL HYGIENE

Indicator name:	Initial inspections with Active Rat Signs (ARS)(%)
Description:	The percent of properties receiving rodent inspections that failed their initial inspection as a result of 'signs of active rats (ARS)' – the most serious rodent violation, divided by the total number of initial property inspections.
Source:	DOHMH Division of Environmental Health.
Indicator name:	Compliance inspections found to be rat free (%)
Description:	The number of properties receiving rodent inspections that passed their compliance inspection, divided by the number of those properties that failed their initial inspection as a result of 'signs of active rats (ARS)' – the most serious rodent violation.
Source:	DOHMH Division of Environmental Health.
Indicator name:	Dog licenses issued (000)
Description:	The number of new and renewal dog licenses processed by DOHMH.
Source:	DOHMH Division of Environmental Health.
Indicator name:	Average response time for birth certificates by mail/online (days)
Description:	Average response time for birth certificates by mail/online (days) from receipt of necessary documentation to response/issuance.
Source:	DOHMH Office of Vital Records.
Indicator name:	Average response time for death certificates by mail/online (days)
Description:	Average response time for death certificates by mail/online (days) from receipt of necessary documentation to response/issuance.
Source:	DOHMH Office of Vital Records.

Indicator name:	Median time for MLI scene arrivals (hours)
Description:	MLIs are investigators who make the preliminary review of all cases. They visit about one-third of all cases accepted by OCME.
Source:	IT MEANS System.

Indicator name:	Median time to complete autopsy reports (days)
Description:	Median time to complete autopsy reports, which detail the cause and manner of death and as well as other findings, after autopsy completion.
Source:	Records Unit.

Indicator name:	Median time to process cremation requests (hours)
Description:	Median time to process requests for approval for a cremation.
Source:	Communications Unit.

Indicator name:	Median time to complete toxicology cases (days)
Description:	The median number of days for the Forensic Toxicology Laboratory to perform analysis on fatality victims to determine the presence of drugs and other toxic substances in human fluids and tissues, in order to evaluate their role in the cause or manner of death, measured in age from the time OCME receives the case.
Source:	Forensic Toxicology Laboratory.

Indicator name:	Median time to complete toxicology sexual assault cases (days)
Description:	Median time for sexual assault cases to be screened by the Forensic Toxicology Laboratory for the presence of volatiles, opiates, benzoylecgonine, barbiturates, salicylates, acetaminophen, and basic drugs from the time OCME receives the case.
Source:	Forensic Toxicology Laboratory.

Indicator name:	Median time to complete toxicology DUI cases (days)
Description:	Median time to complete Driving While Intoxicated cases analyzed to determine the presence of ethanol and other drugs from the time OCME receives the case.
Source:	Forensic Toxicology Laboratory.

Indicator name:	Average days to complete analysis of a DNA case
Description:	The average number of days for the Forensic Biology DNA Laboratory to perform chemical, immunological, biochemical, and molecular biological analysis on submitted evidence to identify the source of the collected specimens in cases such as homicides, sexual assaults and burglaries, measured in age from the time OCME receives the case.
Source:	Forensic Biology DNA Laboratory.

Indicator name:	Median time to complete DNA homicide cases, from evidence submission to report (days)
Description:	Median time to complete fatality cases that undergo genetic marker analysis to help identify the origin of biological specimens using DNA testing from the time OCME receives the case.
Source:	Forensic Biology DNA Laboratory.

OFFICE OF CHIEF MEDICAL EXAMINER

Indicator name:	Median Time to Complete DNA property crime cases, from evidence submission to report (days)
Description:	DNA analysis is used to analyze evidence from crime scenes.
Source:	Forensic Biology DNA Laboratory.
Indicator name:	Median time to complete DNA sexual assault cases, from evidence submission to report (days)
Description:	Median time to complete sexual assault cases analyzed using DNA from the time OCME receives the case.
Source:	Forensic Biology DNA Laboratory.
Indicator name:	DNA matches with profiles in database
Description:	The number of DNA samples from biological evidence found at a crime scene that match the DNA profiles stored in the Combined DNA Index System (CODIS) national database.
Source:	Forensic Biology DNA Laboratory.
Indicator name:	Remains recovered following a disaster or mass fatality incident (cumulative)
Description:	The cumulative number of human remains recovered following a mass fatality incident.
Source:	Investigations/Special Operations Unit.
Indicator name:	Remains identified following a disaster (cumulative)
Description:	The cumulative number of human remains recovered from a disaster site that have been identified.
Source:	Forensic Biology DNA Laboratory/WTC Records Unit.

Indicator name:	Percentage of prenatal patients retained in care through delivery
Description:	This indicator tracks prenatal retention rates within an HHC facility. It reflects the percentage of women who had three or more OB visits to the same facility throughout the course of their pregnancy and delivered at the Network where they had their OB clinic visits. Data is collected quarterly and corresponds to the relative period of the previous calendar year.
Source:	Health and Hospitals Corporation (HHC) Product Line Manager database.
Indicator name:	The percent of eligible women age 40 to 70 receiving a mammogram screening from HHC
Description:	The percentage of eligible women age 40 to 70, who have made a primary care or women's health visit at an HHC facility during the last two years, receiving a mammography screening.
Source:	HHC MISYS Data Warehouse
Indicator name:	Percent of HIV patients using dedicated HIV clinics
Description:	The percentage of all HIV/AIDS patients at HHC's acute care facilities who use dedicated HIV clinics.
Source:	HHC Ambulatory Care Database.
Indicator name:	Percent of two-year olds immunized
Description:	The percent of all two-year old HHC patients that are immunized at HHC clinics and hospitals. Method of collection involves a chart review annually in the first quarter (July-September) of the fiscal year. The quarterly data is representative of the Fiscal Year.
Source:	HHC Quality Assurance Committee of the Board Report.
Indicator name:	General care average length of stay (excluding psychiatric and rehabilitation discharges) (days)
Description:	The average number of days that a patient remains in the hospital, excluding psychiatry and rehabilitation services.
Source:	HHC Monthly Inpatient Utilization Report.
Indicator name:	Emergency room revisits for adult patients with asthma (%)
Description:	The percent of emergency room revisits for adult patients with asthma within seven days of discharge from the emergency room.
Source:	HHC Ambulatory Care Database.
Indicator name:	Emergency room revisits for pediatric patients with asthma (%)
Description:	The percent of children with asthma who revisit the emergency room within seven days of discharge from the emergency room.
Source:	HHC Ambulatory Care Database.
Indicator name:	Percent of Adult psychiatry patients discharged with principal psychiatry diagnoses who are readmitted within 15 days.
Description:	The percent of adult patients discharged with principal psychiatry diagnoses who are readmitted within 15 days.
Source:	HHC Product Line Manager database.

HEALTH AND HOSPITALS CORPORATION

Indicator name:	Average time spent by patient for a primary care visit at hospitals and diagnostic treatment centers (minutes)
Description:	Average time, in minutes, spent by patient from arrival to departure for a primary care visit (adult medicine, pediatric and women's health) at an HHC hospital or diagnostic and treatment center (D&TC). Data is presented annually.
Source:	HHC Ambulatory Care Restructuring Initiative Reporting Database.
Indicator name:	Uninsured patients served
Description:	The number of patients without health insurance served by HHC. Data is presented annually.
Source:	HHC Product Line Manager database.
Indicator name:	Total Medicaid Managed Care, Child Health Plus and Family Health Plus enrollees
Description:	The number of individuals enrolled in these public insurance programs at HHC facilities.
Source:	MetroPlus Health Plan Reconciliation Reports and New York State Child Health Plus and Family Health Plus Programs.
Indicator name:	Medicaid MetroPlus enrollees including Child Health Plus and Family Health Plus enrollees
Description:	The number of Medicaid managed care recipients enrolled in HHC's MetroPlus health maintenance plan.
Source:	MetroPlus Health Plan Reconciliation Reports.
Indicator name:	Net days of revenue for Accounts Receivable
Description:	Net days of revenue in patient accounts receivables including inpatient and outpatient (industry standard is 70 days).
Source:	Finance

Indicator name: Percent of schools with scores of Well Developed on School Quality Reviews
Description: The number of schools with scores of "well developed" divided by the total number of schools that have had reviews.
Source: Division of Assessment and Accountability

Indicator name: Percent of schools with scores of Proficient on School Quality Reviews
Description: The number of schools with scores of "proficient" divided by the total number of schools that have had reviews.
Source: Division of Assessment and Accountability

Indicator name: Percent of schools with scores of Undeveloped on School Quality Reviews
Description: The number of schools with scores of "undeveloped" divided by the total number of schools that have had reviews.
Source: Division of Assessment and Accountability

Indicator name: Percent of schools receiving an A on school Progress Report
Description: Percent of schools receiving an A on school Progress Report
Source: Division of Assessment and Accountability

Indicator name: Percent of schools receiving a B on school Progress Report
Description: Percent of schools receiving a B on school Progress Report
Source: Division of Assessment and Accountability

Indicator name: Percent of schools receiving a C on school Progress Report
Description: Percent of schools receiving a C on school Progress Report
Source: Division of Assessment and Accountability

Indicator name: Percent of schools receiving a D on school Progress Report
Description: Percent of schools receiving a D on school Progress Report
Source: Division of Assessment and Accountability

Indicator name: Percent of schools receiving an F on school Progress Report
Description: Percent of schools receiving an F on school Progress Report
Source: Division of Assessment and Accountability

Indicator name: Student enrollment as of October 31 in grades pre-kindergarten to 12 (000)
Description: The number of students on the October 31st audited register, not including charter school students, for a given school year. By February DOE completes an audit of schools to verify October 31st enrollment data.
Source: Automate the School system.

Indicator name: Average daily attendance (%)
- Elementary/middle (%)
- High school (%)

Description: The percentage of students present as calculated by the number of students present divided by the number of students present and absent, not including charter school students, for each school day.
Source: Automate the School system.

Indicator name:	Students with 90% or better attendance rate (%)
Description:	The percentage of students whose attendance rate for the year is 90% or better, as calculated by the number of students with an attendance rate of 90% or more divided by the number of students on register, not including charter school students.
Source:	Automate the School system.

Indicator name:	Students in grades 3 to 8 meeting or exceeding standards – English Language Arts (%)
Description:	The percent of general and special education students who meet the learning standard in English Language Arts (ELA) for their grade by performing at Level 3 (Proficient) or higher. Scores are on a scale ranging from Level 1, below basic proficiency level, through Level 4, the advanced level. Fiscal 2002 year's grade 7 scores were excluded as results of the test appeared inconsistent with other available information and were not released. Other years include all grades, 3-8.
Source:	Division of Assessment and Accountability.

Indicator name:	Students in grades 3 to 8 meeting or exceeding standards – Math (%)
Description:	The percent of general and special education students who meet the learning standard in math for their grade by performing at Level 3 (Proficient) or higher. Scores are on a scale ranging from Level 1, below basic proficiency level, through Level 4, the advanced level.
Source:	Division of Assessment and Accountability.

Indicator name:	Students in grades 3 to 8 scoring below standards progressing into a higher level – English Language Arts (%)
Description:	The percent of students who scored at Level 1 or 2 on the English Language Arts (ELA) test in a given year and showed progress the following year by moving into a higher proficiency level. Scores are on a scale ranging from Level 1, below basic proficiency level, through Level 4, the advanced level. Fiscal 2002 year's grade 7 scores were excluded as results of the test appeared inconsistent with other available information and were not released. Other years include all grades, 3-8.
Source:	Division of Assessment and Accountability

Indicator name:	Students in grades 3 to 8 scoring below standards progressing into a higher level – Math (%)
Description:	The percent of students who scored at Level 1 or 2 on the math test in a given year and showed progress the following year by moving into a higher proficiency level. Scores are on a scale ranging from Level 1, below basic proficiency level, through Level 4, the advanced level.
Source:	Division of Assessment and Accountability.

Indicator name: Students in grades 3 to 8 progressing from below standards to meeting standards
- English Language Arts (%)

Description: The percent of students who scored at Level 1 or 2 on the English Language Arts (ELA) test in a given year and showed progress the following year by moving into Level 3 or 4. Scores are on a scale ranging from Level 1, below basic proficiency level, through Level 4, the advanced level. Fiscal 2002 year's grade 7 scores were excluded as results of the test appeared inconsistent with other available information and were not released. Other years include all grades, 3-8.

Source: Division of Assessment and Accountability.

Indicator name: Students in grades 3 to 8 progressing from below standards to meeting standards
- Math (%)

Description: The percent of students who scored at Level 1 or 2 on the math test in a given year and showed progress the following year by moving into Level 3 or 4. Scores are on a scale ranging from Level 1, below basic proficiency level, through Level 4, the advanced level.

Source: Division of Assessment and Accountability.

Indicator name: Students in grades 1 to 9 promoted (%)

Description: The percent of all students in grades 1 to 9 who were promoted into the next grade level after meeting promotion criteria, which includes passing standardized tests, attendance and classwork except for grade 3 and 5. Grade 3 and 5 promotion rates include all third grade general education students held to the new promotion policy adopted in 2003-2004 for grade 3 and in 2004-2005 for grade 5 as well as English language learners and special education students who were promoted based on multiple promotion criteria. Grade 9 includes middle schools only.

Source: Division of Assessment and Accountability.

Indicator name: Students in the graduating class taking required Regents examinations

Description: The number of students in the graduating class taking the required Regents exams for graduation and Regents diploma.

Source: Division of Assessment and Accountability.

Indicator name: Students passing required Regents examinations (%)

Description: The percent of students in the graduating class who take the Regents examinations and who meet graduation and Regents diploma requirements by passing the required Regents examinations.

Source: Division of Assessment and Accountability.

Indicator name: Students in graduating class with a 65 to 100 passing score on the Regents Examination
- English (%)

Description: The percent of students in the graduating class who take the Regents examinations and who meet New York State Education Department (NYSED) graduation requirements in English. Students passing all required Regents exams with a score of 65 or higher graduate with a Regents diploma.

Source: Division of Assessment and Accountability.

Indicator name: Students in graduating class with a 65 to 100 passing score on the Regents Examination
- Math (%)

Description: The percent of students in the graduating class who take the Regents examinations and who meet New York State Education Department graduation requirements in math. Students passing all required Regents exams with a score of 65 or higher graduate with a Regents diploma.

Source: Division of Assessment and Accountability.

Indicator name: Students in graduating class with a 65 to 100 passing score on the Regents Examination
- United States history and government (%)

Description: The percent of students in the graduating class who take the Regents examinations and who meet New York State Education Department graduation requirements in United States history and government. Students passing all required Regents exams with a score of 65 or higher graduate with a Regents diploma.

Source: Division of Assessment and Accountability.

Indicator name: Students in graduating class with a 65 to 100 passing score on the Regents Examination
- Global history (%)

Description: The percent of students in the graduating class who take the Regents examinations and who meet New York State Education Department graduation requirements in global history. Students passing all required Regents exams with a score of 65 or higher graduate with a Regents diploma.

Source: Division of Assessment and Accountability.

Indicator name: Students in graduating class with a 65 to 100 passing score on the Regents Examination
- Science (%)

Description: The percent of students in the graduating class who take the Regents examinations and who meet New York State Education Department graduation requirements in science. Students passing all required Regents exams with a score of 65 or higher graduate with a Regents diploma.

Source: Division of Assessment and Accountability.

Indicator name: Students in graduating class with a 55 to 100 passing score on the Regents Examination
- English (%)

Description: The percent of students in the graduating class who take the Regents examinations and who meet New York State Education Department graduation requirements and Regents diploma requirements in English. Students passing any of the required Regents exams with a score of 55-64 graduate with a Local diploma.

Source: Division of Assessment and Accountability.

Indicator name: Students in graduating class with a 55 to 100 passing score on the Regents Examination
- Math (%)

Description: The percent of students in the graduating class who take the Regents examinations and who meet New York State Education Department graduation requirements and Regents diploma requirements in math. Students passing any of the required Regents exams with a score of 55-64 graduate with a Local diploma.

Source: Division of Assessment and Accountability.

Indicator name: Students in graduating class with a 55 to 100 passing score on the Regents Examination
- United States history and government (%)

Description: The percent of students in the graduating class who take the Regents examinations and who meet New York State Education Department graduation requirements and Regents diploma requirements in United States history and government. Students passing any of the required Regents exams with a score of 55-64 graduate with a Local diploma.

Source: Division of Assessment and Accountability.

Indicator name: Students in graduating class with a 55 to 100 passing score on the Regents Examination
- Global history (%)

Description: The percent of students in the graduating class who take the Regents examinations and who meet New York State Education Department graduation requirements and Regents diploma requirements in global history. Students passing any of the required Regents exams with a score of 55-64 graduate with a Local diploma.

Source: Division of Assessment and Accountability.

Indicator name: Students in graduating class with a 55 to 100 passing score on the Regents Examination
- Science (%)

Description: The percent of students in the graduating class who take the Regents examinations and who meet New York State Education Department graduation requirements and Regents diploma requirements in science. Students passing any of the required Regents exams with a score of 55-64 graduate with a Local diploma.

Source: Division of Assessment and Accountability.

Indicator name: Percent of all students in cohort graduating from high school in 4 years (NYSED)

Description: The percent of a graduating class of students, who entered the public school system in September of a given year and graduated within four years. The New York State calculation, instituted in 2005, includes Local and Regents Diplomas and all disabled students. It does not include students receiving GEDs or special education diplomas. For the cohort of 2004, students who graduate in August are also reported separately. This rate does not include GEDs and Special Education diplomas.

Source: Division of Assessment and Accountability.

Indicator name:	Percent of all students in cohort graduating from high school in 6 years (NYSED)
Description:	The percent of a graduating class of students, who entered the public school system in September of a given year and graduated within six years. The New York State calculation, instituted in 2005, includes Local and Regents Diplomas and all disabled students. It does not include students receiving GEDs or special education diplomas. For the cohort of 2004, students who graduate in August are also reported separately. This rate does not include GEDs and Special Education diplomas.
Source:	Division of Assessment and Accountability.

Indicator name:	Percent of students with disabilities in cohort graduating from high school in 4 years (NYSED)
Description:	The percent of a graduating class of students with disabilities, who entered the public school system in September of a given year and graduated within four years. The New York State calculation, instituted in 2005, includes Local and Regents Diplomas and all disabled students. It does not include students receiving GEDs or special education diplomas. For the cohort of 2004, students who graduate in August are also reported separately. This rate does not include GEDs and Special Education diplomas.
Source:	Division of Assessment and Accountability.

Indicator name:	Percent of students with disabilities in cohort graduating from high school in 6 years (NYSED)
Description:	The percent of a graduating class of students with disabilities, who entered the public school system in September of a given year and graduated within six years. The New York State calculation, instituted in 2005, includes Local and Regents Diplomas and all disabled students. It does not include students receiving GEDs or special education diplomas. For the cohort of 2004, students who graduate in August are also reported separately. This rate does not include GEDs and Special Education diplomas.
Source:	Division of Assessment and Accountability.

Indicator name:	Percent of all students in cohort dropping out from high school in 4 years (NYSED)
Description:	The percent of students, who entered ninth grade public school in September of a given year and dropped out by June 30th of their fourth year.
Source:	Division of Assessment and Accountability.

Indicator name:	Percent of all students in cohort dropping out from high school in 6 years (NYSED)
Description:	The percent of students, who entered ninth grade public school in September of a given year and dropped out by June 30th of their sixth year.
Source:	Division of Assessment and Accountability.

Indicator name: Percent of students with disabilities in cohort dropping out from high school in 4 years (NYSED)
Description: The percent of students with disabilities, who entered ninth grade public school in September of a given year and dropped out by June 30th of their fourth year.
Source: Division of Assessment and Accountability.

Indicator name: Percent of students with disabilities in cohort dropping out from high school in 6 years (NYSED)
Description: The percent of students with disabilities, who entered ninth grade public school in September of a given year and dropped out by June 30th of their sixth year.
Source: Division of Assessment and Accountability.

Indicator name: Students enrolled as English Language Learners (000)
Description: The number of students identified who require a bilingual or English as a Second Language (ESL) program.
Source: Bilingual Education Student Information Survey.

Indicator name: English Language Learners testing out of ELL programs (%)
Description: The percent of students who score at the proficient level on the New York State English as a Second Language Achievement Test (NYSESLAT). This test was redesigned by the New York State Education Department in Fiscal 2005.
Source: Division of Assessment and Accountability.

Indicator name: English Language Learners testing out of ELL programs within 3 years (%)
Description: The percent of students who score at the proficient level on the New York State English as a Second Language Achievement Test (NYSESLAT) within 3 years. This test was redesigned by the New York State Education Department in Fiscal 2005.
Source: Division of Assessment and Accountability.

Indicator name: Students receiving special education services
- School age
  - Public Schools
  - Non-Public Schools
- Pre-school
  - Public Schools
  - Non-Public Schools

Description: The number of students who have been classified as disabled by the Committee on Special Education and have an Individualized Education Program, which outlines special education services for each child. Subtotals are included to show the different settings in which students receive special services through the Department of Education, including settings outside the public school system.
Source: Office of Special Education Initiatives/Children Assistance Program.

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Indicator name:	Students receiving special education services (000)
Description:	The number of students who have been classified as disabled by the Committee on Special Education and have an Individualized Education Program, which outlines special education services for each child.
Source:	Office of Special Education Initiatives/Children Assistance Program.

Indicator name:	Students recommended for special education services
Description:	The number of new students who have been found to have a disability and require special education services.
Source:	Office of Special Education Initiatives/Children Assistance Program.

Indicator name:	Students no longer in need of special education services
Description:	The number of students who have been determined by the Committee on Special Education to no longer require special education services and are returned to full-time general education services.
Source:	Office of Special Education Initiatives/Children Assistance Program

Indicator name:	Students in special education scoring below standards progressing into a higher level – English Language Arts (%)
Description:	The percent of special education students who scored in Level 1 on the English Language Arts test in a given year and showed progress the following year by moving into a higher level. Scores are on a scale ranging from Level 1, below basic proficiency level, through Level 4, the advanced level.
Source:	Division of Assessment and Accountability.

Indicator name:	Students in special education scoring below standards progressing into a higher level – Math (%)
Description:	The percent of special education students who scored in Level 1 on the math test in a given year and showed progress the following year by moving into a higher level. Scores are on a scale ranging from Level 1, below basic proficiency level, through Level 4, the advanced level.
Source:	Division of Assessment and Accountability.

Indicator name:	Schools Under Registration Review (SURR)
Description:	A list of schools, released by the New York State Department of Education annually, that are farthest from the state standards based on state test results. Each year there are schools that are added and removed from the list, generating a total "overall" number of Schools Under Registration Review (SURR) schools. In 2004-2005 the level of achievement that schools were required to demonstrate to avoid possible consideration for registration review was more rigorous than the previous years.
Source:	New York State Education Department

Indicator name: Average lunches served daily
Description: Lunches served by School Food in which claims are submitted for State Education reimbursement divided by service days. The denominator is a composite of the site (both public and non-public schools) service days citywide due to all sites not having the same number of service days.
Source: School Food Report of Meals Served (Management Information Evaluation) form.

Indicator name: Average breakfasts served daily
Description: Breakfasts served by School Food in which claims are submitted for State Education reimbursement divided by service days. The denominator is a composite of the site (both public and non-public schools) service days citywide due to all sites not having the same number of service days.
Source: School Food Report of Meals Served (Management Information Evaluation) form.

Indicator name: Average expenditure per student ($)
- Elementary school ($)
- Middle school ($)
- High school ($)
- Full-time special education (District 75) ($)

Description: Total school expenditures, including direct services to schools, regional costs, and systemwide costs and obligations, divided by school enrollment (official audited registers).
Source: School Based Expenditures Reports.

Indicator name: Average direct services to schools expenditure per student ($)
Description: Dollars spent directly on services provided to public school students and staff, taking place primarily in the school building during the school day, during the school year, divided by school enrollment (official audited registers). Cost categories feature classroom instruction; student support; leadership and supervision; building services; and food, transportation, computers and school safety. Also includes funds for after school and summer school programs.
Source: School Based Expenditure Reports.

Indicator name: Teachers
Description: The number of active teachers systemwide, which does not include teachers on approved unpaid leaves of absence and teachers in charter schools.
Source: Human Resources System.

Indicator name: Teachers with 5 or more years teaching experience (%)
Description: The percent of teachers, not including charter school teachers, with five or more years of classroom experience.
Source: Human Resources System.

Indicator name: Teachers hired to fill projected vacancies (%)
Description: The percent of teacher vacancies that were filled by teachers hired for the new school year.
Source: Enterprise Data Warehouse Human Resources System.

Indicator name: Principals with more than 3 years experience as principal (%)
Description: The percent of principals that have been in the NYC public school system as principal for three or more years.
Source: Enterprise Data Warehouse Human Resources System.

Indicator name: Teachers absent more than 10 days (%)
Description: The percent of active teachers (excludes teachers on approved leave) who have been absent (as defined under the teachers' contract) beyond the 10 days allowed under the teachers' contract.
Source: Enterprise Data Warehouse Human Resources System.

Indicator name: Phone calls responded to by parent coordinator (000)
Description: The citywide total number of phone calls responded to by parent coordinators is a measure of how many parents have their issues and concerns addressed by parent coordinators.
Source: Office of Parent Engagement.

Indicator name: Parent walk-ins receiving parent coordinator assistance (000)
Description: The citywide total number of parents who were seen by parent coordinators as walk-ins to the school is a measure of how many parents have their issues and concerns addressed by parent coordinators.
Source: Office of Parent Engagement.

Indicator name: Parent coordinator workshops held for parents (000)
Description: Key functions of parent coordinators are to increase parents' involvement with their children's education and to help parents support their children's learning. The number of workshops held by parent coordinators is a measure of the opportunities parents are provided at the school level to accomplish these goals.
Source: Office of Parent Engagement.

Indicator name: Parents attending parent coordinator workshops (000)
Description: Key functions of Parent Coordinators are to increase parents' involvement with their children's education and to help parents support their children's learning. The number of parents who attended workshops organized by Parent Coordinators is a measure of how many parents participated and benefited from parent coordinators' efforts to accomplish the above goals.
Source: Office of Parent Engagement.

Indicator name: Parents attending parent-teacher conferences (000)
Description: The citywide total number of parents who attended parent-teacher conferences.
Source: Office of Parent Engagement.

Indicator name: School safety
- Seven Major Crimes

Description: All crimes categorized as a major index crime (murder and non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, grand larceny and grand larceny auto) occurring within City public schools.
Source: NYPD School Safety Division.

Indicator name: School safety
- Other criminal categories

Description: Summary of all other reported felonies and misdemeanors occurring within City public schools.

Source: NYPD School Safety Division.

Indicator name: School safety
- Other incidents

Description: All serious non-criminal incidents occurring within City public schools.

Source: NYPD School Safety Division.

Indicator name: Average Class Size (End of October)
- Kindergarten
- Grade 1
- Grade 2
- Grade 3
- Grade 4
- Grade 5
- Grade 6
- Grade 7
- Grade 8
- Grade 9 (not high schools)

Description: The average class size as of October 31 in grades kindergarten to nine, not including high schools.

Source: Automate the School system.

Indicator name: Schools that exceed capacity
- Elementary schools (%)
- Middle schools (%)
- High schools (%)

Description: The percent of schools, not including charter schools located in private buildings, where student enrollment is at 100 percent or more of a school's functional capacity. Capacity is determined using a formula that reflects instructional needs, student population and building size. The formula is devised by the School Construction Authority in consultation with instructional and operational staff.

Source: Division of School Facilities through Fiscal 2002, School Construction Authority beginning Fiscal 2003.

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Indicator name: Students in schools that exceed capacity
- Elementary/middle schools (%)
- High schools (%)

Description: The percent of the enrolled student population that attend schools, not including charter schools located in private buildings, where enrollment is 100 percent or more of functional capacity. Capacity is determined using a formula that reflects instructional needs, student population and building size. The formula is devised by the School Construction Authority in consultation with instructional and operational staff.

Source: Division of School Facilities through Fiscal 2002, School Construction Authority beginning Fiscal 2003.

Indicator name: Total new seats created

Description: The number of new student seats created through the efforts of the Department of Education and the School Construction Authority, including construction of new buildings, construction of school additions, room portioning, room conversions, and leasing.

Source: Division of School Facilities and School Construction Authority.

Indicator name: Hazardous building violations total backlog

Description: The number of hazardous Department of Buildings (DOB) violations pending against Department of Education facilities. These include violations that need corrective work, and violations for which work has been completed but which are awaiting official dismissal by DOB.

Source: Division of School Facilities.

Indicator name: School building rating
- Good condition (%)
- Fair to good condition (%)
- Fair condition (%)
- Fair to poor condition (%)
- Poor condition (%)

Description: School building conditions are rated annually, with each major infrastructure component of each building rated on a scale of 1 to 5, 1 being Good and 5 being Poor. A Good rating means that infrastructure is sound and is performing its function. A Fair rating means that infrastructure is still performing adequately at this time, but may require preventive maintenance to prevent further deterioration and restore it to good condition. A Poor rating means that infrastructure cannot continue to perform its original function without repairs, or is in such condition that its failure is imminent.

Source: Department of Education Division of School Facilities through Fiscal 2002; School Construction Authority beginning Fiscal 2003.

SCHOOL CONSTRUCTION AUTHORITY

Indicator name: Total new seats created
Description: The number of new student seats created through the efforts of the Department of Education and the School Construction Authority, including construction of new buildings, construction of school additions, room partioning, room conversions, leasing and transportable classroom units.
Source: Division of School Facilities and School Construction Authority.

Indicator name: New schools and additions constructed
Description: The number of new schools and additions constructed as part of the City's elementary, intermediate and high schools. SCA measures new schools and additions from October to September to capture projects completed for the start of the school year.
Source: SCA Finance Department.

Indicator name: New schools and additions - construction funds committed as a percent of initial authorized budget (%)
Description: The sum of the total construction costs of all the completed new schools and additions which includes the original contract and all additional construction costs related to the original contract, divided by the sum of all of the contract amounts and contingency for the completed new schools and additions. SCA's goal is not to exceed 100 percent of its authorized budget.
Source: SCA Finance Department

Indicator name: Scheduled new seats constructed on time (%)
Description: The percent of planned new seats ready for occupancy by September, as approved and funded by the Department of Education.
Source: SCA Finance Department.

Indicator name: Construction bid price for school capacity projects per square foot ($)
Description: The construction contract cost at award divided by the school's total gross floor area (measured to the outside of exterior walls on each floor). For new schools and additions, the reported construction contract cost per square foot reflects costs attributable to the new building.
Source: SCA Finance Department.

Indicator name: Average new school construction cost per square foot
- Early childhood ($)

Description: The total construction cost of completed early childhood centers (prekindergarten-grade 2) divided by the centers' total gross floor area (measured to the outside of exterior walls on each floor). Cost includes original contract and all additional construction costs related to the original contract. NA reflects no construction done in this category.
Source: SCA Finance Department.

SCHOOL CONSTRUCTION AUTHORITY

Indicator name: Average new school construction cost per square foot
- Elementary ($)

Description: The total construction cost of completed elementary schools (prekindergarten-grade 5) divided by the schools' total gross floor area (measured to the outside of exterior walls on each floor). Cost includes original contract and all additional construction costs related to the original contract. NA reflects no construction done in this category.

Source: SCA Finance Department.

Indicator name: Average new school construction cost per square foot
- Intermediate ($)

Description: The total construction cost of completed intermediate schools (grade 6- grade 8) divided by the schools' total gross floor area (measured to the outside of exterior walls on each floor). Cost includes original contract and all additional construction costs related to the original contract. NA reflects no construction done in this category.

Source: SCA Finance Department.

Indicator name: Average new school construction cost per square foot
- High School ($)

Description: The total construction cost of completed high schools (grade 9-grade 12) divided by the schools' total gross floor area (measured to the outside of exterior walls on each floor). Cost includes original contract and all additional construction costs related to the original contract. NA reflects no construction done in this category.

Source: SCA Finance Department.

Indicator name: Capital improvement projects constructed on time or early (%)

Description: The percent of capital repair projects (such as roof repair and window replacement) with substantial completion within 15 days of the scheduled date.

Source: SCA Finance Department.

Indicator name: Capital improvement projects constructed within budget (%)

Description: The percent of capital repair projects (such as roof repair and window replacement) completed within contract dollar amount and budgeted contingency as of June 30.

Source: SCA Finance Department.

Indicator name: Ultimate cost of insurance losses as % of construction value

Description: The ratio of the cost of insurance losses to value of construction projects for the period.

Source: SCA Finance Department.

Indicator name:	Cash Assistance applicants and recipients placed into jobs (000)
Description:	This indicator reports the unduplicated City fiscal year total of cash assistance (CA) applicants and people receiving welfare benefits who obtained a job during the reporting period. It includes people who receive benefits from the federal Family Assistance Program (FAP), which provides welfare benefits to families for five years; the State Safety Net Assistance Program, which provides welfare benefits to adults without children and to some families not eligible for FAP; and the State 60-month Converted Safety Net program, which provides assistance to families that have exceeded the five-year State time limit (which counts five years of assistance from either Safety Net or FAP).
Source:	HRA New York City WAY (NYCWAY), Welfare Management System (WMS), and the Human Resources Administration (HRA) Office of Data Reporting and Analysis (ODRA)

Indicator name:	Percent of cash assistance applicants and recipients placed into jobs as compared to a monthly goal (Calendar year to-date) (%)
Description:	The calendar year-to date percent of the unduplicated total of cash assistance applicants and people receiving welfare benefits who obtained a job compared to the job placement goal at that point in time. The annual job placement goal is set each year..
Source:	HRA NYCWAY and ODRA

Indicator name:	Cash Assistance cases with an adult head of household who is temporarily or permanently unable to participate in any work or work-related activity (%)
Description:	The city fiscal year-to-date average percent of the total cases that are either partially or fully unable to work full time. This indicator includes cash assistance cases that either are currently partially engaged in work-related activities, such as health, mental health, substance abuse treatment, domestic violence or other activities, or are fully unengageable and therefore unable to participate in any activity. Therefore, neither group can participate in full time employment.
Source:	HRA NYCWAY and ODRA

Indicator name:	Safety Net Assistance (SNA) cases participating in work or work-related activities as calculated in accordance with State guidelines (State fiscal year-to date average) (%)
Description:	The state fiscal year-to-date average percent of Safety Net adult only cases who participate in work or work-related activities in compliance with state guidelines calculated on the basis of the state fiscal year: March through April.
Source:	HRA NYCWAY and WMS and ODRA

Indicator name:	Cash Assistance family cases participating in work or work-related activities per federal guidelines (federal fiscal year-to-date official average) (%)
Description:	The federal fiscal year-to-date official average percent of Family Assistance Program and 60-month converted to Safety Net Assistance cases who participate in work or work-related activities in compliance with federal guidelines. This indicator reports the most recent available federal data. The official family participation rate is calculated on the basis of the federal fiscal year: October through September.
Source:	HRA NYCWAY and ODRA

Indicator name:	Cash Assistance cases engaged in any training or education, which may include other activities, in accordance with New York City guidelines (%)
Description:	The city fiscal year-to-date average percent of partially or fully engageable (able to work) cash assistance cases who are participating in any training or education and/or work-related activities, as defined by New York City, that directly prepare them for work. Therefore, training and education may be either stand alone or together with some other activities, such as those that are concurrent with the Work Employment Program (WEP), substance abuse treatment or job search.
Source:	HRA NYCWAY and ODRA

Indicator name:	Safety Net Assistance (SNA) single cases engaged in any training or education, which may include other activities, in accordance with New York City guidelines (%)
Description:	The city fiscal year-to-date average percent of all SNA single cases who are participating in any training or education and/or work-related activities, as defined by New York City, that directly prepare them for work. Therefore, training and education may be either stand alone or together with some other activities, such as those that are concurrent with the Work Employment Program (WEP), substance abuse treatment or job search. This indicator does not include the wage subsidy work activity, which is considered subsidized employment. In addition, it does not include stand-alone job search or standalone WEP, but does include job search performed in conjunction with an education or training program.
Source:	HRA NYCWAY and ODRA

Indicator name:	Cash Assistance cases that retained employment income 180 days after being placed in a job (Calendar year-to date average) (%)
Description:	The calendar year-to-date average percent of both those cash assistance cases who had obtained a job six months (180 days) prior to the reporting period, earned enough income to close their cash assistance cases, and did not return to cash assistance within the last six months (180 days) of the reporting period, and those cash assistance cases who obtained employment six months prior to the reporting period and have not had their cases rebudgeted within 180 days due to the loss of employment income.
Source:	HRA NYCWAY and ODRA

Indicator name:	Cash Assistance cases that remained closed for 180 days due to employment (Calendar year-to-date average) (%)
Description:	The calendar year-to-date average percent of cash assistance recipients who obtained a job and had their cases closed due to employment income six months (180 days) prior to the reporting period and did not return to cash assistance within the last six months. This does not include those who are working full time in subsidized employment because these cases are not closed, because the recipient is working full-time for a subsidized wage, the cash assistance grant is incorporated into the wage.
Source:	HRA NYCWAY, WMS and ODRA

Indicator name:	Child support collected ($ millions)
Description:	The total amount of child support collected on behalf of both cash assistance and non-cash assistance clients, including cases where the child resides outside the City and the non-custodial parent resides in the City.
Source:	New York State Department of Child Support Enforcement, Office of Child Support Enforcement: Monthly Calendar Year Comparisons of Collections – Total Collections

Indicator name:	Current obligations collected (%)
Description:	The city fiscal year-to-date average of the total child support collected for both cash assistance and non-cash assistance cases as a percent of the total court-ordered obligations.
Source:	New York State Department of Child Support Enforcement, Office of Child Support Enforcement; New York State: 157 Report Section F: Collections Due and Distributed, Total (Line 25 cumulative) divide by Total (line 24 cumulative)

Indicator name:	Child support cases with orders of support (%)
Description:	The monthly average of cash assistance and non-cash assistance child support cases for which a support order has been established by a court, as a percent of the total number of open child support cases.
Source:	New York State Department of Child Support Enforcement, Office of Child Support Enforcement: 157 Report - Performance Measures – SEP

Indicator name:	Persons receiving cash assistance (000)
Description:	As of the end of the reporting period, this indicator measures the number of persons who are eligible for the time-limited Family Assistance Program or the Safety Net Assistance Program. As of November 2001, the 60-month Converted to Safety Net program is included.
Source:	HRA ODRA and WMS report CRM01OR1

Indicator name:	Cash Assistance application timeliness rate (%)
Description:	This indicator measures the percent of Cash Assistance application processing completed by the Agency in required time frames.
Source:	HRA Family Independence Administration (FIA)

Indicator name: Cash Assistance fair hearing win rate (%)
Description: Fair Hearing Win Rate is the percentage determined by dividing the total wins, which are Agency affirmations, Administrative Law Judge (ALJ) determinations that the Agency's actions were "Correct When Made," and client defaults, by Agency total wins and Agency total losses, which are Agency reversals by an ALJ.
Source: HRA FIA

Indicator name: Average annual administrative cost per Cash Assistance case ($)
Description: The average annual cost associated with the administration of a single cash assistance case. To determine this average, the total annual direct and indirect administrative cost associated with all cash assistance cases is divided by the total, unduplicated number of cash assistance cases that received any financial assistance during the reporting period. The operation of HRA Job Centers is included in direct costs. Indirect cost includes an attributed portion of HRA's central administrative cost. The administrative cost associated with the provision of Medicaid or Food Stamps is not included, nor is the cost of cash assistance benefits.
Source: HRA ODRA

Indicator name: Persons receiving food stamps (000)
Description: As of the end of the reporting period, the number of eligible persons receiving federally supported food stamps, including both cash assistance recipients and non-PA recipients. The calculation includes persons who receive food stamps at residential treatment centers and recipients of Supplemental Security Income (SSI).
Source: HRA ODRA

Indicator name: Non-Cash Assistance persons receiving food stamps (000)
Description: At the end of the reporting period, the total number of persons who receive food stamps who are not cash assistance or SSI recipients.
Source: HRA ODRA

Indicator name: SSI persons receiving food stamps (000)
Description: The total number of eligible recipients of SSI receiving federally supported Food Stamps.
Source: HRA ODRA

Indicator name: Food stamp estimated payment error rate (%)
Description: This indicator measures the percent of Food Stamp Payment Errors for CA and non-CA recipients where the incorrect Food Stamp benefit amount is paid is either over or under the correct amount, due to a calculation or documentation error on the part of either the worker or the client. This indicator is tracked in accordance with the federal fiscal year.
Source: HRA FIA

Indicator name: Public Health Insurance enrollees (000)
Description: At the end of the reporting period, the total number of persons enrolled in various cash health insurance programs, including Medicaid with cash assistance, Medicaid without cash assistance (Medicaid-only), and Family Health Plus.
Source: WMS report WINR0521

Indicator name: Public Health Insurance Medicaid-only enrollees (000)
Description: At the end of the reporting period, the number of persons who are not recipients of cash assistance or SSI who receive Medicaid services, including those receiving Family Health Plus.
Source: WMS report WINR0521

Indicator name: Client responses to Public Health Insurance mailed renewal notices (%)
Description: Percent of responses to Public Health Insurance renewal notice mailed to clients.
Source: HRA MICSA Medical Insurance and Community Services Administration (MICSA)

Indicator name: Clients found eligible for Public Health Insurance who responded to a mailed renewal notice (%)
Description: Percent of clients who responded to a mailed Public Health Insurance renewal notice who were found eligible for public health benefits.
Source: HRA MICSA

Indicator name: Public Health Insurance Fair Hearing Win Rate (%)
Description: Fair Hearing Win Rate is the percentage determined by dividing the total wins, which are Agency affirmations, Administrative Law Judge (ALJ) determinations that the Agency's actions were "Correct When Made," and client defaults, by Agency total wins and Agency total losses, which are Agency reversals by an ALJ.
Source: HRA MICSA

Indicator name: Cases receiving home care services (000)
Description: The number of cases receiving Medicaid-funded Home Attendant and Housekeeping; Long Term Home Health Care; and AIDS Project/AIDS Lombardi Home Care services at the end of the month.
Source: HRA Home Care Services Program

Indicator name: Average number of days to initiate Home Attendant and Housekeeper Services cases
Description: At the end of the reporting period, the average number of days from the date of application to the commencement of service for all new Home Attendant and Housekeeping cases during the reporting month. All cases with service start dates during the reporting month are included in this measure and include applicants who are currently enrolled in Medicaid and those who have applied for but not begun to receive Medicaid.
Source: HRA Home Care Services Program

Indicator name: Personal care services - average weekly billable hours
Description: At the end of the reporting period, the average number of weekly billable hours of service for all clients receiving personal care services (home attendant and housekeeping). Billable hours measures the number of hours during which service is actually provided.
Source: HRA Home Care Services Program

Indicator name: Serious personal care complaints resolved in 24 hours (%)
Description: Percent of client serious complaints resolved within required timeframe of 24 hours. Vendors must remove the risk has to the client within 24 hours for the complaint to be resolved.
Source: HRA MICSA

Indicator name: Adult Protective Services (APS) Assessment Cases
Description: The unduplicated number of individuals in the assessment phase for APS services during the month.
Source: HRA Adult Protective Services Monthly Compliance Report

Indicator name: Adult Protective Services (APS) Cases Eligible for Services
Description: The unduplicated number of the total cases in APS undercare or Preventive Services Program during the month.
Source: HRA Adult Protective Services Monthly Compliance Report

Indicator name: Individuals referred to an Adult Protective Services field office visited within three working days (%)
Description: The city fiscal year-to-date average percent of cases referred to Adult Protective Services (APS) that are visited within the State-mandated three working days.
Source: HRA Adult Protective Services Monthly Compliance Report

Indicator name: Adult Protective Services (APS) assessment cases accepted or denied for undercare within State-mandated 60 days (%)
Description: Percent of referrals to the borough offices or contracted vendors with a decision made to accept or deny a case within the State-mandated 60 days.
Source: HRA Adult Protective Services Monthly Compliance Report

Indicator name: Individuals receiving HIV/AIDS services (000)
Description: At the end of the reporting period, the number of individual clients (individuals who are either HIV Symptomatic or with AIDS) served during the reporting month.
Source: HRA HIV/AIDS Services Administration (HASA)

Indicator name:	Average number of days from submission of a completed application to approval or denial of enhanced housing benefits to keep HASA clients in stable housing
Description:	At the end of the reporting period, the average number of calendar days it takes to issue housing-related enhanced financial benefits to clients in order to secure or maintain housing, including but not limited to rent increases, home furnishings requests, moving and storage expenses.
Source:	HRA HIV/AIDS Services Administration Case by Case Financial Assessment database

Indicator name:	Average number of days from submission of a completed application to issuance of enhanced housing benefits to HASA clients
Description:	The average number of calendar days from submission of a completed application it takes to issue housing-related enhanced financial benefits to clients in order to secure or maintain housing, including but not limited to rent increases, home furnishings requests, moving and storage expenses.
Source:	HRA HIV/AIDS Services Administration Case by Case Financial Assessment database

Indicator name:	HASA clients receiving ongoing enhanced housing benefits (%)
Description:	The percent of HASA clients who receive on-going monthly supplemental rents in addition to the basic HASA shelter grant.
Source:	IPA 705 report generated by HRA/MIS

Indicator name:	Individuals and families at imminent risk diverted from becoming homeless (%)
Description:	The percent of individuals and families who were still domiciled at the point they were seen by the Diversion Team at an HRA Job Center, but were at imminent risk of losing their homes, who are diverted from becoming homeless. As of January 2009 HRA began were cross-referencing diverted families to determine if any of these families subsequently came to the Prevention Assistance and Temporary Housing (PATH) at the Department of Homeless Services during the fiscal year. If a family previously diverted by HRA subsequently became homeless despite efforts at PATH, the original diversion at the HRA Job Center is not counted.
Source:	IPA 705 report generated by HRA/MIS

Indicator name:	Total WeCARE cases (000)
Description:	The unduplicated total of Wellness, Comprehensive Assessment, Rehabilitation, and Employment (WeCARE) cases. WeCARE provides a continuum of services to help cash assistance clients with medical and/or mental health conditions that affect their employability to attain their maximum levels of self-sufficiency. Individuals referred to WeCARE receive a comprehensive biopsychosocial assessment to identify possible clinical conditions and social barriers that may affect their ability to participate in work-related activities. Based on the results of this assessment, WeCARE contractors determine an individual's functional capacity, develop a customized service plan, and provide a range of services tailored to meet a client's needs.
Source:	WeCARE Engagement Report

Indicator name:	Number of WeCARE federal disability awards
Description:	The cumulative number, for the reporting period, of HRA clients assisted by the Agency who obtain federal SSI benefits for the aged, blind, or disabled as of January 2009 only one award per person is counted: either the award granted for the initial appeal or the award granted in a subsequent appeal if the initial application was denied.
Source:	HRA Payment and Claiming System (PACS)

Indicator name:	Domestic Violence Non-residential Services Program active caseload
Description:	The city fiscal year-to-date average of the monthly number of active cases participating in the non-residential program.
Source:	Monthly reports from contracted non-residential shelter providers

Indicator name:	Number of Domestic Violence emergency beds (capacity)
Description:	At the end of the reporting period, the number of domestic violence emergency beds that HRA administers.
Source:	The number of beds licensed by the State Office of Children and Family Services and reported through the HRA Office of Domestic Violence & Emergency Intervention Services (ODVEIS) shelter occupancy system

Indicator name:	Families seeking shelter at Prevention Assistance and Temporary Housing (PATH) who entered HRA's domestic violence shelters (%)
Description:	Percent of families seeking shelter at Department of Homeless Service's Prevention Assistance and Temporary Housing (PATH) who entered HRA domestic violence shelters.
Source:	HRA ODVEIS

Indicator name:	HRA human services contracts submitted to the Comptroller on time (%)
Description:	Percent of contracts for human services that are submitted to the Comptroller by the start date of the contract.
Source:	HRA Contracts Office

Indicator name:	Billed revenue as a percentage of budgeted revenue (%)
Description:	Billed revenue as a percentage of budgeted revenue indicates where HRA is in meeting its projected targeted revenue,
Source:	HRA Finance Office

Indicator name:	Percentage of claims filed within 60 days of close of expenditure month (%)
Description:	This indicator measures the percent of claims filed on a timely basis, since the State and Federal funding of major HRA programs and the timing of future advances relies on such filing.
Source:	HRA Finance Office

HUMAN RESOURCES ADMINISTRATION

Indicator name:	Medicaid recoveries and cost avoidance for fraud, waste & abuse ($ millions)
Description:	This indicator shows the identified recoveries from concealment of income and resources by clients, provider audits for waste and abuse, collections from windfalls, personal injury lawsuit settlements and liens on properties and estates, and cost savings from various efforts such as Medicaid prescription drug fraud investigations and clients receiving Medicaid in more than one state.
Source:	HRA Investigations, Revenue & Enforcement Administration

HUMAN RESOURCES ADMINISTRATION

ADMINISTRATION FOR CHILDREN'S SERVICES

Indicator name:	Number of State Central Register Consolidated Investigations
Description:	Excludes those reports that have been consolidated according to the new Office of Children and Family Services procedure, which went into effect in January 2004, that requires local districts to consolidate certain reports based on a set of identified criteria
Source:	Division of Policy & Planning

Indicator name:	Abuse and/or neglect reports responded to within 24 hours of receipt from State Central Registry (%)
Description:	The percent of child abuse/neglect investigations initiated within 24 hours of oral report to the State Central Registry, as monitored internally by ACS.
Source:	ACS Office of Management Development and Research.

Indicator name:	Children in substantiated investigations with repeat substantiated investigations within a year (%)
Description:	The percent of children who were named as alleged victims in a substantiated investigation, who were then named as alleged victims in another substantiated investigation within a year of the closing of the first investigation. Substantiated investigations are those that produce credible evidence of abuse or neglect. Figures are provided for the fiscal year of the repeat investigation.
Source:	CONNECTIONS database maintained by ACS Management Information Systems Unit.

Indicator name:	Average child protective specialist caseload
Description:	Total number of cases carried on the last day of the month divided by the total number of Diagnostic Child Protective Specialists and Supervisors (Sup I) on the last day of the month.
Source:	Division of Policy & Planning

Indicator name:	Children receiving contract preventive services
Description:	The number of children in active contract preventive cases at the end of the reporting period.
Source:	ACS Office of Management, Development and Research.

Indicator name:	Children in foster care (average)
Description:	The average number of children in foster care during the reporting period, excluding suspended payment and trial discharge, in all facilities and homes operated by contract foster care agencies or by ACS Direct Care Services.
Source:	ACS Office of Management, Development and Research.

Indicator name:	Children in foster kinship homes (average)
Description:	The average number of children in foster kinship homes during the reporting period, excluding suspended payment and trial discharge, in all homes operated by contract foster care agencies or by ACS Direct Care Services.
Source:	ACS Office of Research and Evaluation.

Indicator name:	Children in nonrelative foster homes (average)
Description:	The average number of children in nonrelative foster homes during the reporting period, excluding suspended payment and trial discharge, in all homes operated by contract foster care agencies or by ACS Direct Care Services.
Source:	ACS Office of Research and Evaluation.

Indicator name:	Children in congregate care (average)
Description:	The average number of children in congregate care during the reporting period, excluding suspended payment and trial discharge, in all facilities operated by contract foster care agencies or by ACS Direct Care Services.
Source:	ACS Office of Research and Evaluation.

Indicator name:	All children entering foster care
Description:	The number of children entering foster care. Includes children with repeat admissions into foster care.
Source:	Child Care Review Service (CCRS) data extracts maintained by ACS Management Information Systems Unit.

Indicator name:	Children who re-enter foster care within a year of discharge to family (%)
Description:	The percent of foster care children who are discharged to their family who re-enter foster care within a year of their discharge date. Percentages are provided for the fiscal year of re-entry.
Source:	ACS Management Information Systems Unit.

Indicator name:	Children placed in foster care in their borough (%)
Description:	The percent of children placed in regular foster boarding homes in their home borough.
Source:	Child Care Review Service (CCRS) and CONNECTIONS maintained by ACS Management Information Systems Unit.

Indicator name:	Children placed in foster care in their community
Description:	The percent of children placed in regular foster boarding homes in their home community district or in a community district adjacent to their home community district..
Source:	Child Care Review Service (CCRS) and CONNECTIONS maintained by ACS Management Information Systems Unit.

Indicator name:	Children entering foster care who are placed with relatives (%)
Description:	The percent of children entering foster care who are placed in foster boarding homes with relatives.
Source:	ACS Management Information Systems Unit.

Indicator name:	Siblings placed simultaneously in the same foster home (%)
Description:	The percent of siblings in foster care who are placed simultaneously, when no other siblings are in care, in the same foster home.
Source:	ACS Management Information Systems Unit.

Indicator name:	Children in foster care who had one or fewer transfers from one facility to another (%)
Description:	The percent of children in foster care who have had, one or fewer transfers from one facility to another.
Source:	ACS Management Information Systems Unit.

Indicator name:	Abuse and/or neglect reports for children in foster care and child care
Description:	The number of abuse and/or neglect reports for children in foster care and ACS-funded child care that are investigated by ACS' Office of Confidential Investigations.
Source:	ACS Management Information Systems Unit.

Indicator name:	Abuse and/or neglect reports for children in foster care and child care—for children in foster care
Description:	The number of abuse or neglect reports for children in foster care, which are investigated by the Office of Confidential Investigations (OCI), a division of ACS/Division of Child Protection.
Source:	CONNECTIONS database maintained by ACS Management Information Systems Unit and OCI.

Indicator name:	Abuse and/or neglect reports for children in foster care and child care—for children in child care
Description:	The number of abuse or neglect reports for children in ACS funded child care which are investigated by the Office of Confidential Investigations (OCI), a division of ACS/Division of Child Protection.
Source:	CONNECTIONS database maintained by ACS Management Information Systems Unit and OCI.

Indicator name:	Abuse and/or neglect reports for children in foster care and child care that are substantiated (%)
Description:	The percent of abuse and/or neglect reports for children in foster care and ACS funded child care that are determined upon investigation to have credible evidence of abuse or neglect.
Source:	ACS Management Information Systems Unit.

Indicator name:	Abuse and/or neglect reports for children in foster care and child care that are substantiated—for children in foster care (%)
Description:	The percent of abuse and/or neglect reports for children in foster care that are determined upon investigation by the Office of Confidential Investigations (OCI) to have credible evidence of abuse or neglect.
Source:	CONNECTIONS database maintained by ACS Management Information Systems Unit and OCI.

Indicator name:	Abuse and/or neglect reports for children in foster care and child care that are substantiated—for children in child care (%)
Description:	The percent of abuse and/or neglect reports for children in ACS funded child care that are determined upon investigation by the Office of Confidential Investigations (OCI) to have credible evidence of abuse or neglect.
Source:	CONNECTIONS database maintained by ACS Management Information Systems Unit and OCI.

Indicator name: Cost per foster care case—Congregate care by level of need ($)
Description: The cost of funding one congregate care case based on OTPS projected expenditures, facilities expenditures (rentals), and direct care staffing costs without fringe, divided by congregate care caseload capacity. Figures are presented separately for three levels of need: Level 1 (moderate), Level 2 (intermediate), and Level 3 (severe).
Source: ACS Financial Service Department.

Indicator name: Cost per foster care case—Foster boarding home ($)
Description: The cost of funding one foster boarding home case based on foster parent stipend costs, facilities expenditures (rentals), miscellaneous program costs such as tutoring, college subsidy, independent living, etc., and direct care staffing costs without fringe, divided by foster boarding home caseload capacity.
Source: ACS Financial Service Department.

Indicator name: Median length of stay for children entering foster care for the first time who are returned to parent (months)
Description: The median number of months a child, who enters care for the first time during a given year, remains in care before returning to their parents.
Source: ACS Management Information Systems Unit.

Indicator name: Children returned to parent(s) within 12 months (%)
Description: The percent of children discharged from foster care to their parents within 12 months from the time they were placed in care. Published data is considered preliminary until it is indicated as final.
Source: ACS Management Information Systems Unit.

Indicator name: Children eligible for adoption (average)
Description: The average number of children freed for adoption at the end of the Fiscal Year, as monitored internally by ACS. The number includes those in adoptive placement and those also freed and not in adoptive homes.
Source: ACS Office of Family Permanency.

Indicator name: Children adopted
Description: The number of children with a finalized adoption through either Contract Agency Service Adoptions or ACS Direct Care Adoptions. Finalization requires a court form to verify the child's identity and date of adoption.
Source: ACS Office of Adoption Services.

Indicator name: Median length of stay in foster care before child is adopted (months)
Description: The median number of months a child, for whom adoption was decided as appropriate, remains in foster care until an adoption is finalized.
Source: ACS Management Information Systems Unit.

Indicator name: Average time to complete adoption (years)
Description: The average number of years a child for whom adoption was decided as appropriate remains in foster care before an adoption is finalized.
Source: ACS Office of Adoption Services.

Indicator name: Children eligible for adoption who are adopted (%)
Description: The percent of the children eligible for adoption through contract agency or ACS direct care adoptions that finalize adoption during the reporting period.
Source: Division of Family Permanency

Indicator name: Total Head Start Enrollment
Description: The number of children currently on authorized attendance lists for Head Start programs.
Source: Child Care/ Head Start

Indicator name: Total Number of Children using Vouchers for Child Care (TANF)
Description: The number of children currently on authorized attendance lists for ACS vouchers.
Source: Child Care/ Head Start

Indicator name: Total Number of Children using Vouchers for Child Care (Low-Income Working/ Other Families)
Description: The number of children from low-income/ other families currently on authorized attendance lists for ACS vouchers.
Source: Child Care/ Head Start

Indicator name: Total Enrollment in Subsidized Child-Care
Description: The number of children currently on authorized attendance lists for ACS contracted programs, providers and vouchers.
Source: Child Care/ Head Start

Indicator name: Total contracted Child care capacity filled (%)
Description: The percent of family child care and group child care slots available for which children are enrolled.
Source: ACS Department of Child Care and Head Start Services.

Indicator name: Total Head Start Enrollment
Description: The total number of children needed for full enrollment in Head Start
Source: Child Care/ Head Start

Indicator name: Head Start capacity filled (%)
Description: The percent of contracted Head Start slots available for which children are enrolled.
Source: ACS Department of Child Care and Head Start services.

Indicator name: Cost per child care slot
- Group child care slot (voucher) ($)

Description: The average cost of funding one group child care voucher based on actual expenditures submitted by vendors for payment (not to exceed the State set market rate), divided by the number of vouchers used. Does not include capital costs or costs for City staff or overhead.
Source: ACS Automated Child Care Information System.

Indicator name: Cost per child care slot
- Family child care slot (voucher) ($)

Description: The average cost of funding one family child care voucher based on actual expenditures submitted by vendors for payment (not to exceed the State set market rate), divided by the number of vouchers used. Does not include capital costs or costs for City staff or overhead.

Source: ACS Automated Child Care Information System.

Indicator name: Cost per child care slot
- Group child care slot (contract) ($)

Description: The average cost of one contracted child care slot based on the amount awarded to contract agencies and centralized costs for leases, repairs, maintenance and utilities for City-owned sites, as well as insurance for child care staff divided by the number of child care slots. Does not include capital costs or costs for City staff or overhead.

Source: ACS Financial Services Department.

Indicator name: Cost per child care slot
- Family child care slot (contract) ($)

Description: The average cost of one contracted child care slot based on the amount awarded to vendor, as well as insurance for child care staff divided by the number of child care slots. Does not include capital costs or costs for City staff or overhead.

Source: ACS Financial Services Department.

Indicator name: Cost per Head Start slot ($)

Description: The average cost of one contracted Head Start slot based on all of the costs awarded for the program year divided by the number of budgeted slots. Does not include capital costs or costs for city staff or overhead.

Source: ACS Financial Services Department.

Indicator name: Total Admissions

Description: The total number of admissions to detention.

Source: Comprehensive Justice Information System (CJIS).

Indicator name: Average Length of Stay

Description: The average number of days between the admission date and release date of all youth released from either secure detention or non-secure detention.

Source: Comprehensive Justice Information System (CJIS).

Indicator name: Average Daily Population

Description: The number of youth in custody on an average day during the reporting period.

Source: Comprehensive Justice Information System (CJIS).

Indicator name: Average daily cost per juvenile in detention ($)

Description: The average daily dollar value of all secure and non-secure detention costs (including staff salaries and fringe benefits, contracts and indirect costs) divided by the average daily population.

Source: Financial Management System.

Indicator name:	Youth-on-youth assaults/altercations with injury (per 100 total ADP)
Description:	The number of reported instances of assaults and altercations between youth resulting in physical injury requiring medical attention. Calculated as the average number of instances per days in the reporting period, per 100 average Daily Population during the reporting period
Source:	Incident Database.

Indicator name:	Youth-on-staff assaults/altercations with injury (per 100 total ADP)
Description:	The number of reported instances of assaults and altercations on staff resulting in a physical injury. Calculated as the average number of instances per days in the reporting period, per 100 Average Daily Population during the reporting period.
Source:	Incident Database.

Indicator name:	Escapes in secure detention
Description:	The number of youth who escape from a secure detention facility, court-related services, or medical/mental health service while in the custody of secure detention staff.
Source:	Incident Database.

Indicator name:	Abscond rate in non-secure detention (Average per 100 Total ADP in non-secure)
Description:	The number of youth who abscond from a non-secure group home, field site, court-related service, or medical/mental health service while in the custody of non-secure detention staff. Calculated as the average number of instances per days in the reporting period, per 100 Average Daily Population in non-secure system during the reporting period.
Source:	Incident Database.

Indicator name:	Weapon Recovery Rate (Average per 100 Total ADP)
Description:	The number of instances in which weapons were found. Calculated as the average number of instances per days in the reporting period, per 100 Average Daily Population during the reporting period.
Source:	Incident Database.

Indicator name:	Narcotic Recovery Rate (Average per 100 Total ADP)
Description:	The number of instances in which narcotics were found. Calculated as the average number of instances per days in the reporting period, per 100 Average Daily Population during the reporting period.
Source:	Incident Database.

Indicator name:	Child Abuse and/or Neglect Allegation Rate (Internal) (Average per 100 Total ADP)
Description:	The number of instances in which allegations were made against Department staff. Calculated as the average number of instances per days in the reporting period, per 100 Average Daily Population during the reporting period.
Source:	Incident Database

ADMINISTRATION FOR CHILDREN'S SERVICES

Indicator name:	Child Abuse/Neglect Allegations (Internal) reported by OCFS as Substantiated
Description:	The number of child abuse/neglect allegations against DJJ direct- and contracted-staff regarding resident care reported to DJJ by the State Office of Children and Family Services (OCFS) as Substantiated during the reporting period. Due to OCFS investigation time frames the universe of incidents covered by this indicator are likely distinct and not comparable to the number of allegations reported to OCFS during the reporting period.
Source:	Office of Children and Family Services

Indicator name:	Residents seen within 24 hours of Sick Call Report (%)
Description:	The percent of residents who were seen by medical staff within 24 hours of submitting a sick call request.
Source:	Medical Service Contractor.

Indicator name:	In-Care Youth who were referred for mental health services (%)
Description:	The percent of in-care youth who were referred for mental health services. Calculated as the percent of unique youth who were in detention at least one day during the reporting period who were referred for mental health services.
Source:	CJIS Database and Mental Health Service Provider

Indicator name:	In-Care Youth who were referred for and received mental health services (%)
Description:	The percent of in-care youth who were referred for and received mental health services. Calculated as the percent of unique youth who were in detention at least one day during the reporting period who were referred for and received mental health services.
Source:	CJIS Database and Mental Health Service Provider.

Indicator name:	General healthcare cost per youth per day ($)
Description:	The average daily dollar value of all medical and mental health care contracts, related counseling staff (including salaries and fringe benefits), and indirect costs, divided by the average daily population.
Source:	Financial Management System.

Indicator name:	Youth with previous admission(s) to detention (%)
Description:	The percent of youth admitted to DJJ custody during the reporting period with at least one prior admission to DJJ, ever. This is not a recidivism or "within the same reporting period" readmission rate.
Source:	Comprehensive Justice Information System (CJIS).

Indicator name:	Adults receiving preventive services who did not reside 21 days or more in the shelter system (%)
Description:	Those adults who did not reside 21 days or more in shelter for 12 continuous months after their initial contact, excluding clients in Safe Havens and Veterans short-term housing.
Source:	DHS Aftercare Unit
Indicator name:	Adult Families receiving preventive services who did not enter the shelter system (%)
Description:	Those adult families who were not found eligible for shelter for 12 continuous months after their initial contact.
Source:	DHS Aftercare Unit
Indicator name:	Families with children receiving preventive services who did not enter the shelter system (%)
Description:	Those families with children who were not found eligible for shelter for 12 continuous months after their initial contact.
Source:	DHS Aftercare Unit
Indicator name:	Unsheltered individuals that are estimated to be living on the streets, in parks, under highways, on subways, and in the public transportation stations in New York City (HOPE)
Description:	This indicator reports the results of the agency's annual Homeless Outreach Population Estimate, held from midnight – 4AM on the last Monday in January. Teams of volunteers are assigned to small study areas where they administer a survey to all passersby to determine their housing situation.
Source:	Homeless Outreach Population Estimate Findings.
Indicator name:	Number of Chronically Homeless Individuals Placed into Permanent and Temporary Housing by Outreach Teams
Description:	The number of total outreach contacts to chronically homeless individuals made by outreach teams that result in placement into temporary housing during the reporting period.
Source:	DHS Quarterly Outreach Report.
Indicator name:	Response rate to 311 calls from constituents for Homeless Person Assistance
Description:	The percentage of constituents who call 311 for Homeless Person Assistance, request a follow up call back, and receive one.
Source:	DHS Outreach Database
Indicator name:	Single adults entering the DHS shelter services system
Description:	Single adults entering the DHS shelter services system for the first time or returning after a period of at least one year, excluding clients in Safe Havens and Veterans short-term housing.
Source:	DHS Single Client Information Management System database.
Indicator name:	Adult families entering the DHS shelter services system
Description:	Adult families determined to be eligible for shelter.
Source:	Department of Homeless Services (DHS) Client Tracking System database.

DEPARTMENT OF HOMELESS SERVICES

Indicator name:	Families with children entering the DHS shelter services system
Description:	Families with children determined to be eligible for shelter.
Source:	Department of Homeless Services (DHS) Client Tracking System database.
Indicator name:	Average number of adult families in shelters per day
Description:	The average daily census of adult families in shelter at noon for the month. Does not include families that may not yet be assigned or are in transition to shelter at noon and those placed in overnight facilities.
Source:	DHS Noon Census.
Indicator name:	Average number of single adults in shelters per day
Description:	The average number of single adults residing in shelter each night at 2:15 A.M.
Source:	DHS Intake/Vacancy Control database.
Indicator name:	Average number of families with children in shelters per day
Description:	The average daily census of families with children in shelter at noon for the month. Does not include families that may not yet be assigned or are in transition to shelter at noon and those placed in overnight facilities.
Source:	DHS Noon Census.
Indicator name:	Cost per day for shelter facilities - Single adult facilities ($) - Family facilities ($)
Description:	The daily cost (per diem) per person or family for privately run facilities, including Tier IIs, hotels, and cluster facilities, providing overnight shelter to homeless single adults or families. It is the average cost for all units occupied at a given point in time.
Source:	DHS Budget Office.
Indicator name:	Families suitably placed in the shelter services system within 10 days (%)
Description:	The percent of families placed into conditional lodging within 10 days (a court mandated timeframe).
Source:	DHS Client Tracking System database.
Indicator name:	Average school attendance rate for children in the DHS shelter services system (%)
Description:	The rate of actual attendance per number of school days per month, based on total number of school-aged children who have attendance/registration records.
Source:	Department of Education ‘Students Residing in Temporary Housing’ reports.
Indicator name:	Families placed in the shelter services system according to their youngest school-aged child's school address (%)
Description:	The percent of families provided with shelter that have identified their youngest school-aged child’s school, and were placed in the facility closest to that school.
Source:	DHS Neighborhood Based Placements Report

Indicator name:	Safety, maintenance and cleanliness deficiencies noted on independent inspections of adult shelters
Description:	Total number of deficiencies noted in inspections carried out by a court-appointed inspection team to ensure shelters meet court-mandated standards. Inspections take place in adult shelters semi-annually.
Source:	DHS Facilities Maintenance and Development.

Indicator name:	Critical incidents in the Adult Shelter system, per 1,000 residents
Description:	Total Critical Incidents during the reporting year, per 1000 residents. Critical Incidents are either a life-threatening assault or injury to a resident or employee, or environmental concerns that result in the evacuation of a facility.
Source:	Incident Report Database

Indicator name:	Critical incidents in the Family Shelter system, per 1,000 Residents
Description:	Total Critical Incidents in family shelters during the reporting year, per 1000 residents. Critical Incidents are either a life-threatening assault or injury to a resident or employee, including domestic violence incidents, or environmental concerns that result in the evacuation of a facility.
Source:	Incident Report Database

Indicator name:	Critical incidents in the Families with Children Shelter system, per 1,000 Residents
Description:	Total Critical Incidents in family shelters during the reporting year, per 1000 residents. Critical Incidents are either a life-threatening assault or injury to a resident or employee, including domestic violence incidents, or environmental concerns that result in the evacuation of a facility.
Source:	Incident Report Database

Indicator name:	Average length of stay for single adults in shelter (days)
Description:	The average number of days an adult has spent in the DHS shelter services system during the reporting period. Includes non-consecutive days spent in shelters, , excluding clients in Safe Havens and Veterans short-term housing.
Source:	DHS Single Client Information Management System database.

Indicator name:	Average length of stay for adult families in shelter (days)
Description:	The average number of days adult families spend in shelter, excluding overnight facilities, from their first date of application. Families who leave the DHS shelter system for more than 30 days are considered new applicants.
Source:	DHS Client Tracking System database.

Indicator name:	Average length of stay for families with children in shelter (days)
Description:	The average number of days families with children spend in shelter, excluding overnight facilities, from their first date of application. Families who leave the DHS shelter system for more than 30 days are considered new applicants.
Source:	DHS Client Tracking System database.

Indicator name:	Single adults placed into permanent housing (Preliminary)

Description:	The number of single adults relocated to permanent housing from shelters, drop-in centers and outreach teams, including both subsidized and unsubsidized permanent housing placements, excluding clients in Safe Havens and Veterans short-term housing.
Source:	DHS Program and Housing Placement database.

Indicator name:	Adult Families placed into permanent housing (Preliminary)
Description:	The number of adult families relocated to permanent housing, including both subsidized and unsubsidized long-term housing placements.
Source:	DHS and New York City Housing Authority.

Indicator name:	Families with children placed into permanent housing (Preliminary)
Description:	The number of families with children relocated to permanent housing, including both subsidized and unsubsidized long-term housing placements.
Source:	DHS and New York City Housing Authority.

Indicator name:	Single adults placed into permanent housing who return to the DHS shelter services system within one year (%)
Description:	The percent of those single adults, , excluding clients in Safe Havens and Veterans short-term housing, placed into permanent housing in the prior fiscal year who returned to the DHS shelter services system within one year. To be counted as returned clients, clients must have spent at least 30 days in the shelter services system in the year following their placement. Days do not begin accumulating until 10 days after placement.
Source:	DHS Single Client Information Management System database and Program and Housing Placement databases.

Indicator name:	Adult families placed into permanent housing who return to the DHS shelter services system within one year (%)
Description:	The percent of those adult families placed into permanent housing in the prior fiscal year who returned to the DHS shelter services system as an eligible family within one year of placement.
Source:	DHS Client Tracking System database.

Indicator name:	Families with children placed into permanent housing who return to the DHS shelter services system within one year (%)
Description:	The percent of those families with children placed into permanent housing in the prior fiscal year who returned to the DHS shelter services system as an eligible family within one year of placement.
Source:	DHS Client Tracking System database.

Indicator name:	East River Job Center cash assistance applicants and recipients placed into jobs as compared to monthly goal (%)
Description:	The calendar year-to date percent of the unduplicated total of cash assistance applicants and people receiving welfare benefits who obtained a job compared to the job placement goal at that point in time. The annual job placement goal is set each year.
Source:	HRA NYCWAY and ODRA

Indicator name:	Average daily attendance at senior centers
Description:	The average daily attendance at senior centers
Source:	BCS

Indicator name:	Senior centers operating at a minimum of 90 percent capacity (%)
Description:	The percent of senior centers that meet at least 90 percent of their contracted service targets, measured by number of lunches served.
Source:	DFTA Bureau of Community Services.

Indicator name:	Senior Center Lunches Served
Description:	Total number of lunches served at DFTA-funded senior centers.
Source:	IT Report

Indicator name:	Home Delivered Meals Served
Description:	Total number of home delivered meals provided by DFTA-funded programs.
Source:	IT Report

Indicator name:	Hours of home care services provided
Description:	The number of hours of contracted in-home care services, including homemaker/personal care and housekeeping/chore services, provided to frail seniors by DFTA contractors.
Source:	DFTA Planning Unit.

Indicator name:	Total recipients of home care services (annual)
Description:	Total number of senior citizens receiving DFTA-funded personal care and housekeeping services on a daily basis.
Source:	IT Report

Indicator name:	Seniors trained for unsubsidized employment (Title V)
Description:	The number of seniors who received classroom training or participated in job preparation workshops during the reporting period through Title V, a federal program that funds trainings and jobs for the elderly.
Source:	DFTA Employment Unit.

Indicator name:	Trainees placed in unsubsidized employment (Title V)
Description:	The number of seniors who were placed in initial, permanent, paying jobs after completing training during the current or prior reporting periods through Title V, a federal program that funds trainings and jobs for the elderly.
Source:	DFTA Employment Unit.

Indicator name:	Caregivers who received casework services or training through DFTA's in-house Alzheimer's and Long Term Care Unit and Grandparent Resource Center
Description:	The number of caregivers who receive counseling, assistance with entitlements and benefits, information, or training from DFTA's Alzheimer's and Long Term Care and Grandparent Resource Program.
Source:	DFTA Alzheimer's and Caregivers Unit.

Indicator name:	Caregivers who received caregiver supportive services through DFTA's contracted providers
Description:	The number of caregivers who receive information, assistance, counseling, support group, training, respite, and/or supplemental services from DFTA's contracted providers.
Source:	DFTA Alzheimer's and Caregivers Unit.

DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT

Indicator name:	Out-of-School Time (OST) Enrollment
Description:	The number of youth enrolled in Out-of-School Time (OST) programs during the reporting period.
Source:	DYCD OST Unit.

Indicator name:	OST Program Participation Rate - elementary(school-year) (%)
Description:	The percentage of Out-of-School Time elementary school programs meeting the minimum annual enrollment target (school-year programs)
Source:	DYCD OST Unit.

Indicator name:	OST programs meeting target enrollment (school year) (%)
Description:	The percentage of all Out-of School Time programs meeting the minimum annual enrollment target (school-year programs)
Source:	DYCD OST Unit.

Indicator name:	OST programs meeting target enrollment (summer) (%)
Description:	The percentage of all Out-of School Time programs meeting the minimum annual enrollment target (summer programs)
Source:	DYCD OST Unit.

Indicator name:	OST programs meeting target enrollment (%) - elementary - middle school - high school
Description:	An Out-of-School Time program is considered to have met its enrollment target if it had enrolled at least 90% of its allotted contractual slots. The percentage of programs is then determined by dividing the number of programs meeting enrollment targets by the total number of OST programs.
Source:	DYCD OST Unit.

Indicator name:	Calls to Youth Connect
Description:	The number of calls received, excluding hang-up and prank calls. Name updated from 'Calls to Youthline' in accordance with program name change; no changes to previously reported data.
Source:	DYCD Special Youth Initiatives Unit.

Indicator name:	Beacon programs' enrollment as a percentage of the minimum annual target (%)
Description:	The percent of the annual minimum enrollment target achieved by Beacon programs to date.
Source:	DYCD After-School Programs.

Indicator name:	Runaway and Homeless Youth served - Crisis beds
Description:	The unduplicated number of youth who use beds at sites contracted as part of the Department's Congregate Care Crisis Shelter Program.
Source:	DYCD Special Youth Initiatives Unit.

Indicator name:	Runaway and Homeless Youth served – Transitional Independent Living beds
Description:	The unduplicated number of youth who use beds at sites contracted to provide Transitional Independent Living beds.
Source:	DYCD Special Youth Initiatives Unit.

Indicator name:	Utilization rate for Crisis beds (%)
Description:	The percent of Crisis beds, certified by the State Office of Children and Family Services, that are occupied on average over the course of the reporting period.
Source:	DYCD Special Youth Initiatives Unit.

Indicator name:	Utilization rate for Transitional Independent Living beds (%)
Description:	The percent of Transitional Independent Living beds, certified by the State Office of Children and Family Services, that are occupied on average over the course of the reporting period.
Source:	DYCD Special Youth Initiatives Unit.

Indicator name:	Youth reunited with family or placed in a suitable environment from Crisis Shelters (%)
Description:	The percent of youth, served through the Department's Runaway and Homeless Youth Program Crisis Shelters, who make the transition to independence or return to their families.
Source:	DYCD Special Youth Initiatives Unit.

Indicator name:	Youth reunited with family or placed in a suitable environment from Transitional Independent Living (TIL) centers (%)
Description:	The percent of youth, served through the Department's Runaway and Homeless Youth Program independent living sites, who make the transition to independence or return to their families.
Source:	DYCD Special Youth Initiatives Unit.

Indicator name:	Summer Youth Employment Program (SYEP) participants
Description:	Number of participants enrolled in the summer youth employment programs
Source:	Summer Youth Employment Program.

Indicator name:	Out-of-School Youth placed in post-secondary education, employment, or advanced training during the 1st quarter after exiting the program (%)
Description:	Out-of-School Youth placed in post-secondary education, employment, or advanced training during the 1st quarter after exiting the program (%)
Source:	New York State Department of Labor: Wage Reporting System.

Indicator name:	In-School Youth placed in post-secondary education, employment, or advanced training during the 1st quarter after exiting the program (%)
Description:	In-School Youth placed in post-secondary education, employment, or advanced occupational training during the 1st quarter after exiting the program (%)
Source:	DYCD In-School Youth Unit.

DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT

Indicator name:	Out-of-School Youth attaining a degree or certificate by the end of the 3rd quarter after exiting the program (%)
Description:	Out-of-School Youth attaining a credential by the end of the 3rd quarter after exiting the program (%)
Source:	New York State Department of Labor: Wage Reporting System.
Indicator name:	In-School Youth attaining a degree or certificate by the end of the 3rd quarter after exiting the program (%)
Description:	In-School Youth attaining a credential by the end of the 3rd quarter after exiting the program (%)
Source:	DYCD In-School Youth Unit.
Indicator name:	Community development program participants achieving target outcomes designated for clients in each program area (%)
Description:	The percent of all community development participants achieving defined milestones and outcomes, which are negotiated with each provider based on the goal of the program.
Source:	DYCD Community Development Unit.
Indicator name:	Number of participants served in Adult Basic Education (ABE) and English for Speakers of Other Languages (ESOL) literacy programs
Description:	The numbers of students enrolled in Adult Basic Education and English for Speakers of Other Languages programs, and who have attended for at least 12 hours.
Source:	New York State Adult Literacy Information and Evaluation System.
Indicator name:	Adult Basic Education and ESOL participants meeting federal standards of improvement in demonstrating an increased ability to read, write and speak English (%)
Description:	The percent of participants meeting federal standards of improvement in their ability to read, write and speak English, as determined by initial and final tests.
Source:	New York State Adult Literacy Information and Evaluation System.
Indicator name:	Participants achieving positive outcomes in immigration initiatives (%)
Description:	The percentage of participants enrolled in an Immigration Assistance program achieving at least one positive outcome as defined by the program area.
Source:	DYCD Office of Immigrant Initiatives.
Indicator name:	Citizenship applications filed with the United States Citizenship and Immigration Services (USCIS)
Description:	The number of Naturalization applications and Derivative Citizenship applications DYCD-funded community-based organizations helped file with the United States Citizenship and Immigration Service (USCIS). Derivative Citizenship is for foreign-born children who have at least one parent who is a U.S. Citizen, naturalized before the child's 18th birthday.
Source:	DYCD Office of Immigrant Initiatives.

DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT

Indicator name:	Agency Assessments Completed as a percent of total agency contracts
Description:	This number represents the number of VENDEX evaluations completed for assessments divided by the number of agency contracts with contract values in excess of $100,000.
Source:	DYCD Agency Chief Contracting Officer.

Indicator name:	Fiscal Audits
Description:	Fiscal audits conducted of contracts in effect during the prior fiscal year.
Source:	DYCD Agency Chief Contracting Officer.

Indicator name:	Contracts Terminated
Description:	This number represents the number of contracts terminated by DYCD, or withdrawn at request of CBO prior to original contract end date.
Source:	DYCD Agency Chief Contracting Officer.

Infrastructure, Administrative and Community Services

Department of Environmental Protection

Department of Transportation

Department of Buildings

New York City Housing Authority

Department of Housing Preservation and Development

Department of Design and Construction

Department of Citywide Administrative Services

Department of Information Technology and Telecommunications

311 Customer Service Center

Department of Records & Information Services

Department of Sanitation

Department of Parks & Recreation

Department of City Planning

Landmarks Preservation Commission

Department of Cultural Affairs

Taxi and Limousine Commission

DEPARTMENT OF ENVIRONMENTAL PROTECTION

Indicator name: In-City samples meeting water quality standards for coliform (%)
Description: The percent of time the City drinking water meets the State quality standard for coliform bacteria. This is a standard measure of microbiological purity for drinking water.
Source: Bureau of Water Supply, Division of Drinking Water Quality Control.

Indicator name: Percent of samples testing positive for coliform bacteria
Description: The percent of samples of City drinking water testing positive for coliform bacteria during the period. This is a standard evaluation of the microbiological purity of drinking water.
Source: Bureau of Water Supply, Division of Drinking Water Quality Control.

Indicator name: Number of drinking water analyses above maximum contaminant level
Description: The number of City drinking water analyses above the maximum contaminant level based on results of water samples from monitoring sites that are part of the Department's compliance and operational sampling protocol.
Source: Bureau of Water Supply, Division of Drinking Water Quality Control.

Indicator name: Completed applications for work to comply with Watershed Rules and Regulations
Description: The number of applications received for approval under the City's Watershed Rules and Regulations that could be reviewed for compliance. Some applications received by DEP are missing information; these applications are returned.
Source: Bureau of Water Supply, Division of Operations and Engineering.

Indicator name: Notices of Violation and Notices of Warning issued in the watershed
Description: Violations and warnings issued in the watershed by the DEP Environmental Police force and watershed protection staff. These can cite violations of the Watershed Rules and Regulations, criminal statutes, Environmental Conservation Law, etc.
Source: Bureau of Water Supply, Police Division and Division of Operations and Engineering.

Indicator name: Patrol hours for Environmental Police and watershed protection staff (000)
Description: Number of hours spent patrolling the watershed.
Source: Bureau of Water Supply, Police Division and Division of Operations and Engineering.

Indicator name: Percent of reservoir capacity filled (end of month)
Description: The percent of the City's drinking water reservoir system filled at the end of the reporting period.
Source: Bureau of Water Supply.

Indicator name: Average daily in-City water consumption (millions of gallons)
Description: The mean number of gallons delivered each day for in-City consumption.
Source: Bureau of Water Supply, Division of Water System Planning.

Indicator name: Sewer backup complaints received
Description: The total number of sewer backup complaints received during the reporting period.
Source: Bureau of Water and Sewer Operations.

Indicator name: Sewer backup resolution time (hours)
Description: The average amount of time that DEP takes to clear a sewer backup from the time the complaint is received.
Source: Bureau of Water and Sewer Operations.

Indicator name: Percent of sewer backups recurring locally within 2 years
Description: The percent of cleared sewer backups within the same block segment that recur within 2 years of resolution.
Source: Bureau of Water and Sewer Operations.

Indicator name: Leak complaints received
Description: The total number of leak complaints received during the reporting period.
Source: Bureau of Water and Sewer Operations.

Indicator name: Leak resolution time (days)
Description: The average number of days that it takes DEP to fix a leak in any part of the water distribution system, from the time a complaint is received.
Source: Bureau of Water and Sewer Operations.

Indicator name: Water main surveyed for leak detection (% linear feet)
Description: The percent of all water mains in the City surveyed for leaks.
Source: Bureau of Water and Sewer Operations.

Indicator name: Water main breaks
Description: The number of water main breaks responded to by DEP.
Source: Bureau of Water and Sewer Operations.

Indicator name: Average time to restore water to customers after confirming breaks (hours)
Description: The average number of hours that it takes DEP to restore water service to affected customers, from the time the responsible water main break is confirmed.
Source: Bureau of Water and Sewer Operations

Indicator name: Repairs to distribution system
Description: The total number of repairs made by DEP to the water distribution system; these repairs include those made to water mains, hydrants and all other system components.
Source: Bureau of Water and Sewer Operations.

Indicator name: Catch basin complaints received
Description: The total number of clogged catch basin complaints received during the reporting period.
Source: Bureau of Water and Sewer Operations.

Indicator name: Catch basin backup resolution time (days)
Description: The average number of days between receipt and resolution for complaints of clogged catch basins. One complaint can involve multiple catch basins.
Source: Bureau of Water and Sewer Operations.

Indicator name: Percent of catch basin backups recurring locally within 2 years
Description: The percent of cleared catch basin backups that recur within 2 years of resolution.
Source: Bureau of Water and Sewer Operations.

Indicator name: Catch basins surveyed/inspected (%)
Description: The percent of the total catch basins inspected by DEP to identify those in need of cleaning, hooding and/or repair.
Source: Bureau of Water and Sewer Operations.

Indicator name: Street cave-in complaints received
Description: The total number of complaints received by the Department concerning street cave-ins or street depressions during the reporting period.
Source: Bureau of Water and Sewer Operations.

Indicator name: Street cave-in complaints resolved
Description: The total number of street cave-in/depression complaints closed during the reporting period. The number may include complaints that were received in a prior reporting period.
Source: Bureau of Water and Sewer Operations.

Indicator name: Average time to respond to street cave-in complaints and make safe (days)
Description: The average number of days it took DEP to respond to street cave-ins/depression complaints and resolve related danger during the period.
Source: Bureau of Water and Sewer Operations.

Indicator name: Broken and inoperative hydrants (%)
Description: The percent of all hydrants in the City which are broken and inoperative.
Source: Bureau of Water and Sewer Operations.

Indicator name: Average time to repair or replace high-priority broken or inoperative hydrants (days)
Description: The average number of days it takes DEP to fix a high-priority broken or inoperative hydrant. High-priority repairs and replacements are designated by the NYC Fire Department.
Source: Bureau of Water and Sewer Operations.

Indicator name: Average backlog of broken and inoperative hydrants
Description: On average, the total number of broken or inoperative hydrant repair work orders awaiting completion.
Source: Bureau of Water and Sewer Operations.

DEPARTMENT OF ENVIRONMENTAL PROTECTION

Indicator name: Wastewater treatment plant (WWTP) effluent meeting federal standards (%)
Description: The percent of treated wastewater leaving in-City treatment plants that meets federal standards for suspended solids and biochemical oxygen demand.
Source: Bureau of Wastewater Treatment, Division of Facility Operations.

Indicator name: WWTPs - Critical equipment days below minimum
Description: There are certain types of equipment at wastewater treatment plants, such as main sewage pumps, that are critical to the treatment of sewage. For each of these equipment types, each plant establishes the minimum number that must be in service in order to treat the industry standard of two times dry weather flow. This indicator reports the number of days that plants had less than this minimum amount of equipment in service.
Source: Bureau of Wastewater Treatment, Division of Facility Operations.

Indicator name: Percent of out-of-service critical equipment that is attributable to planned work
Description: Critical equipment removed from service for at least 24 hours in order to facilitate construction, modify the equipment or perform preventive maintenance tasks as a percentage of all critical equipment removed from service during an average month. Planned work is construction-related work, modifications and preventive maintenance. Unplanned work is corrective maintenance or maintenance for breakdowns.
Source: Bureau of Wastewater Treatment, Division of Facility Operations.

Indicator name: Percent of harbor survey stations meeting the swimmable standard of 5mg/L for dissolved oxygen
Description: The City collects and tests water samples from 35 harbor survey stations in the water bodies surrounding New York City. This indicator represents the percent of these stations that were in compliance with the 5mg/L swimmable standard for the amount of dissolved oxygen. The New York State Department of Environmental Conservation classifies water bodies and establishes water quality standards depending on the classification of the water body. The 5mg/L for dissolved oxygen threshold is the State's "swimmable" standard for dissolved oxygen. DEP applies this standard to all of its NYC harbor water sampling stations even though the State standard varies by water body and is, in fact, lower for some.
Source: Bureau of Wastewater Treatment, Marine Sciences Section.

Indicator name: Estimated bills (%)
Description: The proportion of water and sewer bills mailed that are not based on actual meter readings.
Source: Bureau of Customer Service.

Indicator name: Total revenue collected ($ millions)
Description: Total amount of money collected by DEP for water and sewer charges.
Source: New York City Water Board.

DEPARTMENT OF ENVIRONMENTAL PROTECTION

Indicator name: Total revenue as percent of plan
Description: Total monies actually collected by DEP for water and sewer charges as a percentage of planned collections for the period.
Source: Bureau of Customer Services.

Indicator name: Percent of billed amount collected in 30 days
Description: The percent of billed amount that is collected by DEP with 30 days of distribution.
Source: Bureau of Customer Services.

Indicator name: Accounts receivable
- Total balance ($ millions)
- Delinquent for more than 180 days ($ millions)
- Delinquent for more than one year ($ millions)

Description: The net value, in millions of dollars, of all charges due for water and sewer use, and the amount delinquent for more than 180 days and for more than one year. For a small percentage of customers who are billed on an annual basis, versus quarterly, bills are issued near the end of the fiscal year, resulting in a temporary spike in the accounts receivable. Most of these customers pay their annual bills during the first quarter of the new fiscal year, bringing the accounts receivable balance back down by the end of the July to October reporting period (Preliminary Mayor's Management Report).
Source: Bureau of Customer Service.

Indicator name: Meters repaired/replaced
Description: The number of conventional water meters repaired and/or replaced by DEP and its contractors. Data excludes automated meter readers (AMRs).
Source: Bureau of Customer Service.

Indicator name: Air complaints received
Description: The total number of air complaints received during the reporting period.
Source: Bureau of Environmental Compliance.

Indicator name: Air complaints responded to within seven days (%)
Description: The percent of complaints concerning air quality responded to within seven days of receipt.
Source: Bureau of Environmental Compliance.

Indicator name: Average days to close air quality complaints
Description: The average number of days between receipt of an air quality complaint and closure of the complaint for complaints closed during the reporting period. A complaint is closed when no further action will be taken on it by DEP. This includes instances where, upon investigation, no infractions of applicable rules/regulations were found, or infractions were present and a Notice of Violation was issued.
Source: Bureau of Environmental Compliance.

DEPARTMENT OF ENVIRONMENTAL PROTECTION

Indicator name: Noise complaints received
Description: The total number of noise complaints received during the reporting period.
Source: Bureau of Environmental Compliance.

Indicator name: Noise complaints not requiring access to premises responded to within seven days (%)
Description: Percent of complaints concerning noise, not requiring scheduling with the complainant, responded to within seven days.
Source: Bureau of Environmental Compliance.

Indicator name: Average days to close noise complaints
Description: The average number of days between receipt of a noise complaint and closure of the complaint for complaints closed during the reporting period. A complaint is closed when no further action will be taken on it by DEP. This includes instances where, upon investigation, no infractions of applicable rules/regulations were found, or infractions were present and a Notice of Violation was issued.
Source: Bureau of Environmental Compliance.

Indicator name: Asbestos complaints received
Description: The total number of asbestos complaints received during the reporting period.
Source: Bureau of Environmental Compliance.

Indicator name: Asbestos complaints responded to within three hours (%)
Description: The percent of complaints concerning asbestos responded to within three hours of receipt.
Source: Bureau of Environmental Compliance.

Indicator name: Average days to close asbestos complaints
Description: The average number of days between receipt of an asbestos complaint and closure of the complaint for complaints closed during the reporting period. A complaint is closed when the asbestos issue described in the complaint has either been resolved or determined to be unfounded based on the Department's inspection; when the complaint location is an abandoned building and access is not possible; or when more information is required and contact information for the complainant is not available. If the Department issues a Notice of Violation for infractions of applicable rules/regulations and corrective action is required, then a follow-up inspection is done to ensure compliance.
Source: Bureau of Environmental Compliance.

Indicator name: Emergencies responded to within one hour (%)
Description: The percent of emergencies involving hazardous materials responded to within one hour of notification.
Source: Bureau of Environmental Compliance.

DEPARTMENT OF ENVIRONMENTAL PROTECTION

Indicator name: DEP-issued violations
- Air violations
- Noise violations
- Asbestos violations

Description: The total number of Notices of Violations issued by the Department for infractions of the Health and Administrative Code as this relates to regulations governing air, noise and asbestos.

Source: Environmental Control Board.

Indicator name: Notices of Violation (all categories) upheld at the Environmental Control Board (%)

Description: The number of violations where the respondent admitted to the violation, or where the violation was upheld at an ECB hearing, as a percent of all cases adjudicated during the reporting period.

Source: Environmental Control Board.

DEPARTMENT OF ENVIRONMENTAL PROTECTION

DEPARTMENT OF TRANSPORTATION

Indicator name:	Citywide traffic fatalities
Description:	The total number of pedestrian, motorist, bicyclist, and passenger deaths resulting from traffic crashes.
Source:	Chief of Transportation – New York City Police Department.

Indicator name:	Traffic fatalities – Motorists/passengers
Description:	The number of motorist and passenger deaths resulting from traffic crashes.
Source:	Chief of Transportation – New York City Police Department.

Indicator name:	Traffic fatalities – Bicyclists/pedestrians
Description:	The number of bicyclist and pedestrian deaths resulting from traffic crashes.
Source:	Chief of Transportation – New York City Police Department.

Indicator name:	Overall traffic crashes
Description:	The total number of traffic crashes as initially reported in the Accident Information System (AIS). Data is entered by NYPD staff into AIS and forwarded to NYCDOT's data warehouse.
Source:	Performance Management and Accountability.

Indicator name:	Average time to respond to traffic signal defect and make safe (hours)
Description:	The average number of hours it takes DOT contractors to repair and restore signal operation. A repair can be temporary or permanent provided that the signal problem at the intersection is corrected and made safe.
Source:	Division of Traffic Operations – Signals Unit.

Indicator name:	Average time to repair priority regulatory signs after notification (days)
Description:	The average number of calendar days it takes to repair priority regulatory signs (e.g., Stop, Yield, Do Not Enter, and One-Way) after notification to DOT.
Source:	Division of Traffic Operations – Signs and Markings Unit.

Indicator name:	Average time to repair streetlights – by DOT (days)
Description:	The average number of calendar days it takes DOT to repair streetlights.
Source:	Division of Traffic Operations – Streetlighting Unit.

Indicator name:	Average time to repair streetlights – by ConEd (days)
Description:	The average number of calendar days it takes Con Edison to repair streetlights.
Source:	Division of Traffic Operations – Streetlighting Unit.

Indicator name:	Speed humps installed near schools
Description:	The number of speed humps installed within one block of an elementary or middle school under the Safe Routes to Schools Program; the Program started in Fiscal 2004.
Source:	Division of Traffic Operations – Planning Unit.

Indicator name:	Tort cases commenced
Description:	The number of tort matters assigned a litigation start date.
Source:	New York City Law Information System.

Indicator name: Tort dispositions
Description: The number of tort cases resolved through settlement, dismissal, discontinuance, verdicts or insurance takeovers.
Source: New York City Law Information System.

Indicator name: Tort payout ($000)
Description: The amount paid by the City to resolve tort cases through settlement or verdict.
Source: Office of Management and Budget.

Indicator name: Average travel speed (miles per hour) – Manhattan Central Business District
Description: The average speed of yellow taxis traveling with passengers between the hours of 8AM-6PM, Monday-Friday, in Manhattan's Central Business District (CBD). The CBD covers the entire area south of 60th Street.
Source: Division of Planning and Sustainability – Congestion Mitigation.

Indicator name: Traffic-monitoring cameras
Description: The number of traffic-monitoring cameras in use citywide by DOT.
Source: Division of Traffic Operations – Systems Engineering Unit.

Indicator name: On-street parking meters that are operable (%)
Description: The number of inspected on-street parking meters (single and multi-space) that are found to be functioning divided by the total number of on-street parking meters inspected.
Source: Division of Traffic Operations – Parking Unit.

Indicator name: Percent of metered spaces that have muni-meters (multi-space meters)
Description: The number of metered spaces that have muni-meters divided by the total number of metered spaces.
Source: Division of Traffic Operations – Parking Unit.

Indicator name: Bridges rated
- Good or Very Good (%)
- Fair (%)
- Poor (%)

Description: Federal and State laws mandate that bridge structures be inspected at least once every two years. Engineering consultants from the New York State Department of Transportation perform biennial inspections for all New York City bridge structures except pedestrian bridges and structures under 20 feet in length. Bridge structures not inspected by the State are inspected by DOT's Division of Bridges. Ratings are conducted on a scale from 1 to 7, and results are grouped in the following categories for each calendar year:
Very Good – ratings of 6.1 to 7.
Good – ratings of 5 to 6.
Fair – ratings of 3.1 to 4.9.
Poor – ratings of 1 to 3.
Source: Division of Bridges – Management and Support Services Bureau.

Indicator name:	Bridge projects (structural work) substantially completed on schedule – East River (%)
Description:	The percent of East River bridge (re)construction/rehabilitation projects completed on or before the scheduled completion date, not including non-structural or minor work. The four East River bridges are: Queensboro, Williamsburg, Manhattan and Brooklyn.
Source:	Division of Bridges – Management and Support Services Bureau.
Indicator name:	Bridge projects (structural work) substantially completed on schedule – Non-East River (%)
Description:	The percent of non-East River bridge (re)construction/rehabilitation projects completed on or before the scheduled completion date, not including non-structural or minor work.
Source:	Division of Bridges – Management and Support Services Bureau.
Indicator name:	Street pavement ratings: percent of lane miles assessed in the 12 months ending June 30th
Description:	The number of lane-miles in the district which were inspected in the prior 12 months divided by the total number of lane miles in the district.
Source:	Division of Sidewalks & Inspection Management - Street Assessment.
Indicator name:	Streets maintained with a pavement rating of – Good (%) – Fair (%) – Poor (%)
Description:	The number of surveyed lane miles of local roadways assigned a condition rating of good, fair or poor divided by the total number of surveyed lane miles. DOT surveys at least 50 percent of City streets each year.
Source:	Division of Sidewalks and Inspection Management – Highway Inspection and Quality Assurance Unit.
Indicator name:	Arterial highway system that is adopted (%)
Description:	The number of miles of the City's highway system for which maintenance is sponsored through the Adopt-A-Highway Program divided by the total number of adoptable highway miles.
Source:	Division of Roadway Maintenance – Arterial Maintenance Unit.
Indicator name:	Audited adopted highway miles that receive a cleanliness rating of good (%)
Description:	The number of inspected miles assigned a cleanliness rating of good divided by the total number of inspected miles.
Source:	Division of Roadway Maintenance – Arterial Maintenance Unit.

Indicator name:	Percent of all NYC highways that receive a cleanliness rating of good
Description:	The number of inspected miles assigned a cleanliness rating of good as a percent of the total number of inspected miles. Good is described as: No litter; cleaning appears to be completed; litter and small debris are picked-up from the curbside of the road; no litter on landscaped area from edge of the roadway to the boundary fence, retaining wall or other line of demarcation, including under and around guide rails; entrance and/or exit ramps are clean of debris.
Source:	Division of Roadway Maintenance – Arterial Maintenance Unit.

Indicator name:	Pothole work orders
Description:	The number of new work orders opened for potholes on streets (excludes work orders for bridges and arterial highways). Potholes are reported through calls to the 311 Customer Service Center, e-mails and written correspondence by the public, elected officials, or Agency personnel during the course of inspections. A work order may include multiple potholes.
Source:	Division of Roadway Maintenance – Resource Management Unit.

Indicator name:	Average time to close a pothole work order where repair was done (days)
Description:	The average number of calendar days it takes to close a pothole work order where at least one repair was completed.
Source:	Division of Roadway Maintenance – Resource Management Unit.

Indicator name:	Potholes repaired
Description:	The number of small street defects corrected, including those repaired through work orders and excluding those repaired on bridges and arterial highways.
Source:	Division of Roadway Maintenance – Resource Management Unit.

Indicator name:	Construction permits issued
Description:	The number of permits issued for street openings, building operations, sidewalk construction, canopies and miscellaneous purposes.
Source:	Division of Administration – Permit Management Unit.

Indicator name:	Inspections of permitted street work
Description:	The number of inspections of permit-based street construction work conducted by the Highway Inspection and Quality Assurance Unit.
Source:	Division of Sidewalks and Inspection Management – Highway Inspection and Quality Assurance Unit.

Indicator name:	Inspected street work rated satisfactory (%)
Description:	The number of permitted jobs passing inspection divided by the total number of permitted jobs inspected.
Source:	Division of Sidewalks and Inspection Management – Highway Inspection and Quality Assurance Unit.

Indicator name:	Summonses issued
Description:	The number of summonses issued for work without a permit, violation of permit stipulations, failure to properly restore streets/sidewalks, etc.
Source:	Division of Sidewalks and Inspection Management – Highway Inspection and Quality Assurance Unit.

Indicator name:	Post audit inspections for completed street work
Description:	The total number of inspections of street work performed after the expiration of the construction permit to determine if the street has been properly restored after construction was finished.
Source:	Division of Sidewalks and Inspection Management - Highway Inspection and Quality Assurance Unit.

Indicator name:	Post-audit inspections for completed street work that passed inspection (%)
Description:	The total number of passed post-audit inspections divided by the total number of post-audit inspections.
Source:	Division of Sidewalks and Inspection Management – Highway Inspection and Quality Assurance Unit.

Indicator name:	Percent of all crossing points with pedestrian ramps
Description:	The number of crossing points where pedestrian ramps have been installed, facilitating access by the disabled, divided by the number of crossing points identified as requiring a ramp. Crossing points are generally at corners but can also be at mid-block.
Source:	Division of Roadway Maintenance – Resource Management Unit.

Indicator name:	Percent of existing newsstands converted to new model
Description:	The total number of new Cemusa-designed newsstands installed as part of the coordinated street furniture program divided by the total number of newsstands.
Source:	Legal Affairs – Coordinated Street Furniture Franchise.

Indicator name:	Average cost per lane mile resurfaced citywide ($)
Description:	Expenditures for milling and paving divided by the number of lane miles resurfaced. Expenditures reflect the cost of in-house resurfacing operations, including labor, materials, capital, and overhead, as well as payments to contractors, but does not include contract milling costs.
Source:	Division of Roadway Maintenance – Resource Management Unit.

Indicator name:	Average cost per ton of asphalt placed citywide ($)
Description:	Expenditures for milling and paving divided by the number of tons of asphalt used for resurfacing. Expenditures reflect the cost of in-house resurfacing operations, including labor, materials, capital, and overhead, as well as payments to contractors, but does not include contract milling costs.
Source:	Division of Roadway Maintenance – Resource Management Unit.

Indicator name: Average in-house cost of asphalt per ton ($)
Description: Hamilton Avenue Asphalt Plant expenditures totaled and divided by the total number of tons of asphalt produced. Expenditures include only in-house cost of asphalt production, including labor, materials, capital, and overhead.
Source: Division of Roadway Maintenance – Resource Management Unit.

Indicator name: Average vendor cost of asphalt per ton ($)
Description: Payments to vendors divided by the total number of tons received from vendors. Costs include only payments to vendors.
Source: Division of Roadway Maintenance – Resource Management Unit.

Indicator name: Private ferry service - Average weekday ridership
Description: The average weekday ridership of commuters traveling on private ferries.
Source: Division of Passenger Transport – Private Ferries Program.

Indicator name: Private ferry service - Number of routes
Description: The average number of private ferry routes operating from Monday through Friday.
Source: Division of Passenger Transport – Private Ferries Program.

Indicator name: Staten Island Ferry - Trips that are on time (%)
Description: The percent of Staten Island Ferry trips completed on schedule.
Source: Division of the Staten Island Ferry.

Indicator name: Staten Island Ferry - Ridership
Description: The number of passengers traveling on the Staten Island Ferry.
Source: Division of the Staten Island Ferry.

Indicator name: Staten Island Ferry - Average cost per passenger ($)
Description: Total Staten Island Ferry operating expenses, including labor, material, capital and overhead, divided by the total number of passengers carried.
Source: Division of the Staten Island Ferry.

Indicator name: Bicycle lane miles installed
Description: The number of bicycle lane miles (Class I, II, and III) installed.
Source: Division of Traffic Operations – Bicycle Program.

Indicator name: Bicycle network connectivity index
Description: This figure measures the extent and completeness of the City's network of bicycle routes, based on the number of choices a cyclist has for turning from one bicycle route onto another, without leaving the overall network. Each intersection along a bicycle rate is scored from zero – meaning that the cyclist cannot turn onto another bicycle route without leaving the network, but can only continue on the same route – to eight – which means that two two-way bicycle routes intersect and a cyclist has eight choices for movement. The total connectivity figure is derived by adding the number of intersections covered by all the City's bicycle routes, plus the scores from zero to eight for each of these intersections.
Source: Division of Traffic Operations – Planning Unit.

DEPARTMENT OF TRANSPORTATION

Indicator name:	Bicycle racks installed
Description:	The total number of bicycle racks installed citywide.
Source:	Division of Traffic Operations - Planning Unit.

Indicator name:	Percent of existing bus shelters converted to new model
Description:	The total number of new Cemusa-designed bus shelters installed as part of the coordinated street furniture program divided by the total number of bus shelters.
Source:	Legal Affairs – Coordinated Street Furniture Franchise.

Indicator name:	Pedestrian volume index
Description:	An index of pedestrian volumes – the number of pedestrians traveling on the sidewalk at 50 sample locations around the City. Sampling is conducted during one week of May and one week of September at consistent times of day and days of the week. The figure shown is a ratio using the May 2007 count as a baseline; the May 2007 count is assigned a starting value of 100, and the ratio of each new pedestrian count to the baseline count is multiplied by 100 to give the new value. A value of 102 for Spring 2008 means that pedestrian volumes at sample locations increased by approximately two percent over the prior year. Identity of the 50 sample locations can be obtained on request to the CPR online Feedback Form (select "Contact CPR").
Source:	Division of Traffic Operations - Pedestrian Projects Group.

DEPARTMENT OF TRANSPORTATION

Indicator name: Construction inspections completed
Description: The number of construction inspections completed citywide.
Source: Paper records maintained by inspection units.

Indicator name: – Complaints (%)
Description: The percent of construction inspections performed citywide in response to complaints.
Source: Paper records maintained by inspection units.

Indicator name: – Certificate of Occupancy (%)
Description: The percent of construction inspections performed for purposes of Certificate of Occupancy issuance.
Source: Paper records maintained by inspection units.

Indicator name: – Construction monitoring (%)
Description: The percent of construction inspections performed for purposes of monitoring new construction, major alterations (work that requires a new or revised Certificate of Occupancy when completed) and demolition jobs.
Source: Paper records maintained by inspection units.

Indicator name: – Other (%)
Description: The percent of construction inspections that were not related to complaints, Certificate of Occupancy or construction monitoring. Includes reinspections due to vacate orders; reinspections of emergency sites; annual school inspections; quality assurance inspections and priority/special inspections, among others.
Source: Paper records maintained by inspection units.

Indicator name: Average construction inspections per inspector day
Description: The number of construction inspections performed by Borough Construction Units and the Building Enforcement Safety Team (BEST) Squad divided by field and office hours worked by those units.
Source: Paper records maintained by inspection units.

Indicator name: Construction inspections resulting in at least one Stop Work Order (%)
Description: The percent of construction inspections during which at least one order to stop work was issued.
Source: Paper records maintained by inspection units.

Indicator name: Construction inspections resulting in a Vacate Order (%)
Description: The percent of construction inspections during which an order to vacate all or part of a premises was issued.
Source: Paper records maintained by inspection units.

Indicator name: Construction inspections resulting in at least one Work Without a Permit Violation (%)
Description: The percent of construction inspections which determined that work was being done without a permit and resulted in the issuance of at least one Environmental Control Board (ECB) violation.
Source: AIMS mainframe/BIS mainframe database maintained by ECB/DOB.

Indicator name: Number of Priority A (emergency) complaints received
Description: The number of complaints describing emergency (Priority A) conditions received by DOB. Priority A complaints include all construction or construction related accidents, fumes/smoke from a boiler, unsafe demolition and vibrating/shaking building, among others.
Source: Program Management Analysis.

Indicator name: Number of Priority B (nonemergency) complaints received
Description: The number of complaints describing nonemergency (Priority B) conditions received by DOB. Priority B complaints include the illegal conversion of residential/building space, excessive debris, failure to erect a sidewalk shed, and construction contrary to approved plans/permits, among others.
Source: Program Management Analysis.

Indicator name: Number of Priority A complaints responded to
Description: The number of complaints describing emergency (Priority A) conditions for which DOB conducted an initial field visit. If the DOB inspector is able to gain access to the complaint site, the field visit results in an inspection. Priority A complaints include all construction or construction related accidents, fumes/smoke from a boiler, unsafe demolition and vibrating/shaking building, among others.
Source: Program Management Analysis.

Indicator name: Number of Priority B complaints responded to
Description: The number of complaints describing nonemergency (Priority B) conditions for which DOB conducted an initial field visit. If the DOB inspector is able to gain access to the complaint site, the field visit results in an inspection. Priority B complaints include the illegal conversion of residential/building space, excessive debris, failure to erect a sidewalk shed, and construction contrary to approved plans/permits, among others.
Source: Program Management Analysis.

Indicator name: Priority A complaints responded to within 1.5 days (%)
Description: The percent of complaints describing emergency (Priority A) conditions to which DOB responded within 1.5 business days.
Source: BIS mainframe maintained by DOB.

Indicator name: Priority B complaints responded to within 40 days (%)
Description: The percent of complaints describing nonemergency (Priority B) conditions to which DOB responded within 40 business days.
Source: BIS mainframe maintained by DOB.

Indicator name: Average time to respond to Priority A complaints (days)
Description: Based on a 24-hour day, the average number of days it took DOB to conduct a field visit for complaints describing emergency (Priority A) conditions. If the DOB inspector is able to gain access to the complaint site, the field visit results in an inspection. Priority A complaints include all construction or construction related accidents, fumes/smoke from a boiler, unsafe demolition and vibrating/shaking building, among others.
Source: Program Management Analysis.

Indicator name:	Average time to respond to Priority B complaints (days)
Description:	Based on an eight-hour day, the average number of work days it took DOB to conduct a field visit for complaints describing nonemergency (Priority B) conditions. If the DOB inspector is able to gain access to the complaint site, the field visit results in an inspection. Priority B complaints include the illegal conversion of residential/building space, excessive debris, failure to erect a sidewalk shed, and construction contrary to approved plans/permits, among others.
Source:	Program Management Analysis.
Indicator name:	Percent of incident inspections resulting in violations
Description:	The percentage of incident inspections that resulted in a written violation within the reporting period.
Source:	Program Management Analysis.
Indicator name:	Number of incidents of unsafe facade conditions and falling debris resulting in injuries
Description:	The number of unsafe facade conditions and falling debris complaints that resulted in an injury within the reporting period.
Source:	Program Management Analysis.
Indicator name:	Percent of inspections for unsafe facade conditions and falling debris where violations were written
Description:	The percent of unsafe facade conditions and falling debris complaints that resulted in a written violation within the reporting period.
Source:	Program Management Analysis.
Indicator name:	Percent of residential illegal conversion complaints where access was obtained
Description:	The percent of illegal conversion complaint inspections where access was gained and an inspection was completed during the reporting period.
Source:	Program Management Analysis.
Indicator name:	Percent of residential illegal conversion complaints where violations were written
Description:	The percentage of illegal conversion complaints that resulted in a written violation within the reporting period.
Source:	Program Management Analysis.
Indicator name:	Percent of after hours work complaints where violations were written
Description:	Percentage of after hours work complaints that resulted in a written violation within the reporting period.
Source:	Program Management Analysis.
Indicator name:	Percent of failure to maintain complaints where violations were written
Description:	The percent of failure to maintain complaints that resulted in a written violation within the reporting period.
Source:	Program Management Analysis.

DEPARTMENT OF BUILDINGS

Indicator name:	Number of construction-related incidents
Description:	The total number of events on a construction site that DOB responded to within the reporting period. An event or incident includes accidents and anything other than a scheduled inspection.
Source:	Program Management Analysis.
Indicator name:	– Construction-related accidents
Description:	An accident is an incident which results in an injury or fatality on a construction site, or which is caused by construction activity on an adjoining site.
Source:	Program Management Analysis.
Indicator name:	Number of construction related injuries
Description:	The total number of injuries (fatal and non-fatal) at a construction site, or related to an incident at a construction site, that DOB responded to within the reporting period.
Source:	Program Management Analysis.
Indicator name:	Number of construction-related fatalities
Description:	Any fatality that occurred on a construction site or was related to an incident at a construction site; DOB responds to all construction related incidents.
Source	Program Management Analysis.
Indicator name:	Licenses and registrations issued (new and renewal)
Description:	The number of licenses and registrations issued for the 21 different types of tradespersons and other personnel that are regulated by the Department of Buildings. (Note: Effective Fiscal 2008 the Department established registration requirements for construction superintendents and general contractors.)
Source:	BIS mainframe database maintained by DOB and paper records maintained by Licensing Unit for no-fee licenses.
Indicator name:	Mail-in license renewals processed within 25 days (%)
Description:	The percent of license renewal applications mailed to DOB that are processed within 25 business days.
Source:	Access database maintained by Licensing Unit.
Indicator name:	Environmental Control Board violations issued
Description:	The number of violations issued by DOB that fall under the jurisdiction of the Environmental Control Board.
Source:	AIMS mainframe/BIS mainframe database maintained by ECB/DOB.
Indicator name:	Environmental Control Board violations issued that were upheld in court
Description:	Environment Control Board violations where the respondent stipulated to the offense or was found in violation after a contested hearing at ECB.
Source:	AIMS mainframe/BIS mainframe database maintained by ECB/DOB.

Indicator name: Certificates of Correction approved
Description: The total number of Certificates of Correction approved by the Department's Administrative Enforcement Unit after review. A Certificate of Correction is a notarized affirmation from the respondent stating that an ECB violation has been corrected.
Source: Certificate of Correction database maintained by the Administrative Enforcement Unit.

Indicator name: Jobs filed
- New buildings
- Alteration I (major renovation)
- Alterations II and III (minor renovation)

Description: The total number of jobs filed for New Buildings, Alteration type I (major renovation) and Alteration types II and III (minor renovation).
Source: BIS mainframe database maintained by DOB.

Indicator name: Jobs pending with objections by DOB (%)
Description: The percent of jobs filed in the reporting period that remained at J status (disapproved) at the beginning of the following reporting period.
Source: BIS mainframe database maintained by DOB.

Indicator name: Jobs approved with modifications made (%)
Description: The percent of jobs filed in the reporting period that went from J status (disapproved) to P status (approved) as of the beginning of the following reporting period.
Source: BIS mainframe database maintained by DOB.

Indicator name: Certificates of Occupancy issued
Description: The number of initial temporary Certificates of Occupancy issued plus the number of final Certificates of Occupancy issued.
Source: Certificate of Occupancy Document Database (CODD) maintained by DOB.

Indicator name: Jobs professionally certified (%)
Description: The percent of jobs (building applications) filed by registered architects and professional engineers who have certified that their submissions are in compliance with the NYC Building Code and applicable zoning regulations. These jobs do not undergo a regular plan examination unless they are selected for random audit or other DOB review.
Source: BIS mainframe database maintained by DOB.

Indicator name: Jobs professionally certified that were audited (%)
Description: The percent of jobs filed that were approved and received permits without review by DOB staff and were subsequently reviewed by DOB staff.
Source: BIS mainframe database maintained by DOB.

Indicator name: Audits of professionally certified jobs resulting in revocation notices (%)
Description: The percent of jobs professionally certified that were deemed unacceptable by DOB staff following an audit.
Source: BIS mainframe database maintained by DOB.

DEPARTMENT OF BUILDINGS

Indicator name:	Applications resulting in a permit (%)
Description:	The number of jobs (new construction, major and minor renovations) filed during the reporting period for which at least one permit was issued during the same reporting period.
Source:	BIS mainframe database maintained by DOB.

Indicator name:	Average days to complete first plan review – New buildings – Alteration I (major renovation) – Alterations II and III (minor renovation)
Description:	The average number of business days for jobs to go from D status (data entry) to either J status (disapproved) or P status (approved).
Source:	BIS mainframe database maintained by DOB.

Indicator name: Number of apartments (000)
Description: Number of apartments in public housing developments
Source: Research & Management Analysis

Indicator name: Occupancy rate (%)
Description: The percentage of all available New York City Housing Authority public housing units that are occupied.
Source: Research and Management Analysis

Indicator name: Average turnaround days for vacant apartments
Description: The average time a NYCHA public housing apartment is vacant.
Source: Research and Management Analysis

Indicator name: Average time to prepare vacant apartments (days)
Description: The average time it takes NYCHA staff to complete repairs and routine maintenance in order for an apartment to be ready for occupancy.
Source: Research & Management Analysis

Indicator name: Public housing apartments that are occupied or available for occupation
Description: The number of occupied and available vacant apartments in public housing developments
Source: Research and Management Analysis

Indicator name: Rent Collection (%)
Description: Percent of revenue collected from residential and commercial tenants of the amount billed.
Source: Finance

Indicator name: Management cost per dwelling unit ($)
Description: The average dollar amount NYCHA spends to manage an apartment each month. Calculated as a "fully loaded" cost including salaries, utilities, equipment, contracts, debt service and miscellaneous expenses.
Source: Finance

Indicator name: Section 8 Occupied Units (Certificates and Vouchers)
Description: The number of households in the Section 8 program.
Source: Leased Housing

Indicator name: Working families residing in public housing (cumulative) (%)
Description: The percent of working families residing in public housing.
Source: TDS Move-in file: Research Department.

Indicator name: Applicants placed in public housing
Description: The number of applicants placed in conventional public housing.
Source: Research and Management Analysis

Indicator name: – Working families placed in public housing (%)
Description: The percent of applicants placed in public housing during the reporting period who were classified as working families.
Source: Research and Management Analysis

Indicator name: – Disabled persons placed in public housing (%)
Description: The percent of applicants placed in public housing during the reporting period who were classified as disabled.
Source: Research and Management Analysis

Indicator name: Families on Section 8 waiting list (000)
Description: The number of families on the waiting list to receive a Section 8 voucher (federal rent assistance).
Source: Research and Management Analysis

Indicator name: Utilization rate for Section 8 vouchers (%)
Description: The percent of Section 8 vouchers allotted to NYCHA from HUD that are used by families to rent housing in the private market.
Source: Research and Management Analysis

Indicator name: Applicants placed through Section 8 vouchers
Description: The number of applicants who received Section 8 vouchers during the reporting period.
Source: Research and Management Analysis

Indicator name: Percentage of Active Capital Projects in Construction Phase on Schedule
Description: Percent of all active capital projects in the construction phase that are on schedule.
Source: Research & Management Analysis

Indicator name: Percentage of Active Capital Projects on Schedule
Description: Percent of all active Capital projects that are on schedule.
Source: Research & Management Analysis

Indicator name: Average time to resolve nonemergency service requests (days)
Description: The average number of days to resolve service requests that are not emergency or elevator service requests.
Source: Information Technology

Indicator name: Average time to resolve emergency service requests (hours)
Description: The average number of hours to resolve heat, hot water and electrical emergency service requests.
Source: Information Technology

Indicator name: Average time to resolve heat service requests (hours)
Description: Average number of hours to complete emergency and non-emergency non-heat service requests.
Source: Research and Management Analysis

Indicator name: Average time to resolve elevator service requests (hours)
Description: The average number of hours to resolve reported emergency and non-emergency elevator outages.
Source: Research & Management Analysis

Indicator name:	Elevator service uptime (%)
Description:	The percentage of time that elevators are in service.
Source:	Elevator Division

Indicator name:	Annual HUD Assessment Rating
Description:	The composite score of a HUD rating of public housing programs which assesses performance in four major operational areas: physical, financial, management, and resident satisfaction.
Source:	US HUD

Indicator name:	Major Felony Crimes in public housing developments
Description:	Total of seven major felony crimes (murder and non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, larceny, and grand larceny auto) occurring on New York City Housing Authority property, including buildings, grounds and facilities.
Source:	NYPD

Indicator name:	Utilization of community centers (ages 6-12) (%)
Description:	Number of youth ages 6-12 attending NYCHA community center programs, divided by the number of youth this age that the community center can accommodate (based on DOH mandate of staff to youth ratio of 1:10).
Source:	Community Operations

Indicator name:	Average daily attendance in community centers ages 6-12
Description:	Average number of youth ages 6-12 attending NYCHA community center programs each day.
Source:	Research and Management Analysis

Indicator name:	Utilization of community centers (ages 13-19) (%)
Description:	Number of participants age 13-19 attending NYCHA community center programs, divided by the number of participants in this age group that the center can accommodate (based on staff to participant ratio of 1:10).
Source:	Community Operations

Indicator name:	Average daily attendance in community centers ages 13-19
Description:	Average number of participants ages 13-19 attending NYCHA community center programs each day.
Source:	Research and Management Analysis

Indicator name:	Utilization of senior centers (%)
Description:	Number of seniors who utilize NYCHA's senior centers, divided by the number of participants that the center can accommodate (based on staff to participant ratio of 1:15).
Source:	Community Operations

Indicator name:	Initial social service tenant contacts conducted within five days of referral (%)
Description:	Initial social service tenant contacts conducted within five days of social services referral.
Source:	Social Services

Indicator name:	Residents approved for the Emergency Transfer Program
Description:	Number of Emergency Transfer Program cases approved for transfer.
Source:	Social Services

Indicator name:	Emergency Transfer Program Disposition Time
Description:	Average number of days to disposition Emergency Transfer Program cases.
Source:	Research & Management Analysis

Indicator name:	Referrals to supportive services rendered to senior residents
Description:	The number of referrals to supportive social services for senior residents during the reporting period.
Source:	Social Services

Indicator name:	Job training programs - ratio of job placements to program graduates (current period)
Description:	The ratio of NYCHA residents who completed NYCHA sponsored job training programs and the number of trainees who found jobs.
Source:	Resident Employment Services

Indicator name:	Residents job placements
Description:	The number of NYCHA residents placed in jobs who receive assistance from the Department of Resident Employment Services and Human Resources.
Source:	Resident Employment Services & Human Resources

Indicator name:	Youth placed in jobs through youth employment programs
Description:	Number of youth placed in summer jobs in NYCHA developments through the summer seasonal employment program and the Summer Youth Employment Program.
Source:	Human Resources

Indicator name:	Average outages per elevator per month
Description:	The average number of outages per elevator car per month. Data excludes outages due to preventive maintenance, shut downs due to inspections and rehab work, and running with a problem outages.
Source:	RISE (Repair and Information System for Elevators)

Indicator name:	Percent of elevator outages due to vandalism
Description:	Total Outages due to vandalism as a percent of total outages. Data excludes outages due to preventive maintenance, shut downs due to inspections and rehab work, and running with a problem outages.
Source:	RISE (Repair and Information System for Elevators)

Indicator name:	Number of alleged elevator injuries reported to DOB
Description:	The number of any alleged elevator accidents that are reported to the Department of Buildings where person(s) are injured and seek medical attention.
Source:	Elevator Division

Indicator name:	Number of elevator-related fatalities
Description:	The number of elevator accidents that is reported to the Department of Buildings which results in a fatality that may or may not have been caused by an elevator malfunction.
Source:	Elevator Division

Indicator name: Total starts financed or assisted under the New Housing Marketplace Plan (units)
Description: The total number of units where construction started through HPD and the Housing Development Corporation (HDC) programs as part of the New Housing Marketplace Plan, and the number of existing units whose affordability has been extended for ten or more years as a result of a binding document.
Source: HPD Office of Development and Division of Alternative Management Programs (DAMP), and Housing Development Corporation (HDC).

Indicator name: – New construction starts – HPD and HDC
Description: Units started in newly constructed buildings through HPD and HDC programs or on land previously not available for development.
Source: HPD Office of Development and HDC.

Indicator name: – Preservation starts – HPD and HDC
Description: Construction starts by HPD and HDC of existing units in City-owned and privately-owned buildings.
Source: HPD Office of Development and DAMP, and HDC.

Indicator name: – Number of homeowners receiving downpayment assistance
Description: The total number of new homeowners receiving financial downpayment assistance from HPD.
Source: HPD Office of Development.

Indicator name: Planned starts initiated (%)
Description: The total number of units that started construction under the New Housing Marketplace Plan divided by the total number of units planned.
Source: HPD Office of Development and DAMP, and HDC.

Indicator name: Total completions financed or assisted under the New Housing Marketplace Plan (units)
Description: The total number of units where construction was completed through HPD and HDC programs as part of the New Housing Marketplace Plan.
Source: HPD Office of Development and DAMP, and HDC.

Indicator name: – New construction completions – HPD and HDC
Description: Units completed in newly constructed buildings through HPD and HDC programs or on land previously not available for development.
Source: HPD Office of Development and HDC.

Indicator name: – Preservation completions – HPD and HDC
Description: Construction completions by HPD and HDC of existing units in City-owned and privately-owned buildings.
Source: HPD Office of Development and DAMP, and HDC.

Indicator name: Planned completions initiated (%)
Description: The total number of units that completed construction under the New Housing Marketplace Plan divided by the total number of units planned.
Source: HPD Office of Development and DAMP, and HDC.

Indicator name: Units completed for homeless individuals and families
Description: New construction and preservation units that are allocated to homeless individuals and families.
Source: HPD Office of Development.

Indicator name: Total complaints reported
Description: The number of reported problems in privately-owned buildings recorded by the 311 Customer Service Center and Code Enforcement Borough Offices that are forwarded for inspection. Excludes duplicate problems reported on some building-wide conditions.
Source: Division of Enforcement Services – HPDInfo computer system.

Indicator name: – Total emergency complaints
Description: The number of heat and hot water, lead-based paint and other emergency problems in privately-owned buildings requiring an inspection by HPD.
Source: Division of Enforcement Services – HPDInfo computer system.

Indicator name: – Heat and hot water
Description: The number of heat and hot water problems in privately-owned buildings requiring an inspection by HPD.
Source: Division of Enforcement Services – HPDInfo computer system.

Indicator name: – Lead
Description: The number of problems reported for conditions that may cause a lead-based paint hazard under local law in privately-owned buildings.
Source: Division of Enforcement Services – HPDInfo computer system.

Indicator name: – Other emergency
Description: The number of priority problems (not including heat and hot water or lead-based paint problems) in privately-owned buildings. Examples include mold, bed bugs, water leaks and other plumbing problems.
Source: Division of Enforcement Services – HPDInfo computer system.

Indicator name: – Nonemergency complaints
Description: All other problems (nonemergency) for privately-owned buildings.
Source: Division of Enforcement Services – HPDInfo computer system.

Indicator name: Outstanding emergency complaints at end of month
Description: The total number of unresolved emergency complaints pending Agency action at the end of the month.
Source: Division of Enforcement Services.

Indicator name: Outstanding nonemergency complaints at end of month
Description: The total number of unresolved nonemergency complaints pending Agency action at the end of the month.
Source: Division of Enforcement Services.

Indicator name: Average time to close emergency complaints (days)
Description: The average number of days for the Division of Code Enforcement to close an emergency complaint in a privately owned building during the reporting period. An emergency complaint can be closed through tenant callback to verify that the condition has been corrected, a completed inspection or, in cases where the Department was not able to gain access to an apartment during the initial inspection, failure of the tenant to respond to the Department's requests to schedule an inspection.
Source: Division of Enforcement Services.

Indicator name: Average time to close nonemergency complaints (days)
Description: The average number of days for the Division of Code Enforcement to close a nonemergency complaint in a privately-owned building during the reporting period. A nonemergency complaint can be closed through tenant callback to verify that the condition has been corrected, a completed inspection or, in cases where the Department was not able to gain access to an apartment during the initial inspection, failure of the tenant to respond to the Department's requests to schedule an inspection.
Source: Division of Enforcement Services.

Indicator name: Inspections completed
Description: The number of problem inspections and reinspections completed.
Source: Division of Enforcement Services.

Indicator name: Inspection visits per team per day
Description: Average number of visits per inspection route. A visit is an attempted physical observation of a problem or group of problems filed at the same time, or an attempted re-inspection of a violation or group of violations.
Source: Division of Enforcement Services.

Indicator name: Ratio of completed inspections to attempted inspections (%)
Description: The number of completed inspections divided by the number of attempted inspections.
Source: Division of Enforcement Services.

Indicator name: Total violations issued
Description: The total number of violations issued.
Source: Division of Enforcement Services.

Indicator name: – Total emergency violations issued
Description: The total number of emergency repair-generating "C" violations issued, including heat and hot water, lead-based paint hazards and other emergencies.
Source: Division of Enforcement Services.

Indicator name: – Heat and hot water
Description: The total number of emergency repair-generating violations issued for a lack of heat or hot water. Emergency repair-generating violations are those for emergency conditions that HPD will attempt to address if the landlord fails to do so.
Source: Division of Enforcement Services.

Indicator name: – Lead
Description: The total number of lead-based paint violations issued.
Source: Division of Enforcement Services.

Indicator name: – Other emergency
Description: The total number of emergency repair-generating "C" violations issued, excluding those issued for lack of heat and hot water or for lead-based paint. Emergency repair-generating "C" violations are those for conditions classified as immediately hazardous that HPD will attempt to address if the landlord fails to do so.
Source: Division of Enforcement Services.

Indicator name: – Nonemergency violations issued
Description: The total number issued of "A" violations (non-hazardous), "B" violations (hazardous), and "C" violations that do not call for emergency repairs by HPD.
Source: Division of Enforcement Services.

Indicator name: Total violations removed
Description: Total violations removed during the fiscal year, regardless of the date the violation was issued. A violation is removed once it is deemed corrected based on landlord certification or a follow-up inspection by HPD.
Source: Division of Enforcement Services.

Indicator name: Violations issued and removed in the same fiscal year (%)
Description: The number of violations removed during the fiscal year that were issued in that fiscal year divided by the total number of violations issued in the same fiscal year.
Source: Division of Enforcement Services.

Indicator name: Emergency violations corrected by owner (%)
Description: Emergency repair-generating violations issued in the fiscal year that were deemed complied, closed as corrected on inspection, or closed as landlord complied, divided by the total number of emergency repair-generating violations issued in the same fiscal year.
Source: Division of Enforcement Services.

Indicator name: Emergency violations corrected by HPD (%)
Description: The proportion of violations closed because repairs were completed by HPD.
Source: Division of Enforcement Services.

Indicator name:	Percent of non-lead emergency C violations issued in reporting year pending at end of reporting year
Description:	Of the non-lead emergency class 'C' violations that were issued during the current reporting year, the percentage that remained open at the end of the reporting year.
Source:	Division of Enforcement Services.
Indicator name:	Percent of non-lead emergency C violations issued during prior five years pending at end of reporting year
Description:	Of the non-lead emergency class 'C' violations that were issued during the five years prior to the current reporting year, the percentage that remained open at the end of the reporting year.
Source:	Division of Enforcement Services.
Indicator name:	Average cost of repair work performed by HPD ($)
Description:	Average cost of all repair work completed by HPD. Costs include both payments to contractors and the direct costs of in-house repairs, and are based on the final approved costs of Open Market Orders (OMOs) and Handyperson Work Orders (HWOs).
Source:	Division of Enforcement Services.
Indicator name:	– Emergency (non-lead) ($)
Description:	Average cost of all repair work not involving lead paint abatement completed by HPD. Costs include both payments to contractors and the direct costs of in-house repairs, and are based on the final approved costs of OMOs and HWOs.
Source:	Division of Enforcement Services.
Indicator name:	– Lead ($)
Description:	Average cost of all repair work involving lead paint abatement completed by HPD. Costs include both payments to contractors and the direct costs of in-house repairs, and are based on the final approved costs of OMOs and HWOs.
Source:	Division of Enforcement Services.
Indicator name:	Code compliance – Cases opened
Description:	The number of cases initiated in court during the reporting period, including tenant-initiated actions assisted by HPD, HPD-initiated comprehensive cases, heat and hot water litigation, etc.
Source:	Division of Housing Litigation.
Indicator name:	– Cases closed
Description:	The number of code compliance cases closed by HPD's Housing Litigation Division during the reporting period.
Source:	Division of Housing Litigation.

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

Indicator name: – Cases active (end of month)
Description: The number of code compliance cases active at the close of the reporting period, including tenant-initiated actions assisted by HPD, HPD initiated comprehensive cases, heat and hot water litigation, etc.
Source: Division of Housing Litigation.

Indicator name: Judgments and settlements collected ($000)
Description: The dollar amount received from Housing Court judgments and settlements.
Source: Division of Housing Litigation.

Indicator name: Section 8 – Utilization rate
Description: The percent of Section 8 vouchers allotted to HPD by the Department of Housing and Urban Development that are used by families to rent housing in the private market.
Source: Division of Tenant Resources.

Indicator name: – Number of vouchers issued
Description: The number of new households receiving assisted rental vouchers for use in private housing market.
Source: Division of Tenant Resources.

Indicator name: – Number of households assisted
Description: The number of total households receiving a rent subsidy for a residential unit in the private housing market.
Source: Division of Tenant Resources.

Indicator name: Asset management – Number of projects in workload
Description: The number of projects monitored by HPD to ensure compliance with regulatory and financial requirements. A project can consist of one or more buildings and includes buildings in which the City has made investments in the form of land or money or both, or that were formerly owned by the City.
Source: Division of Asset Management.

Indicator name: – Number of financial reviews completed
Description: The number of financial reviews of projects completed, including analysis of CPA prepared audits and statements for the prior year for individual projects or corporations. The information allows the asset managers to understand the financial health of the projects by analyzing data including payables, receivables, and transfer of funds between corporations.
Source**:** Division of Asset Management.

Indicator name: – Number of buildings inspected
Description: The number of physical inspections of buildings to evaluate the physical health of the property. Physical inspections cover common areas from roof to basement, and a sampling of individual apartments.
Source**:** Division of Asset Management.

DEPARTMENT OF DESIGN AND CONSTRUCTION

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. 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 & Structures 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. 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 & Structures Divisions.

Indicator name:	Design projects completed
Description:	The total number of projects for which design was completed during the reporting period.
Source:	DDC's Project Info database.

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.
Source:	Infrastructure Division.

Indicator name:	- Completed early/on-time: Structures (%)
Description:	The percentage of structure projects for which design was completed no more than 30 days behind the baseline schedule, exclusive of programmatic scope changes.
Source:	Structures Division.

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. 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 Structures Divisions.

DEPARTMENT OF DESIGN AND CONSTRUCTION

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. 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 & Structures Divisions.

Indicator name:	Construction projects completed - Infrastructure - Human services - Cultural institutions and libraries - Public safety
Description:	The total number of construction projects 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 structure projects 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:	Construction projects completed early/on-time: Infrastructure (%)
Description:	The percentage of infrastructure projects for which construction was completed no later than 30 days behind the baseline schedule, exclusive of programmatic scope changes.
Source:	Infrastructure Division.

Indicator name:	Construction projects completed early/on-time: Structures (%)
Description:	The percentage of structure projects for which construction was completed no more than 30 days behind the baseline schedule, exclusive of programmatic scope changes.
Source:	Structures Division.

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.
Source:	DDC's Project Info database.

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

DEPARTMENT OF DESIGN AND CONSTRUCTION

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.
Source: DDC's Project Info database.

Indicator name: Sewers reconstructed (miles)
Description: Total length of sewer lines refurbished 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.
Source: DDC's Project Info database.

Indicator name: Water mains (new and replaced) (miles)
Description: 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.
Source: DDC's Project Info database.

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

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

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. Excludes 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.
Source: Quality assurance database.

Indicator name:	Capital commitment plan committed to within the first six months of the fiscal year (%)
Description:	Dollar value of contracts registered within the first six months of the fiscal year as a percent of the annual target for the fiscal year.
Source:	Contract registrations 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:	Structures Division.
Indicator name:	- Average project rating
Description:	The actual 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.
Source:	Structures Division.
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:	- Number of surveys sent
Description:	The total number of surveys sent for construction projects substantially completed during the reporting period. For each structures project 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:	- Number of surveys returned
Description:	The total number of surveys returned to DDC.
Source:	DDC's Client Survey database.

DEPARTMENT OF DESIGN AND CONSTRUCTION

Indicator name:	- Rate of overall satisfaction (%)
Description:	The percentage of surveys returned with an overall satisfactory rating.
Source:	DDC's Client Survey database.

DEPARTMENT OF DESIGN AND CONSTRUCTION

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:	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 days from exam administration to list establishment
Description:	The median number of days elapsed from the date the civil service exam was given to the establishment of the eligible list of candidates. 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:	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:	High-priority NYCAPS work tickets resolved (%)
Description:	The percentage of New York City Automated Personnel System (NYCAPS) work tickets involving employee benefits or pay that are resolved during the same pay period in which they are received.
Source:	Internal database managed by NYCAPS Central.

Indicator name:	Average building cleanliness and condition rating for DCAS-managed office buildings (non-court space) (%)
Description:	The average cleanliness and condition rating of non-court, DCAS-managed office buildings. The ratings are based on surveys received from DCAS tenants, weighted based by building size and occupancy levels.
Source:	Division of Facilities Management and Construction.

Indicator name:	Average cost of cleaning per square foot
Description:	The annual 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:	In-house work orders received (total)
Description:	The total number of in-house work orders received by DCAS staff for repair and maintenance of public buildings, including requests for locksmiths and steamfitters.
Source:	Internal Division of Facilities Management and Construction database.

Indicator name:	In-house trade shops work orders received
Description:	The number of in-house work orders received by the DCAS trade shops for repair, maintenance or construction of public buildings, including requests for plumbers, electricians and carpenters.
Source:	Internal Division of Facilities Management and Construction database.

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

Indicator name:	In-house trade shops 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:	Construction projects completed early or on time (%)
Description:	The percentage of construction projects completed within 30 days of the baseline schedule, exclusive of proposed scope changes.
Source:	Internal Division of Facilities Management and Construction database.

Indicator name:	Design projects completed early or on time (%)
Description:	The percentage of design projects completed within 30 days of the baseline schedule, exclusive of proposed scope changes.
Source:	Internal Division of Facilities Management and Construction database.

Indicator name:	Revenue generated from the sale of surplus goods ($000)
Description:	The amount of revenue generated from the sale of the City's surplus goods.
Source:	Budget.

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

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

Indicator name:	Rents collected as a percentage of rents billed
Description:	The percentage of rent collected from private sector tenants, as compared to rent billed during the fiscal year.
Source:	IPIS, a mainframe computer system maintained by the Division of Real Estate Services.

Indicator name:	Short-term lease renewal inspections completed
Description:	The number of short-term lease renewal inspections completed by DCAS staff during the reporting period. DCAS leases properties to tenants for non-residential uses on a short-term basis and inspects these properties annually to ensure that they are being used in accordance with the terms of the lease, license or occupancy permit agreement.
Source:	IPIS, a mainframe computer system maintained by the Division of Real Estate Services.

Indicator name:	Short-term lease renewal inspections completed within 10 business days (%)
Description:	The percentage of short-term lease renewal inspections completed within 10 business days from the date that the DCAS short-term leasing unit requests an inspection.
Source:	IPIS, a mainframe computer system maintained by the Division of Real Estate Services.

Indicator name:	Average square feet of office space per employee
Description:	The average rentable square feet of office space occupied 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:	Percent of 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:	Number of tax lots managed by DCAS
Description:	Total number of tax lots (legal parcels of land/property) under Department jurisdiction and DCAS Division of Real Estate Services management.
Source:	DRES/Planning and Sales.

DEPARTMENT OF CITYWIDE ADMINISTRATIVE 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:	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:	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:	Percentage of citywide fleet that is hybrid or Alternative Fuel Vehicle
Description:	The portion 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:	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:	Total electricity purchased (kilowatt hours) (billions)
Description:	Total electricity purchased in kilowatt hours (kWh).
Source:	Bills paid by DCAS.

Indicator name:	Estimated annual cost savings from energy conservation projects ($ millions)
Description:	The estimated annual cost savings, in millions of dollars, derived from energy conservation projects completed by DCAS in accordance with Executive Order 109.
Source:	Energy Conservation Database System.

Indicator name:	Estimated reduction in greenhouse gas emissions due to energy conservation projects (metric tons)
Description:	The estimated amount, in metric tons, of greenhouse gas emissions (carbon dioxide equivalent) reduced through energy conservation projects conducted by DCAS on behalf of the City. Estimates are calculated based on the Local Government Operations Protocol developed by the California Air Resources Board, the California Climate Action Registry, ICLEI (International Council for Local Environmental Initiatives) Local Governments for Sustainability, and the Climate Registry.
Source:	Energy Conservation Database System.

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS

Indicator Name:	Uptime of key systems (mainframe, Unix, Wintel) (%)
Description:	Percentage of time during which key City agency systems managed and operated by DoITT (mainframe, Unix, or Wintel) are available.
Source:	IT Services-Data Center Planning, Mainframe Systems, Unix Operations, Service Delivery, Network Operations, Service Delivery
Indicator Name:	Capacity utilization of key systems (mainframe) (%)
Description:	Percentage of key City agency systems managed and operated by DoITT capacity devoted to use.
Source:	Mainframe Systems
Indicator Name:	Performance shortfalls (Service Level Agreement infractions) of key systems
Description:	Performance level breaches of key City agency systems (mainframe, Unix, Wintel) as identified in the Service Level Agreements in the DoITT Service Catalog.
Source:	IT Services- CITIServ Management Office
Indicator Name:	Uptime of NYC.gov (%)
Description:	Percentage of time during which the NYC.gov website is available to the public.
Source:	Web and New Media Operations
Indicator Name:	NYC.gov unique visitors (average monthly) (000)
Description:	An average of the number of unique visitors per month, as determined by IP addresses, to one or more pages within the City website portal.
Source:	Web and New Media Operations
Indicator Name:	NYC.gov page views (000)
Description:	Cumulative number of requests to load a single HTML file (‘page’) on the City’s website.
Source:	Web and New Media Operations
Indicator Name:	Data sets available for download on NYC.gov/Datamine
Description:	Reflects raw and geographic data sets from City agencies available to public on the City’s website.
Source:	Web and New Media Operations
Indicator Name:	Service desk contacts -Telephone
Description:	Cumulative citywide calls to request IT assistance.
Source:	Enterprise Services Management
Indicator Name:	Service desk contacts -Web
Description:	Cumulative web-based citywide requests for IT assistance.
Source:	Enterprise Services Management

Indicator Name:	Service desk contacts -E-mail
Description:	Cumulative citywide requests for IT assistance using e-mail.
Source:	Enterprise Services Management
Indicator Name:	Service desk contacts -DoITT filed
Description:	Cumulative citywide requests for IT assistance entered into the system directly by DoITT staff.
Source:	Enterprise Services Management
Indicator Name:	Service desk contacts -Automated
Description:	Cumulative citywide requests for IT assistance automatically entered into the system.
Source:	Enterprise Services Management
Indicator Name:	Service desk incidents
Description:	Average number of incidents reported to the Citywide Service Desk per month.
Source:	Enterprise Services Management
Indicator Name:	Incident priority level - Urgent
Description:	Highest assigned severity level of Service Desk incidents.
Source:	Enterprise Services Management
Indicator Name:	Incident priority level - High
Description:	Second highest assigned severity level of Service Desk incidents.
Source:	Enterprise Services Management
Indicator Name:	Incident priority level - Medium
Description:	Second lowest assigned severity level of Service Desk incidents.
Source:	Enterprise Services Management
Indicator Name:	Incident priority level - Low
Description:	Lowest assigned severity level of Service Desk incidents.
Source:	Enterprise Services Management
Indicator Name:	Average time to resolve all incidents (days)
Description:	Average time to resolve incidents, in calendar days, by appropriate DoITT technology group.
Source:	Enterprise Services Management

Indicator Name:	Average time to resolve incidents -Urgent (days)
Description:	Average time to resolve highest priority incidents, in calendar days, by appropriate DoITT technology group.
Source:	Enterprise Services Management
Indicator Name:	Average time to resolve incidents - High (days)
Description:	Average time to resolve second highest priority incidents by appropriate DoITT technology group.
Source:	Enterprise Services Management
Indicator Name:	Average time to resolve incidents - Medium (days)
Description:	Average time to resolve second lowest priority incidents by appropriate DoITT technology group.
Source:	Enterprise Services Management
Indicator Name:	Average time to resolve incidents - Low (days)
Description:	Average time to resolve lowest priority incidents by appropriate DoITT technology group.
Source:	Enterprise Services Management
Indicator Name:	Service desk incidents - telecommunication repair
Description:	Number of citywide requests to resolve all telecommunication incidents received by the DoITT Enterprise Service Desk.
Source:	Enterprise Services Management
Indicator Name:	Average time to resolve telecommunication incidents (days)
Description:	Average time, in calendar days, it takes the appropriate DoITT technology group to resolve all telecommunication incidents received by the Enterprise Service Desk.
Source:	Enterprise Services Management
Indicator Name:	Service desk requests for new/updated service
Description:	Number of citywide requests for new or updated service received by the DoITT Enterprise Service Desk. Requests for service include changes and updates to existing services, such as a password reset or the development of a new user in a software application.
Source:	Enterprise Services Management
Indicator Name:	Average time to resolve service desk requests (days)
Description:	Average time, in calendar days, it takes the appropriate DoITT technology group to resolve all new or updated requests for service received by the Enterprise Service Desk. Requests for service include changes and updates to existing services, such as a password reset or the development of a new user account in a software application.
Source:	Enterprise Services Management

Indicator Name:	Planned IT infrastructure changes
Description:	Number of citywide planned IT infrastructure changes (storage, server, software, etc.) implemented.
Source:	Enterprise Services Management, Citywide Service Desk & Change Management

Indicator Name:	Unplanned IT infrastructure changes (%)
Description:	Percentage of non-anticipated citywide IT infrastructure changes (storage, server, software, etc.) implemented.
Source:	Enterprise Services Management Citywide Service Desk & Change Management

Indicator Name:	Uptime of NYCWiN (%)
Description:	Percent of time during which NYCWiN, the City's critical wireless system, is available.
Source:	Wireless Technologies

Indicator Name:	Uptime of 800 MHz network (%)
Description:	Percent of time during which the 800 MHz network for citywide day-to-day and emergency communications for public safety agencies is available.
Source:	Wireless Technologies

Indicator Name:	Uptime of Citywide Radio Network (%)
Description:	Percent of time during which Citywide Radio Network (employing multiple wireless analog and digital communications technologies supporting critical FDNY and EMS dispatch services and other public safety agencies) is available.
Source:	Wireless Technologies

Indicator Name:	Service Catalog requests submitted by City agencies
Description:	Number of Service Catalog requests by agencies submitted for DoITT services.
Source:	Enterprise Services Management

Indicator Name:	Service Catalog requests for IT infrastructure
Description:	Number of Service Catalog requests that will be accommodated by Enterprise Service Desk.
Source:	Enterprise Services Management

Indicator Name:	Service Catalog requests for IT programs and applications
Description:	Number of Service Catalog requests submitted that will be reviewed by Portfolio/Project Management process.
Source:	Project Management Services

Indicator Name:	Average time to resolve all cable complaints - All complaints
Description:	Average number of calendar days of all cable complaints reviewed and forwarded to cable company and notified as resolved.
Source:	Franchise Administration

Indicator Name:	Average time to resolve all cable complaints - Service complaints
Description:	Average number of calendar days of all cable service complaints (interruption, outages, or poor reception) reviewed & forwarded to cable company and notified as resolved.
Source:	Franchise Administration
Indicator Name:	Average time to resolve all cable complaints - Billing complaints
Description:	Average number of calendar days of all cable billing complaints reviewed & forwarded to cable company and notified as resolved.
Source:	Franchise Administration
Indicator Name:	All cable complaints resolved within 30 days (%)
Description:	The percentage of all cable complaints reviewed and forwarded to cable company and notified as resolved within 30 calendar days or less.
Source:	Franchise Administration
Indicator Name:	Pay phone inspections conducted
Description:	Inspections of pay phones by DoITT inspectors.
Source:	Franchise Administration-Pay Telephone Enforcement Unit
Indicator Name:	Pay phone Notices of Violation issued
Description:	Violations issued by DoITT inspectors for pay phones.
Source:	Franchise Administration-Pay Telephone Enforcement Unit
Indicator Name:	Pay phone violations upheld in court (%)
Description:	Violations issued for pay phones that were not dismissed by ECB.
Source:	Franchise Administration-Pay Telephone Enforcement Unit
Indicator Name:	Pay phone violation fines paid ($ 000)
Description:	Amount paid for ECB pay phone violations issued.
Source:	Franchise Administration-Pay Telephone Enforcement Unit
Indicator Name:	Inspected phones deemed operable (%)
Description:	The percentage of public pay telephones on City streets that DoITT inspectors found in working order.
Source:	Franchise Administration-Pay Telephone Enforcement Unit
Indicator Name:	Inspected phones passing scorecard appearance standards (%)
Description:	The percentage of public pay telephones on City streets that DoITT inspectors found meeting or exceeding the City's standards for cleanliness and the absence of graffiti, based on a four-point picture-based rating scale.
Source:	Franchise Administration-Pay Telephone Enforcement Unit
Indicator Name:	Existing IT contracts (all engagements)
Description:	Number of IT active contracts procured by DoITT.
Source:	Contracts and Procurement

DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS

Indicator Name:	Open IT procurements
Description:	Number of IT contracts currently being procured by DoITT.
Source:	Contracts and Procurement

Indicator Name:	Average time to process an enterprise contract (days)
Description:	Average time in days to process from the start of a contract procured by DoITT to the procurement.
Source:	Contracts and Procurement

Indicator Name:	IT vendors (project-based)
Description:	Number of active project-based DoITT IT vendors.
Source:	Legal Services

Indicator Name:	IT certifications for DoITT employees
Description:	Number of DoITT employees who indicated in an annual voluntary survey that they possess one or more IT professional certifications.
Source:	Human Resources

311 CUSTOMER SERVICE CENTER

Indicator name: Calls made to 311 (000)
Description: The number of calls, in thousands, received by the Customer Service Center by dialing 3-1-1 directly; by dialing 212-NEWYORK, the number available to callers outside the five boroughs of the City; or by dialing agency call centers or hotlines that were consolidated into 311 operations.
Source: 311 Customer Service Center.

Indicator name: 311 Online site visits
Description: The number of visits, including requests for information or services, made to 311 Online via the City's website.
Source: 311 Customer Service Center.

Indicator name: Calls answered in 30 seconds or less (%)
Description: The percentage of calls answered by a call center representative in 30 seconds or less. Time begins after initial prerecorded messages.
Source: 311 Customer Service Center.

Indicator name: Average wait time for tier 1 calls (311 Siebel system) (minutes:seconds)
Description: The average wait time in minutes and seconds before a call is answered by a live call center representative in the Tier 1 queue - the initial assessment of basic customer needs. Time measurement begins after initial prerecorded messages.
Source: 311 Customer Service Center.

Indicator name: Average wait time for tier 2 calls (agency legacy systems at 311) (minutes:seconds)
Description: The average wait time in minutes and seconds before a call is answered by a specialist representative in a Tier 2 queue after having been transferred from Tier 1 representative. Specific call types must be entered into an agency legacy system and therefore need to be transferred to a specialist skilled in that system. Time measurement begins after initial prerecorded messages.
Source: 311 Customer Service Center.

Indicator name: Call takers time occupied (%)
Description: The percent of time call center representatives are speaking with callers, researching information for callers, and processing call records.
Source: 311 Customer Service Center.

Indicator name: Calls handled in languages other than English (%)
Description: The percentage of all 311 calls in which the caller was served in a language other than English.
Source: 311 Customer Service Center.

Indicator name: Calls resolved at 311 without transfer to agency for resolution (%)
Description: The percentage of calls that were resolved by a 311 representative without requiring transfer to an external agency. Calls resolved at 311 include but are not limited to providing information, completing a service request, providing information on a past service request, and making an appointment.
Source: 311 Customer Service Center.

311 Customer Service Center

DEPARTMENT OF RECORDS AND INFORMATION SERVICES

Indicator name: Publications and reports acquired
Description: The number of government reports, studies, professional journals, published books and collections of legal statutes and codes the Department has officially accessioned either in print or electronically. For Fiscal 2006 data is based on January to June 2006.
Source: City Hall Library.

Indicator name: Records preserved
Description: The number of images produced in the Department's microfilm laboratory.
Source: Municipal Archives Division.

Indicator name: Volume of library collection
Description: The number of New York City government reports, books and other publications housed in the Department's City Hall Library.
Source: City Hall Library.

Indicator name: Information requests received
Description: The total number of in-person, telephone, mail and e-mail requests for research service and information, including vital records, received by the City Hall Library and the Municipal Archives Division.
Source: City Hall Library and Municipal Archives Division.

Indicator name: – City Hall Library
Description: The number of information requests received by the City Hall Library.
Source: City Hall Library.

Indicator name: – Municipal Archives
Description: The number of information requests received by the Municipal Archives Division.
Source: Municipal Archives Division.

Indicator name: – Vital record requests received
Description: The number of applications submitted for search of and/or copies of historical birth, death, and marriage records.
Source: Municipal Archives Division.

Indicator name: Vital record requests responded to in an average of 12 business days (%)
Description: The percent of vital record requests for which the Department conducted a record search and sent the search results (either a certified copy of the record or a "not found" statement) to the customer within the prescribed timeframe. Data is calculated based on the number of requests completed during four or five randomly selected days each month.
Source: Municipal Archives Division.

DEPARTMENT OF RECORDS AND INFORMATION SERVICES

Indicator name:	Average response time to vital records requests (days)
Description:	The average number of days it took the Department to conduct a record search and send the search results (either a certified copy of the record or a "not found" statement) to the customer. Data is calculated based on the number of requests completed during four or five randomly selected days each month.
Source:	Municipal Archives Division.

Indicator name:	Photographic reproduction requests received
Description:	The number of requests for reproductions of historical photos that were received by the Department.
Source:	Municipal Archives Division.

Indicator name:	Average response time to historical photo requests (days)
Description:	The average number of days it took the Department to produce and send the requested historical image. Data is calculated based on the number of requests completed during two or three randomly selected days each month.
Source:	Municipal Archives Division.

Indicator name:	Average response time to agency requests for stored records (days)
Description:	The average number of days it takes the Department to retrieve stored records from the warehouses, calculated from the day the request is made by the City agency, court or district attorney's office to the day the records are available for pick up.
Source:	Municipal Records Management Division.

Indicator name:	Average time between records disposal eligibility and application sent to Law Department (months)
Description:	The average number of months it takes the Department of Records and Information Services (DORIS) to send a records disposal application to the Law Department for review and approval, calculated from the time a client agency has been notified by DORIS that a record series is eligible for disposal; agencies must return an authorized disposal application to DORIS after notification. Note: Data reported as Four-month Actual for this indicator reflects first-quarter information for this quarterly-reported measure.
Source:	Municipal Records Management Division.

Indicator name:	Average time for Law Department to approve records disposal application (months)
Description:	The average number of months it takes the Law Department to approve a records disposal application, calculated from the time the Department of Records and Information Services sends the application to the Law Department. Note: Data reported as Four-month Actual for this indicator reflects first-quarter information for this quarterly-reported measure.
Source:	Municipal Records Management Division.

DEPARTMENT OF RECORDS AND INFORMATION SERVICES

Indicator name:	Percent of warehouse capacity available for new accessions
Description:	The percent of warehouse (off site storage facilities) capacity available to store client agency records.
Source:	Municipal Records Management Division.

DEPARTMENT OF RECORDS AND INFORMATION SERVICES

Indicator name:	Streets rated acceptably clean (%)
Description:	Percentage of over 6,000 sample blocks rated acceptably clean by Mayor's Office field inspectors, based on a seven-point picture-based rating scale. Figures show annual averages based on twice-monthly ratings of the citywide street sample.
Source:	Mayor's Office of Operations.

Indicator name:	Dirty/marginal sanitation sections (out of 234)
Description:	The number of sanitation sections rated dirty (less than 50% acceptably clean streets) or marginal (from 50% to 69.9% acceptably clean streets) by Mayor's Office field inspectors, based on a seven-point picture-based rating scale.
Source:	Mayor's Office of Operations.

Indicator name:	Lots cleaned citywide
Description:	Total City-owned and private lots cleaned by DSNY.
Source:	Bureau of Cleaning & Collection; Bureau of Planning and Budget.

Indicator name:	Graffiti sites cleaned
Description:	The number of properties cleaned by the Department of Sanitation and the Economic Development Corporation (EDC) through Graffiti Free NYC, the City's graffiti removal program.
Source:	The City's graffiti database.

Indicator name:	Square feet of graffiti removed (000)
Description:	The square feet of graffiti removed by power-washing and painting through Graffiti Free NYC, the City's graffiti removal program.
Source:	DSNY and EDC internal reports.

Indicator name:	Snow overtime ($000)
Description:	Amount of overtime incurred during the season due to snow removal.
Source:	DSNY Fiscal Services; Bureau of Planning & Budget.

Indicator name:	Snowfall (inches)
Description:	Amount of snow that has fallen during the fiscal year.
Source:	Bureau of Cleaning & Collection; Bureau of Planning & Budget.

Indicator name:	Salt used (tons)
Description:	Amount of salt used due to snowfall and icy conditions.
Source:	Bureau of Cleaning & Collection; Bureau of Planning & Budget.

Indicator name:	Refuse cost per ton (fully loaded) ($)
Description:	Cost of curbside and containerized collection and disposal on a per ton basis. This is a "fully loaded" cost including a complete range of direct, indirect and overhead expenses.
Source:	Internal reports and budget documents.

Indicator name:	Refuse collection cost per ton ($)
Description:	Cost of collecting curbside and containerized refuse on a per ton basis. This is a "fully loaded" cost including a complete range of direct, indirect and overhead expenses.
Source:	Internal reports and budget documents.

Indicator name:	Disposal cost per ton ($)
Description:	Cost of curbside and containerized refuse disposal on a per ton basis. This is a "fully loaded" cost including a complete range of direct, indirect and overhead expenses.
Source:	Internal reports and budget documents.

Indicator name:	Missed refuse collections (%)
Description:	Percentage of curbside refuse tonnage scheduled for collection but not removed by midnight. Excludes holiday weeks and missed collections due to snow events.
Source:	Operations Management Division; Bureau of Planning & Budget.

Indicator name:	Refuse tons per truck-shift
Description:	Average curbside household refuse tons collected by each truck working an eight-hour shift.
Source:	Operations Management Division; Bureau of Planning & Budget.

Indicator name:	Annual tons disposed (000)
Description:	Total refuse tonnage disposed by the Department.
Source:	Bureau of Waste Disposal; Bureau of Planning and Budget.

Indicator name:	Tons per day disposed
Description:	Average tons of refuse disposed per operational day.
Source:	Bureau of Waste Disposal; Bureau of Planning and Budget.

Indicator name:	Percent of total trucks dumped on shift
Description:	Percentage of total number of trucks that collect and dispose of their materials at their designated transfer stations within their eight-hour shifts.
Source:	Operations Management Division

Indicator name:	Annual tons recycled (000)
Description:	Tons of recycled materials per year, including residential curbside and containerized, institutional, City office paper, indirect, bulk and private sector recyclables.
Source:	Operations Management Division; Bureau of Planning and Budget.

Indicator name:	Recycled tons per day
Description:	Tons of recycled materials per day, including residential curbside and containerized, institutional, City office paper, indirect, bulk and private sector recyclables.
Source:	Operations Management Division; Bureau of Planning and Budget.

Indicator name:	Curbside and containerized recycling diversion rate (%)
Description:	Percent of the Department's residential waste stream (curbside and containerized metal, glass, plastic and mixed paper) that is recycled.
Source:	Operations Management Division; Bureau of Planning and Budget.
Indicator name:	Number of districts with a curbside and containerized recycling diversion rate between 0.0% and 4.9%
Description:	The number of community districts, out of 59 total, with curbside and containerized diversion rates between 0% and 4.9%. The curbside and containerized diversion rate is the percent of the Department's residential waste stream that is recycled.
Source:	Operations Management Division.
Indicator name:	Number of districts with a curbside residential recycling diversion rate between 5.0% and 9.9%
Description:	The number of community districts, out of 59 total, with curbside and containerized diversion rates between 5% and 9.9%. The curbside and containerized diversion rate is the percent of the Department's residential waste stream that is recycled.
Source:	Operations Management Division.
Indicator name:	Number of districts with a curbside and containerized recycling diversion rate greater than 25.0%
Description:	The number of community districts, out of 59 total, with curbside and containerized diversion rates exceeding 25%. The curbside and containerized diversion rate is the percent of the Department's residential waste stream that is recycled.
Source:	Operations Management Division.
Indicator name:	Total recycling diversion rate (%)
Description:	Percent of the City's total waste stream that is recycled.
Source:	Operations Management Division; Bureau of Planning and Budget.
Indicator name:	Recycling summonses issued
Description:	Summonses issued to residents and commercial establishments for violating recycling regulations.
Source:	Bureau of Planning and Budget.
Indicator name:	Recycling tons per truck-shift
Description:	Average curbside recycling tons collected by each truck working an eight-hour shift.
Source:	Operations Management Division; Bureau of Planning and Budget.
Indicator name:	Missed Recycling Collection (%)
Description:	Percent of curbside and containerized recycling tonnage scheduled for collection but not removed by midnight. Excludes holiday weeks.
Source:	Operations Management Division; Bureau of Planning and Budget.

Indicator name:	Recycling cost per ton (fully loaded) ($)
Description:	Cost of curbside and containerized recycling and processing on a per ton basis. This is a "fully loaded" cost including a complete range of direct, indirect and overhead expenses.
Source:	Internal reports and budget documents.

Indicator name:	Recycling collection cost per ton ($)
Description:	Cost of collecting curbside and containerized recyclables on a per ton basis. This is a "fully loaded" cost including a complete range of direct, indirect and overhead expenses.
Source:	Internal reports and budget documents.

Indicator name:	Paper recycling revenue per ton ($)
Description:	The actual amount of revenue per ton agreed to in the Department's contracts with paper recyclers.
Source:	Bureau of Waste Prevention, Reuse and Recycling records.

Indicator name:	Number of chlorofluorocarbon/freon recoveries
Description:	Actions taken by the Department in response to requests from the public to remove appliances that may contain CFC or Freon. Possible outcomes are: CFC/Freon was recovered, appliance did not contain any CFC/Freon, or appliance was missing or inaccessible.
Source:	Bureau of Cleaning and Collection; Operations Management Division.

Indicator name:	Private transfer station permits
Description:	The number of private transfer station permits issued by the Department.
Source:	Department's Legal Affairs Division.

Indicator name:	Private transfer station inspections performed
Description:	The number of inspections of legally permitted private transfer stations performed by the Department's permit unit.
Source:	Permit inspection unit report.

Indicator name:	Marine Transfer Station construction commencements
Description:	The number of facilities to containerize refuse and transport for final disposal where construction or reconstruction/conversion has begun during the current period.
Source:	Bureau of Planning and Budget.

Indicator name:	Tort cases commenced
Description:	The number of tort matters assigned a litigation start date.
Source:	New York City Law Information System (NYCLIS).

Indicator name:	Tort dispositions
Description:	The number of tort cases resolved through settlement, dismissal, discontinuance, verdicts or insurance takeovers.
Source:	New York City Law Information System (NYCLIS).

Indicator name:	Tort payout ($000)
Description:	The amount paid by the City to resolve tort cases through settlement or verdict.
Source:	Office of Management and Budget.

DEPARTMENT OF SANITATION

Indicator name: Parks rated “acceptable” for overall condition (%)
Description: The percent of park sites that pass an inspection based on 16 individual features. If three or more features are rated unacceptable based on the Parks Inspection Program’s criteria, or if one condition is judged a serious safety hazard, the entire site is rated unacceptable. Park sites included in this rating are playgrounds; small parks; large parks; and Greenstreets, which are street triangles and medians landscaped with horticultural installations.
Source: Operations & Management Planning Division.

Indicator name: Parks rated “acceptable” for cleanliness (%)
Description: Cleanliness is a subset of overall condition. The percent of park sites with acceptable cleanliness is the percent rated acceptable for litter, broken glass, graffiti and weeds or ice, depending on the season. Park sites included in this rating are playgrounds; small parks; large parks; and Greenstreets, which are street triangles and medians landscaped with horticultural installations.
Source: Operations & Management Planning Division.

Indicator name: - Cleanliness of small parks and playgrounds (%)
Description: Cleanliness is a subset of overall condition. The percent of small parks (six acres or less) and playgrounds with acceptable cleanliness is the percent rated acceptable for litter, broken glass, graffiti and weeds or ice, depending on the season.
Source: Operations & Management Planning Division.

Indicator name: - Cleanliness of large parks (%)
Description: Cleanliness is a subset of overall condition. The percent of large parks (more than six acres) with acceptable cleanliness is the percent rated acceptable for litter, broken glass, graffiti and weeds or ice, depending on the season
Source: Operations & Management Planning Division.

Indicator name: Safety surfaces rated “acceptable” (%)
Description: The percent of safety surfaces (impact-absorbing material placed on the ground) in all parks that pass an inspection during the reporting period. This includes safety matting under playground equipment and wood chipping under adult exercise equipment.
Source: Operations & Management Planning Division.

Indicator name: Play equipment rated "acceptable" (%)
Description: The percent of play equipment in all parks, playgrounds and Greenstreets that passes an inspection during the reporting period. This includes slides and jungle gyms, handball court walls and chess and checkers tables.
Source: Operations & Management Planning Division.

Indicator name: Comfort stations in service (in season only) (%)
Description: From April 1st to October 31st, the percent of comfort stations that are open and in service at the time of park inspections.
Source: Operations & Management Planning Division.

Indicator name:	Spray showers in service (in season only) (%)
Description:	From Memorial Day to Labor Day, the percent of spray showers operating at the time of park inspections. Spray showers are required to be on when the temperature exceeds 80 degrees and children are present.
Source:	Operations & Management Planning Division.

Indicator name:	Drinking fountains in service (in season only) (%)
Description:	From Memorial Day to Columbus Day, the percent of drinking fountains operating at the time of park inspections.
Source:	Operations & Management Planning Division.

Indicator name:	Parks with an affiliated volunteer group (%)
Description:	The percent of parks that are affiliated with a volunteer group working with Partnerships for Parks.
Source:	Partnerships for Parks.

Indicator name:	Summonses issued
Description:	The number of summons issued during the reporting period for parking and health code violations including summonses returnable to the Parking Violations Bureau, the Environmental Control Board, Criminal Court, and Traffic Court.
Source:	Parks Enforcement Patrol.

Indicator name:	Public service requests received – Forestry
Description:	The total number of public service requests received for forestry work during the reporting period. Examples include requests for the removal of dead trees, hanging limbs or tree stumps.
Source:	Forestry Division.

Indicator name:	MillionTreesNYC - Trees planted – Parks
Description:	The total number of trees planted by Parks, or on land that is under Parks' jurisdiction, as part of PlaNYC's MillionTreesNYC initiative. The initiative is a 10-year public-private program launched in Fiscal 2008.
Source:	MillionTreesNYC.

Indicator name:	MillionTreesNYC - Trees planted – Other
Description:	The total number of trees planted as part of PlaNYC's MillionTreesNYC initiative that are planted on land that is not under the jurisdiction of the Department of Parks and Recreation. This includes trees planted by other City agencies, State and federal agencies, as well as by private entities. The initiative is a 10-year public-private program launched in Fiscal 2008.
Source:	MillionTreesNYC.

Indicator name:	Trees removed
Description:	The number of street and park trees removed by Forestry Operations due to death, disease, permits and storms.
Source:	Forestry Division.

Indicator name: – Street trees removed (in response to service request)
Description: The number of dead street trees removed by Forestry Operations in response to a service request.
Source: Forestry Division.

Indicator name: - Removed within 30 days of service request (%)
Description: The percent of street trees removed within 30 days of a public service request.
Source: Forestry Division.

Indicator name: Trees pruned – block program
Description: The number of street trees pruned in the block program during the reporting period. Through the block program DPR prunes City street trees on an established cycle to ensure tree health and to minimize safety hazards, such as low-hanging limbs over sidewalks and trees blocking traffic signs. Note: Due to changes in funding, the established pruning cycle can be subject to change.
Source: Forestry Division.

Indicator name: – Annual pruning goal completed (%)
Description: The percent of the funding-based annual pruning goal that was completed during the reporting period.
Source: Forestry Division.

Indicator name: – Percent of pruning completed within established cycle
Description: The percent of trees pruned within the established pruning cycle. Note: Due to changes in funding, the established pruning cycle can be subject to change.
Source: Forestry Division.

Indicator name: Acres restored
Description: The number of acres where 50 percent or more of the native species or individual plants have been replaced or affected. Native plants are "affected" by the removal of exotic species that out compete them for light and other resources.
Source: Natural Resources Group.

Indicator name: Acres improved
Description: The number of acres where at least 25 percent, but less than 50 percent, of the native species or individual plants were replaced or affected. Native plants are "affected" by the removal of exotic species that out compete them for light and other resources.
Source: Natural Resources Group.

Indicator name: Attendance at historic house museums
Description: The number of people who visited DPR's historic house museums throughout the reporting period.
Source: Historic House Trust.

Indicator name: Monuments receiving annual maintenance (%)
Description: The percent of Park's monuments and public art in the City's collection that receive maintenance on a yearly basis.
Source: Art and Antiquities.

Indicator name: Total major felonies in 20 largest parks
- Crimes against persons
- Crimes against property

Description: Within the City's 20 largest parks, the total major felony crimes within seven categories, corresponding to New York State Penal Law: murder and non-negligent manslaughter, rape, robbery, felonious assault, burglary, grand larceny, and grand larceny auto. Data for this indicator is provided on a quarterly basis by NYPD; consequently, data reported in the Preliminary Mayor's Management Report is based on September year-to-date. (Note: Data excludes Central Park, which has its own precinct.)
Source: New York City Police Department.

Indicator name: Public service requests received through 311 that relate to quality of life
Description: Public service requests received through the 311 Citizen Service Center that relate to quality of life. The following types of requests are categorized as quality of life:
- Animal waste
- Broken glass
- Garbage or litter
- Graffiti or vandalism
- Rodent sighting

Source: Urban Park Service.

Indicator name: Tort cases commenced
Description: The number of tort matters assigned a litigation start date.
Source: New York City Law Information System (NYCLIS).

Indicator name: Tort dispositions
Description: The number of tort cases resolved through settlement, dismissal, discontinuance, verdicts or insurance takeovers.
Source: New York City Law Information System (NYCLIS).

Indicator name: Total tort payout ($000)
Description: The amount paid by the City to resolve tort cases through settlement or verdict.
Source: Office of Management and Budget.

Indicator name: Capital projects completed
Description: The number of capital construction projects completed by DPR's Capital Projects Division during the reporting period. Construction projects include all individual site projects or any individual sites within a multi-site project contract that are greater than $400,000.
Source: Capital Projects Division.

Indicator name:	Capital projects completed on time or early (%)
Description:	The percent of capital construction projects completed on time or early, exclusive of programmatic scope changes. Projects completed before the scheduled completion dates are considered early; those completed more than 30 days after the scheduled completion date are considered late. All others are considered on time.
Source:	Capital Projects Division.

Indicator name:	Capital projects completed within budget (%)
Description:	The percent of capital construction projects completed during the reporting period that remained within budget, exclusive of programmatic scope changes.
Source:	Capital Projects Division.

Indicator name:	Greenways added (miles)
Description:	The number of miles of greenways (linear, nonmotorized, open space that links parks and communities around the City) completed during the reporting period.
Source:	Planning Division.

Indicator name:	Lifeguards (calendar year)
Description:	The number of lifeguards working at the City's pools and beaches during the summer pool/beach season, which runs from Memorial Day through Labor Day. Data reported in fiscal year (FY) is for period which begins in June of that FY and runs through September of the following FY. For example, data reported for Fiscal 2010 covers the relevant period of June 2010 through September 2010.
Source:	Office of the First Deputy Commissioner.

Indicator name:	Attendance at outdoor Olympic and intermediate pools (calendar year)
Description:	The number of people in attendance at DPR's outdoor Olympic and intermediate swimming pools during the summer season, which generally runs from late June, the end of the school year, through Labor Day. Data reported in fiscal year (FY) is for period which begins in June of that FY and runs through September of the following FY. For example, data reported for Fiscal 2010 covers the relevant period of June 2010 through September 2010.
Source:	Office of the First Deputy Commissioner.

Indicator name:	Recreation centers rated "acceptable" for cleanliness (%)
Description:	The percent of recreation centers that pass an inspection based on acceptability ratings for litter, graffiti, dirt and the availability of restroom amenities/supplies. A recreation center will receive a rating of unacceptable for cleanliness if, based on the inspection program's criteria, two features are unacceptable or if there is any hazard that poses a serious health/safety risk. Recreation centers included in this rating are facilities requiring membership that are owned and operated by Parks. Every recreation center will be inspected at least twice a year.
Source:	Operations & Management Planning Division.

Indicator name: Recreation centers rated "acceptable" for overall condition (%)
Description: The percent of recreation centers that pass an inspection based on acceptability ratings for twelve features in three categories – safety, cleanliness and structural. A recreation center's overall condition will receive a rating of unacceptable if, based on the inspection program's criteria, safety is found to be unacceptable, both the cleanliness and structural categories are rated unacceptable, or if any one condition is judged a serious health/safety hazard. Recreation centers included in this rating are facilities requiring membership that are owned and operated by Parks. Every recreation center will be inspected at least twice a year.
Source: Operations & Management Planning Division.

Indicator name: Average hours recreation centers open per week
Description: The total number of hours that recreation centers are open each week divided by the total number of recreation centers.
Source: Operations & Management Planning Division.

Indicator name: Total recreation center attendance
Description: The total recreation center attendance for seniors, adults, youths and children, and visitors.
Source: Operations & Management Planning Division.

Indicator name: Total recreation center membership
Description: The total number of memberships issued during the reporting period for seniors, adults, and youths and children.
Source: Operations & Management Planning Division.

Indicator name: - Seniors
Description: The total number of memberships issued during the reporting period to recreation center members who are 55 and older.
Source: Operations & Management Planning Division.

Indicator name: - Adults
Description: The total number of memberships issued during the reporting period to recreation center members who are 18 through 54.
Source: Operations & Management Planning Division.

Indicator name: - Youth and children
Description: The total number of memberships issued during the reporting period to recreation center members who are youths (ages 14-17) and children (ages 6-13).
Source: Operations & Management Planning Division.

Indicator name: Projects and proposals completed and presented to the public
Description: The number of economic development, housing and neighborhood enhancement proposals and planning information and policy analysis projects completed and presented during the fiscal year.
Source: Records maintained by DCP's Planning Coordination Division.

Indicator name: – Economic development and housing proposals
Description: Proposals to encourage growth and development of the City's central and regional business districts, and developments of new housing and mixed uses in existing and emerging residential neighborhoods 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
Description: Proposals to preserve the character of existing neighborhoods, improve pedestrian and vehicular traffic flow, and enhance the design and use of the City's public spaces, 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: – Planning information and policy analysis
Description: Projects informing the public of significant trends, procedures and/or policies, in the form of written reports, website postings, and/or public presentations.
Source: Records maintained by DCP's Planning Coordination Division.

Indicator name: Number of significant milestones achieved for DCP-facilitated projects related to Lower Manhattan
Description: DCP works closely with other City agencies and City Hall, usually as part of a project management team. Examples: East River Waterfront project; Fulton Street project - design guidelines issued, storefront improvement program launched, streetscape design implemented. Milestones include DEIS/FEIS completed, design guidelines issued, plan or design completed, RFP issued, rezoning or other land use application certified, property acquired, developer selected, funding secured, permits secured, sign-offs completed, and construction commenced.
Source: Planning Coordination.

Indicator name:	Number of significant milestones achieved for DCP-facilitated projects related to Hudson Yards
Description:	DCP provides sign-offs, rezonings and draft design guidelines; processes applications for buildings using Hudson Yard (HY) District Improvement Bonus which provides bonus floor area and applications for property acquisition and mapping for HY Mid-Block Boulevard and Park. Examples: Hudson Boulevard and Park – acquisition of property, commencement of construction; Eastern Rail Yards/Western Rail Yards Development – issuance of design guidelines, issuance of Request for Proposals for developers to construct mixed use development, certification of rezoning. Milestones include DEIS/FEIS completed, design guidelines issued, plan or design completed, RFP issued, rezoning or other land use application certified, bonus floor area applications processed, property acquired, developer selected, funding secured, permits secured, sign-offs completed, and construction commenced.
Source:	Planning Coordination.

Indicator name:	Number of significant milestones achieved for DCP-facilitated projects related to significant open-space proposals
Description:	DCP works closely with the Department of Parks and Recreation on many of these proposals. Examples: Fresh Kills Park – referral of park and street mappings; Greenpoint/Williamsburg park – referral of park mapping; and Baretto Point Park (Bronx) – referral of park mapping. Milestones include DEIS/FEIS completed, design guidelines issued, plan or design completed, Requests for Proposals issued, rezoning or other land use application certified, property acquired, developer selected, funding secured, permits secured, sign-offs completed, and construction commenced.
Source:	Planning Coordination.

Indicator name:	Land use applications referred – Within 6 months (%) – Within 6-12 months (%) – Within 13 months or more (%)
Description:	The number of land use applications certified as complete or referred for public review during the fiscal year, and the percent certified or referred within 6 months, 6-12 months, and 13 months or more 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 number of environmental review applications completed and the percent completed 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.

DEPARTMENT OF CITY PLANNING

LANDMARKS PRESERVATION COMMISSION

Indicator name: Individual landmarks and historic districts designated
Description: The number of interior, exterior and scenic landmarks and the number of historic districts designated by the Commission.
Source: Paper records maintained by LPC Research Department.

Indicator name: – Total number of buildings designated
Description: The number of individually landmarked buildings and the total number of designated buildings within historic districts.
Source: Paper records maintained by LPC Research Department.

Indicator name: Percent of designation target achieved
Description: The number of individual landmarks and historic districts designated as a percentage of the fiscal year goal.
Source: Paper records maintained by LPC Research Department.

Indicator name: Work permit applications received
Description: The number of work permit applications received for review by LPC's Preservation Department.
Source: Paper and database records maintained by LPC Preservation Department.

Indicator name: – Actions taken
Description: The number of actions taken on the work permit applications received. More than one action can be taken on a single application. Examples of "actions" include the issuance of Expedited Certificates of No Effect, Certificates of No Effect, Permits for Minor Work and Certificates of Appropriateness, among others.
Source: Paper and database records maintained by LPC Preservation Department.

Indicator name: Certificates of No Effect issued within 10 days (%)
Description: The percentage of Certificates of No Effect issued within 10 days of the application being completed. This type of permit is issued when proposed work on a designated structure requires a permit from the Department of Buildings but the proposed work will not affect a protected architectural feature of the structure.
Source: Paper and database records maintained by LPC Preservation Department.

Indicator name: Expedited Certificates of No Effect issued within two days (%)
Description: The percentage of Expedited Certificates of No Effect issued within two days of the application being completed. This type of permit is issued when the proposed interior work above the second floor of a building requires a Department of Buildings permit and will not affect a protected architectural feature.
Source: Paper and database records maintained by LPC Preservation Department.

LANDMARKS PRESERVATION COMMISSION

Indicator name:	Permits for Minor Work issued within 10 days (%)
Description:	The percentage of Permits for Minor Work issued within 10 days of the application being completed. This type of permit is issued for work that requires a Landmarks Commission permit but does not require a Department of Buildings permit. Examples include exterior painting, window and door replacements, and brick repointing.
Source:	Paper and database records maintained by LPC Preservation Department.
Indicator name:	Investigations completed
Description:	The number of completed investigations of reported incidences of illegal work on designated structures. This can include initial and follow-up investigations.
Source:	Paper and database records maintained by LPC Enforcement Department.
Indicator name:	Percent of investigations resulting in enforcement action
Description:	The percent of completed investigations that resulted in the issuance of at least one warning letter, Stop Work Order, or Notice of Violation.
Source:	Paper and database records maintained by LPC Enforcement Department.
Indicator name:	Warning letters issued
Description:	The number of warning letters issued for illegal work performed on designated structures.
Source:	Paper and database records maintained by LPC Enforcement Department.
Indicator name:	Notices of Violation upheld at the Environmental Control Board (%)
Description:	The percent of Notices of Violation upheld at the Environmental Control Board. This includes violations that were cured by the respondent without appearing at a hearing but does not include cases that are on hold while legal papers are being served or pending cases.
Source:	Paper and database records maintained by LPC Enforcement Department.
Indicator name:	Archeology applications received
Description:	The number of archeology applications received. Archeology applications are submitted by other City, State and federal agencies whenever projects within New York City that are subject to the environmental review process have the potential to impact archeological resources.
Source:	Paper and database records maintained by LPC Archeology Department.
Indicator name:	Archeology applications reviewed within 10 days (%)
Description:	The percent of archeology applications reviewed within 10 days of receipt of a completed application.
Source:	Paper and database records maintained by LPC Archeology Department.

Indicator name:	Operating support payments made to Cultural Institutions Group by the 5th day of each month
Description:	Percent of operating support payments made by the fifth business day of each month after receiving a correct payment requisition. The Cultural Institutions Group is comprised of 33 City-owned institutions.
Source:	**"**Batch Ledger" Excel spreadsheet maintained by the Department of Cultural Affairs (DCLA).
Indicator name:	Average days to issue initial Cultural Development Fund payments after complying with all City requirements
Description:	Average days to issue a grantee organization its initial Cultural Development Fund competitive grant payment following the organization's satisfactory compliance with the City's grant procedures and requirements, including compliance with Local Law 34, current registration with the NYS Charities Bureau, among other requisites.
Source:	Grants Management Tracking System.
Indicator name:	Average days to issue program grant final payments
Description:	Average number of business days to issue payments to grantee organizations following receipt of complete and satisfactory payment request form.
Source:	Grants Management Tracking System.
Indicator name:	Value of contributed Materials for the Arts (MFTA) materials and equipment ($ millions)
Description:	Estimated dollar value of reusable material and equipment donated to the MFTA Program.
Source:	Database files maintained by MFTA.
Indicator name:	MFTA donors
Description:	Number of individuals and businesses that donated reusable materials to the MFTA Program.
Source:	Database files maintained by MFTA.
Indicator name:	MFTA transactions
Description:	The number of times MFTA recipients - not-for-profit organizations, public schools and City agencies - have accessed donations of free materials, either through a visit to the warehouse or by directly picking up an item(s) from a donor.
Source:	Database files maintained by MFTA.
Indicator name:	Number of schools served by MFTA
Description:	Number of public schools provided free materials and equipment through the MFTA Program.
Source:	Database files maintained by MFTA.
Indicator name:	New capital projects initiated (%)
Description:	Percent of all capital projects sent to the managing agency for which a full scope of work has been received and capital eligibility verified.
Source:	Database files maintained by Capital Projects Unit.

DEPARTMENT OF CULTURAL AFFAIRS

Indicator name:	Number of events listed on NYCulture Calendar
Description:	The total number of events listed on NYCulture Calendar.
Source:	External files maintained by DCLA.

Indicator name:	Total visitors to Cultural Institutions Group
Description:	The total number of visitors (onsite attendance) at the 33 organizations that comprise the Cultural Institutions Group. Attendance is reported to DCLA by each funded organization.
Source:	Cultural Institutions Unit.

Indicator name:	- Percentage of visitors using free admission and/or tickets
Description:	Of the total number of visitors to the 33 City-owned cultural institutions, the percentage utilizing free admission hours/tickets. .
Source:	Cultural Institutions Unit.

TAXI AND LIMOUSINE COMMISSION

Indicator name:	Average days to receive a medallion driver's license from initial application
Description:	The average time, measured in calendar days, to issue a medallion driver's license from the date the applicant initiated the application process to the time the license is issued; this includes the time needed by the applicant to complete all requirements, such as taxi school, as well as the time by TLC to process the application.
Source:	TLC Licensing Division.

Indicator name:	Average days to receive a for-hire vehicle driver's license from initial application
Description:	The average time, measured in calendar days, to issue a for-hire vehicle driver's license from the date the applicant initiated the application process to the time the application is issued; includes time needed by an applicant to complete all requirements as well as time by TLC to process the application.
Source:	TLC Licensing Division.

Indicator name:	Average waiting time at Long Island City licensing facility (hours:minutes)
Description:	Average number of hours/minutes a licensee/applicant waited at the licensing facility from the time the licensee/applicant receives a Q-Matic ticket to the start of service by a TLC customer representative.
Source:	TLC Licensing Division.

Indicator name:	Car stop compliance rate (medallions and for-hire vehicles) (%)
Description:	The number of medallions and for-hire vehicles in compliance with TLC standards and regulations divided by the total number of vehicles inspected by Enforcement as part of car-stop inspections.
Source:	TLC Enforcement Division.

Indicator name:	For-hire vehicle base inspection compliance rate (%)
Description:	The number of for-hire vehicle bases in compliance with TLC standards and regulations divided by the total number of bases inspected by Enforcement as part of base inspections.
Source:	TLC Enforcement Division.

Indicator name:	Medallion enforcement: Operation Refusal compliance rate (%)
Description:	The number of licensees who complied with service refusal rules divided by the number of enforcement tests. The Operation Refusal program uses undercover TLC inspectors as prospective taxicab passengers to test taxicab drivers' compliance with the rules and laws which forbid all forms of passenger service refusal.
Source:	TLC Enforcement Division.

Indicator name:	Street hail summonses issued to non-medallion vehicle drivers
Description:	The number of summonses issued to non-medallion drivers, including for-hire vehicle drivers, drivers of commuter and paratransit vans, and any other driver who does not have a medallion and picks up a street hail. Only medallion drivers are legally allowed to pick up street hails.
Source:	TLC Enforcement Division.

Indicator name: Unlicensed for-hire vehicle bases - Padlock proceedings initiated
Description: The number of cases in which TLC began proceedings to padlock unlicensed for-hire vehicle bases.
Source: TLC Enforcement Division.

Indicator name: Medallion safety and emissions inspections conducted
Description: The number of initial and re-test inspections performed for medallion taxicabs as required by a TLC rule that mandates three inspections per year for each taxicab.
Source: TLC Safety and Emissions Division.

Indicator name: Medallion safety failure rate – Initial inspection (%))
Description: The number of vehicles that failed the initial safety inspection as a percent of all vehicles undergoing safety inspections.
Source: TLC Safety and Emissions Division.

Indicator name: Medallion safety and emissions failure rate
- Initial inspection (%)
- Re-inspection (%)

Description: The percentage of medallion taxicabs that failed initial inspection and the percentage of medallion taxicabs that failed re-inspection.
Source: TLC Safety and Emissions Division.

Indicator name: Percent of medallion safety and emissions inspections completed on time
Description: The percent of medallion vehicles that completed a safety and emissions inspection on the scheduled appointment date.
Source: TLC Safety and Emissions Division.

Indicator name: Average time to conduct a safety and emissions inspection of a medallion taxi (hours:minutes)
Description: The average time it takes to conduct a safety and emissions inspection, includes both the time spent waiting for the inspection and the time spent on the inspection.
Source: TLC Safety and Emissions Division.

Indicator name: Medallion summonses for non-inspection
Description: The number of summonses issued to medallion owners for failure to inspect/reinspect their taxicabs.
Source: TLC Safety and Emissions Division.

Indicator name: Average time to close consumer complaints (calendar days)
- Medallion
- For-hire vehicle

Description: Average number of calendar days to close a consumer complaint in each reporting category from receipt of complaint to the date the hearing is scheduled or complaint is otherwise resolved.
Source: TLC Call Center.

Indicator name:	Average age of open summonses (calendar days)
Description:	The average age of summonses that are "open" in TLC's database at a given point in time. A summons becomes "open" when it is written and retains that status until it is deemed "closed," that is, until it is adjudicated and a guilty or innocent ruling issued. Included in this number are summonses issued by TLC's Uniformed Services Bureau, with the exception of administrative summonses. Excluded are summonses issued by other agencies such as the New York City Police Department, the Port Authority and Metropolitan Transit Authority. Also excluded are summonses that had been "closed" but that, due to circumstances beyond the control of TLC's Courts, such as the filing of a Motion to Vacate and/or remand on appeal, have been re-opened.
Source:	TLC Adjudications Division.

Indicator name:	Average time from a consumer's request for a hearing to the hearing close date (calendar days)
Description:	Average time, measured in calendar days, from the time a consumer complaint is validated and a summons is written to the day the final hearing is held and the case is closed.
Source:	TLC Enforcement Division.

Indicator name:	Average time to process a hearing decision (minutes:seconds)
Description:	After a hearing is concluded, the average time a respondent (driver) waits to receive a copy of the Administrative Law Judge's decision.
Source:	TLC Adjudications Division.

TAXI AND LIMOUSINE COMMISSION

Public Safety and Legal Affairs

New York City Police Department

Fire Department

Office of Emergency Management

Department of Correction

Department of Probation

Civilian Complaint Review Board

Law Department

Department of Investigation

City Commission on Human Rights

Office of Administrative Trials and Hearings

Business Integrity Commission

Indicator name:	Major felony crime
Description:	Total number of major felony crimes within seven categories, corresponding to New York State Penal Law: murder and non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, grand larceny, and grand larceny auto. Figures are also listed separately for each category of major felony.
Source:	NYPD Office of Management Analysis and Planning.

Indicator name:	Major felony crime in housing developments
Description:	Total of seven major felony crimes (murder and non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, grand larceny, and grand larceny auto) occurring on New York City Housing Authority property, including buildings, grounds and facilities.
Source:	NYPD Office of Management Analysis and Planning.

Indicator name:	Major felony crime in transit system
Description:	Total of six major felony crimes (murder and non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, and grand larceny) occurring within New York City Transit Authority trains, stations and facilities.
Source:	NYPD Office of Management Analysis and Planning.

Indicator name:	Crime related to domestic violence – murder, rape and felonious assault
Description:	The total number of murders, rapes and felonious assaults involving family members who are either related by blood, related by marriage (in-laws), married, have children in common, formerly married to one another (separated or divorced), or live in a family-type arrangement, as well as people who are not related by blood or marriage and who are or have been in an intimate relationship, regardless of whether such persons have lived together at any time.
Source:	NYPD Office of Management Analysis and Planning.

Indicator name:	Narcotics Arrests
Description:	Felony, misdemeanor and violation arrests effected citywide for the sale, possession or use of narcotics or marijuana.
Source:	NYPD Office of Management Analysis and Planning.

Indicator name:	Gun arrests
Description:	Number of felony and misdemeanor arrests with at least one firearm charge (Penal Law 265) that includes either a subsection that involves a firearm, or a subsection that may involve other dangerous weapons that also has either "gun model" or "firearm type" arrest report entries identifying the weapon as a firearm.
Source:	NYPD Office of Management Analysis and Planning.

Indicator name:	Juvenile arrests for major felonies
Description:	Arrests of youth, over 7 and under 16 years of age, for one of the seven major felony crimes.
Source:	NYPD Office of Management Analysis and Planning.

Indicator name: School Safety - Seven major crimes
Description: All crimes categorized as a major felony crime (murder and non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, grand larceny and grand larceny auto) occurring within all City public schools.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Other criminal categories
Description: Summary of all other reported felonies and misdemeanors occurring within all City public schools.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Other incidents
Description: All serious non-criminal incidents occurring within all City public schools.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Gang motivated incidents
Description: Incidents that involve unlawful conduct committed primarily to benefit the interests of a gang (a group of people with an informal or formal structure, with designated leaders, engaging in or supporting illegal activities).
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Counterterrorism training (hours)
- Uniformed members
- Non-members

Description: Training conducted by members of the Counterterrorism Bureau, Training Bureau, and Community Affairs for members of the Department and other persons (non-members) regarding the prevention, detection and effective response to potential terrorist incidents.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Quality-of-life summonses
Description: Summonses returnable to the New York City Criminal Court, the Environmental Control Board, or the Transit Adjudication Bureau for offenses that have a negative impact on City residents, including aggressive panhandling, window washing, unreasonable noise and urinating in public.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Unreasonable noise summonses
Description: Summonses, issued by police officers, returnable to the New York City Criminal Court or the Environmental Control Board for violations of the New York City Administrative Code related to excessive noise.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Traffic fatalities (motorists/passengers)
Description: Motor vehicle operators or passengers killed in vehicle accidents.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Traffic fatalities (bicyclists/pedestrians)
Description: Bicyclists and pedestrians killed in vehicle accidents.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Total moving violation summonses
Description: Summonses, issued by police officers, returnable to the New York State Traffic Violations Bureau, for infractions to the New York State Vehicle and Traffic Law.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Summonses for hazardous violations
Description: A category of moving violation summonses issued for traffic infractions that have been identified by the Department as being the major causes of most accidents, deaths and injuries on the roadways, including the prohibited use of a cellular phone while operating a motor vehicle, disobeying traffic signals, and improper passing and speeding.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Summonses for prohibited use of cellular phones
Description: A category of hazardous violation summonses issued for operating a motor vehicle on a public highway while using a mobile telephone to engage in a call while the vehicle is in motion, as defined by NYS Vehicle and Traffic Law.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: DWI-related fatalities
Description: The number of fatalities resulting from motor vehicle accidents that involve intoxicated motorists (Driving While Intoxicated).
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Courtesy, Professionalism and Respect (CPR) testing
Description: The number of tests conducted by the Department's Quality Assurance Division, with results shown by category – exceptionally good, acceptable and below standard. These tests are conducted of randomly selected uniformed and civilian personnel to gauge their demeanor and helpfulness during interactions with the public.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Total civilian complaints against members of the service
Description: The number of complaints made by civilians against members of the Department, investigated by the Civilian Complaint Review Board, for allegations of excessive force, abuse of authority, discourtesy and offensive language.
Source: Civilian Complaint Review Board.

Indicator name: Average response time to all crimes in progress (minutes)
Description: The average response time to all critical crimes (such as shots fired, robbery, assault with a weapon), serious crimes (such as larceny from a person, assault not involving a weapon, larceny of an auto) and noncritical crimes (those crimes not involving an imminent threat of personal injury). Response time is measured from the receipt of a call to the time officers arrive on the scene.
Source: NYPD Office of Management Analysis and Planning.

Indicator name:	Average arrest to complaint sworn time (hours) - Citywide
Description:	The average time in hours from an arrest until an accusatory instrument against the defendant is prepared, completed and signed.
Source:	NYPD Office of Management Analysis and Planning.

Indicator name:	Tort cases commenced
Description:	The number of tort matters assigned a litigation start date.
Source:	New York City Law Information System (NYCLIS).

Indicator name:	Tort dispositions
Description:	The number of tort cases resolved through settlement, dismissal, discontinuance, verdicts or insurance takeovers.
Source:	New York City Law Information System (NYCLIS).

Indicator name:	Tort payout ($000)
Description:	The amount paid by the City to resolve tort cases through settlement or verdict.
Source:	Office of Management and Budget.

FIRE DEPARTMENT

Indicator name:	Average response time to structural fires (minutes:seconds)
Description:	The average time it takes the first fire unit to arrive on the scene of a structural fire, citywide and by borough, counting from the receipt of an alarm.
Source:	FDNY Computer Aided Dispatch(CAD) System/STARFIRE.
Indicator name:	Average response time to structural fires and medical emergencies by fire units (minutes:seconds)
Description:	The average time it takes the first fire unit to arrive on the scene of structural fires and life-threatening medical emergencies, counting from the time the Department's dispatcher receives a call from a 911 operator.
Source:	FDNY Computer Aided Dispatch (CAD) System/STARFIRE
Indicator name:	Serious fires per 1,000 structural fires
Description:	The number of fires with the highest alarms, from "All Hands" to a "5th Alarm" and above, in every 1,000 structural fires.
Source:	FDNY Computer Aided Dispatch (CAD) System/STARFIRE
Indicator name:	Average annual cost of an engine company ($ millions)
Description:	The average cost in millions of dollars to operate an engine company for a year, calculated based on the total costs including direct and indirect personnel costs, other than personal service costs, leasing, City overhead and fringe costs, divided by the total number of engine companies.
Source:	FDNY Bureau of Budget Services.
Indicator name:	Average annual cost of a ladder company ($ millions)
Description:	The average cost in millions of dollars to operate a ladder company for a year, calculated based on the total costs including direct and indirect personnel costs, other than personal service costs, leasing, City overhead and fringe costs, divided by the total number of ladder companies.
Source:	FDNY Bureau of Budget Services.
Indicator name:	Fire safety education presentations
Description:	Presentations given by the Fire Safety Education Unit at fire safety education events, as well as presentations at the Fire Museum, firehouses and Operations Sidewalks.
Source:	FDNY Bureau of Training, Education, & Curriculum
Indicator name:	Civilian fire fatalities
Description:	The number of people, excluding firefighters, who died as a result of injuries sustained in a fire.
Source:	FDNY Bureau of Fire Investigation.
Indicator name:	Firefighter burns
Description:	Burns sustained by firefighters and fire officers while on duty.
Source:	FDNY Health Services/Safety.

FIRE DEPARTMENT

Indicator name:	Firefighter injuries
Description:	Firefighter and fire officer injuries sustained while in service that result in medical leave.
Source:	FDNY Health Services/Safety.

Indicator name:	Completed inspections performed by fire prevention staff
Description:	The number of completed checks of a premise or location by civilian personnel of the Department against established standards, such as the Fire Code, Administrative Code, the Rules of the City of New York and other FDNY rules and regulations.
Source:	FDNY Bureau of Fire Prevention.

Indicator name:	Field force inspections
Description:	The number of inspections of commercial and residential buildings performed by fire units within designated administrative districts.
Source:	FDNY Field Units.

Indicator name:	Investigations
Description:	The number of investigations by fire marshals into the causes and origins of fires, fire-related offenses and certain non-fire offenses, such as malicious false alarms.
Source:	FDNY Bureau of Fire Investigation.

Indicator name:	Average response time to life-threatening medical emergencies by ambulance units (minutes:seconds)
Description:	The average time for the first ambulance unit to arrive on the scene of a life-threatening medical emergency, including incidents of cardiac arrest, choking, unconsciousness, difficulty breathing, and major burns and trauma, counting from the time the Department's dispatcher receives an emergency call from a 911 operator.
Source:	FDNY Computer Aided Dispatch (CAD) System/Emergency Medical Service.

Indicator name:	Average response time to life-threatening medical emergencies by fire units (minutes:seconds)
Description:	The average time for the first fire unit to arrive on the scene of a life-threatening medical emergency, including incidents of cardiac arrest, choking, unconsciousness, difficulty breathing, and major burns and trauma, counting from the time the Department's dispatcher receives an emergency call from a 911 operator.
Source:	FDNY Computer Aided Dispatch (CAD) System/STARFIRE.

Indicator name:	Combined response time to life-threatening medical emergencies by ambulance and fire units (minutes:seconds)
Description:	The average time in which either an ambulance or fire unit arrives at the scene of a life-threatening medical emergency, based upon the first unit to arrive.
Source:	FDNY Computer Aided Dispatch (CAD) System/STARFIRE/Emergency Medical Service.

Indicator name:	Response time of less than 10 minutes to Advanced Life Support medical emergencies by Advanced Life Support ambulances (%)
Description:	The percent of responses by Advanced Life Support ambulances that arrive on the scene of an Advanced Life Support medical emergency in less than 10 minutes, counting from the time the Department's dispatcher receives an emergency call from a 911 operator.
Source:	FDNY Computer Aided Dispatch (CAD) System/Emergency Medical Service.

Indicator name:	Average cost of ambulance tour per day ($)
Description:	The cost of Emergency Medical Service operations for a single ambulance unit per tour per day. This is a "fully loaded" calculation including direct and indirect personnel costs, overhead, capital and leasing.
Source:	FDNY Bureau of Budget Services.

FIRE DEPARTMENT

OFFICE OF EMERGENCY MANAGEMENT

Indicator name:	Total incident responses
Description:	The total number of emergency events/incidents requiring on-site coordination or monitoring from OEM.
Source:	OEM Operations
Indicator name:	- On-site coordination
Description:	The number of emergency events responded to by a Citywide Interagency Coordinator for the purposes of coordinating the City's actions on-scene, providing first hand information to City officials and coordinating the provision of resources.
Source:	OEM Operations
Indicator name:	- Monitored from OEM Watch Command
Description:	The number of emergency events monitored and coordinated from the OEM Watch Command. Actions include impact assessment, internal and external notifications, Agency inquiries and logistical support.
Source:	OEM Operations
Indicator name:	Emergency Operations Center activations
Description:	The number of activations of the City's Emergency Operations Center.
Source:	OEM EOC Management
Indicator name:	Field exercises/drills
Description:	The number of field exercises (full-scale tests of the mobilization of response to various incident types) held by the Agency.
Source:	OEM Training and Exercises
Indicator name:	Tabletop exercises/drills
Description:	The number of tabletop or functional exercises (discussions or simulations of various emergency situations designed to familiarize personnel with their roles and responsibilities) conducted by the Agency.
Source:	OEM Training and Exercises
Indicator name:	Participation in drills coordinated by other agencies
Description:	The number of drills and exercises that Agency staff participate in with other agencies (federal, State and local), jurisdictions and entities (private and nonprofit).
Source:	OEM Training and Exercises
Indicator name:	Government employees trained in emergency response
Description:	The total number of City, State and federal government employees taking part in OEM-sponsored training programs related to emergency response, including Incident Command System training sessions. Employees are trained to respond to a variety of scenarios, such as chemical, biological, nuclear, radiological and explosives incidents.
Source:	OEM Training and Exercises

Indicator name:	Percentage of emergency response training goal met (%)
Description:	Number of government employees trained in emergency response as percentage of the agency's training goal.
Source:	OEM Training and Exercises
Indicator name:	Emergency preparedness education of residents - by OEM staff - by Agency partners using OEM curriculum
Description:	The total number of City residents who attended public preparedness presentations sponsored by the Agency using OEM curriculum.
Source:	OEM External Affairs – Ready New York
Indicator name:	Emergency preparedness education of private/non-profit/government groups
Description:	The total number of people who attended OEM-sponsored preparedness presentations in their workplace.
Source:	OEM External Affairs – Ready New York
Indicator name:	Ready New York guides viewed online
Description:	Number of times the Ready New York emergency preparedness guides (all versions) are viewed online at NYC.gov.
Source:	OEM External Affairs - Ready New York
Indicator name:	Newly certified Community Emergency Response Teams (CERT)
Description:	The number of community-based, non-profit organizations that have completed the 11-week training program in disaster preparedness and basic response skills required to be certified as a Community Emergency Response Team.
Source:	OEM External Affairs - CERT
Indicator name:	Community Emergency Response Team (CERT) volunteer hours
Description:	Number of hours CERT members volunteer. CERTs are community-based nonprofit organizations that have completed training required for certification.
Source:	OEM External Affairs - CERT

Indicator name:	Incidents and allegations of Department Use of Force
Description:	The number of incidents where uniformed staff used or allegedly used force against one or more inmates. Physical contact employed by staff in a non-confrontational manner to apply mechanical restraints or guide the inmate is not a reportable use of force.
Source:	DOC Security database

Indicator name:	Violent inmate-on-inmate incidents (monthly rate per 1,000 ADP)
Description:	The monthly rate, per 1,000 inmates, of incidents of reported violence by an inmate(s) against another inmate(s). These incidents include inmate physical fights and assaults, including slashings and stabbings.
Source:	DOC Security database

Indicator name:	Serious injury to inmate(s) as a result of violent inmate-on-inmate incidents (monthly rate per 1,000 ADP)
Description:	The monthly rate, per 1,000 inmates, of incidents of reported violence by an inmate(s) against another inmate(s), (such as physical fights/assaults, slashings, and stabbings), that result in an injury to an inmate requiring medical treatment beyond the prescription of over-the-counter analgesics or the administration of minor first aid.
Source:	DOC Security database

Indicator name:	Inmate assault on staff (monthly rate per 1,000 ADP)
Description:	The monthly rate, per 1,000 inmates, of incidents involving an inmate assault on a civilian staff member or a uniformed staff member. Assaults against uniformed staff members captured by this indicator include only those resulting in a staff use of force. Although rare, some assaults on uniformed staff do not precipitate a use of force and are not represented in the data as it is currently captured.
Source:	DOC Security database

Indicator name:	Serious injury to staff as a result of inmate assault on staff (monthly rate per 1,000 ADP)
Description:	The monthly rate, per 1,000 inmates, of incidents where an inmate(s) assault on a uniformed or civilian staff member(s) results in an injury to a staff member requiring medical treatment beyond the prescription of over-the-counter analgesics or the administration of minor first aid.
Source:	DOC Security database

Indicator name:	Inmate deaths (exclusive of suicides)
Description:	The number of non-suicide inmate deaths as ruled by the Medical Examiner.
Source:	DOC Security database

Indicator name: Stabbings and slashings
Description: The number of incidents that medical staff determined involved a stabbing and/or slashing. Although rare, a single incident may involve multiple stabbing and/or slashing inmate victims.
Source: DOC Security database

Indicator name: Jail-based arrests of inmates
Description: The number of inmates who were arrested for committing criminal offenses while in DOC custody.
Source: DOC Security database

Indicator name: Fight/assault infractions
Description: The number of fight and assault infractions processed by the DOC Adjudication Unit.
Source: DOC Security database

Indicator name: Searches
Description: The number of searches conducted by uniformed staff.
Source: DOC Security database

Indicator name: Weapons recovered
Description: The number of weapons recovered during searches.
Source: DOC Security database

Indicator name: Escapes (rate per 1,000 ADP)
Description: The monthly rate, per 1,000 inmates, of escapes from DOC custody.
Source: DOC Security database

Indicator name: Non-natural inmate deaths in custody (monthly rate per 1,000 ADP)
Description: The monthly rate, per 1,000 inmates, of inmate deaths resulting from non-natural causes including suicides, homicides, overdoses, and accidents.
Source: DOC Security database

Indicator name: Inmate health clinic visits
Description: The number of inmate visits to medical staff.
Source: DOC Strategic Planning and Programs database

Indicator name: – Average clinic waiting time (minutes)
Description: The average number of minutes an inmate waited to see medical staff at a facility clinic.
Source: DOC Strategic Planning and Programs database

Indicator name: Jail cells unavailable (short-term repair) (%)
Description: The percent of jail cells in need of short-term repair.
Source: DOC Custody Management database

Indicator name: Population as percent of capacity (%)
Description: The percent of open and ready beds that inmates occupied.
Source: DOC Population Research database

Indicator name:	Average cost per inmate per year ($)
Description:	The average cost to house an inmate for an entire year, calculated as total Department expenditures minus revenues, divided by the average daily population.
Source:	DOC Administration

Indicator name:	Inmates delivered to court
Description:	The number of deliveries of inmates to court during the reporting period.
Source:	DOC Criminal Justice Bureau database

Indicator name:	On-trial inmates delivered to court on time (%)
Description:	The percent of inmates on trial whom the DOC delivered to court on time.
Source:	DOC Criminal Justice Bureau database

Indicator name:	Inmates with a mental health diagnosis (% ADP)
Description:	The percent of the average daily population in DOC custody during the reporting period comprised of inmates with a mental health diagnosis.
Source:	DOC Strategic Planning and Programs database

Indicator name:	Average daily attendance in school programs
Description:	The average daily attendance of inmates in Department of Education (DOE) school programs. Data for this performance measure include both the attendance of inmates mandated to attend school (16 and 17 year olds), and those for whom DOC and DOE are required to provide educational services upon their request (18 to 21 year olds).
Source:	DOC Strategic Planning and Programs database

Indicator name:	Average daily number of inmates in vocational skills training programs
Description:	The average daily number of inmates attending vocational development programs.
Source:	DOC Strategic Planning and Programs database

Indicator name:	Inmates participating in skills-building activities/discharge planning (%)
Description:	The percent of inmates in custody for more than ten days during the reporting period who participated in skills-building activities including vocational, educational and life-skill programs, and discharge planning services.
Source:	DOC Strategic Planning and Programs database

Indicator name:	Victim Identification Notification Everyday (VINE) system registrations
Description:	The number of individuals who completed the registration process and received a personal identification number (PIN) to access the VINE system for information concerning the transfer or release date of an inmate.
Source:	DOC Strategic Planning and Programs database

Indicator name:	VINE confirmed notifications
Description:	The number of notifications for which registrants entered a PIN when notified by VINE of a release or transfer of an inmate.
Source:	DOC Strategic Planning and Programs database

DEPARTMENT OF CORRECTION

DEPARTMENT OF PROBATION

Indicator name:	Adult probationer rearrest rate (monthly average) (%)
Description:	The monthly number of adult probationers arrested divided by the total number of individuals supervised, aggregated based on the reporting period.
Source:	Statistical Tracking, Analysis & Reporting System.
Indicator name:	Adult Probationers Arrested Citywide as a Percentage of the NYPD Arrest Report (monthly average)
Description:	The proportion of NYPD arrests that are adult probationers.
Source:	Statistical Tracking, Analysis & Reporting System, NYPD Weekly Arrest Report
Indicator name:	Juvenile probationer rearrest rate (monthly average) (%)
Description:	The monthly number of juvenile probationers arrested divided by the total number of individuals supervised, aggregated based on the reporting period.
Source:	Statistical Tracking, Analysis & Reporting System.
Indicator name:	Juvenile Probationers Arrested Citywide as a Percentage of the NYPD Arrest Report (monthly average)
Description:	The proportion of NYPD arrests that are Juvenile probationers.
Source:	Statistical Tracking, Analysis & Reporting System, NYPD Weekly Arrest Report
Indicator name:	Average monthly violation rate for adult probationers (%)
Description:	The proportion of adult probationers whose cases are referred to court for a violation proceeding for serious misconduct.
Source:	Statistical Tracking, Analysis & Reporting System.
Indicator name:	Average monthly violation rate for juvenile probationers (%)
Description:	The proportion of juvenile probationers whose cases are referred to court for a violation proceeding for serious misconduct.
Source:	Statistical Tracking, Analysis & Reporting System.
Indicator name:	Juvenile Delinquency cases eligible for adjustment (%)
Description:	The percent of eligible Juvenile Delinquency cases opened for adjustment services divided by all new intake cases, to measure potential adjustment eligibility.
Source:	Borough Offices/Juvenile Operations
Indicator name:	Youth participating in Esperanza (monthly average)
Description:	The average number of eligible youth who were active participants in the Esperanza program during the reporting period. Esperanza, created during Fiscal 2004, offers youth a community-based, intensive family-centered supervision model which serves as an alternative to state placement.
Source:	Borough Offices/Juvenile Operations

Indicator name:	Total probationers supervised in Enhanced Supervision Program (ESP)
Description:	The number of active Enhanced Supervision Program cases on the first day of the reporting period plus all cases added during the period. ESP is an alternative sentencing program for youth that offers community-based, intensive, family-centered supervision.
Source:	Borough Offices/Juvenile Operations

CIVILIAN COMPLAINT REVIEW BOARD

Indicator name:	Total civilian complaints against uniformed members of the New York City Police Department
Description:	The number of complaints made by civilians against members of the New York City Police Department, investigated by the CCRB, for allegations of excessive force, abuse of authority, discourtesy and offensive language.
Source:	CCRB Complaint Tracking System.
Indicator name:	Full investigations as a percentage of total cases completed (%)
Description:	The percentage of all cases on the Board's docket that were closed during the reporting period after being fully investigated.
Source:	CCRB Complaint Tracking System.
Indicator name:	Closed allegations with findings on the merits (%)
Description:	The percentage of allegations fully investigated and closed as substantiated, exonerated or unfounded. The Board renders findings on the merits when sufficient evidence has been gathered to allow a factual conclusion to be made.
Source:	CCRB Complaint Tracking System.
Indicator name:	Average case completion time for full investigations (days)
Description:	The average number of days to complete an investigation, measured from the date CCRB received the complaint to the date when the board members render a final decision.
Source:	CCRB Complaint Tracking System.
Indicator name:	Case closures per investigator
Description:	Number of closed cases submitted to CCRB's board members per investigator.
Source:	Investigations Unit.
Indicator name:	Age of docket (by date of report) (%)
Description:	The percentage of open cases, listed by age from the date the complaint was reported to CCRB.
Source:	CCRB Complaint Tracking System.
Indicator name:	Age of cases when substantiated (by date of incident) (%)
Description:	The percentage of cases that were substantiated and referred to NYPD for disciplinary action, listed by age from the date of incident.
Source:	CCRB Complaint Tracking System.
Indicator name:	Officers disciplined (excluding pending and filed cases) (%)
Description:	The percentage of substantiated complaints reviewed by NYPD where the police officer received some sort of discipline. This excludes pending cases and those in which officers were no longer employees of the Department when the case was reviewed.
Source:	New York City Police Department.

CIVILIAN COMPLAINT REVIEW BOARD

Indicator name:	Average successful mediation case completion time (days)
Description:	The average number of days required for completion of cases referred to mediation, from the date a complaint is received by CCRB, to the date a complaint is closed through mediation.
Source:	CCRB Complaint Tracking System.

Indicator name:	Percent of cases mediated
Description:	Number of cases closed as mediated in the reporting period, divided by the total number of cases closed for the reporting period.
Source:	CCRB Mediation Unit.

Indicator name:	Age of mediation docket (by date of referral to mediation) (%)
Description:	The age of cases referred to mediation, listed by age from the date the complaint was referred to the mediation unit from an investigation unit.
Source:	CCRB Complaint Tracking System.

Indicator name:	Total tort cases pending
Description:	The number of state court tort cases, such as personal injury cases, that have not yet been disposed (resolved).
Source:	LawManager system

Indicator name:	Tort cases commenced – Citywide
Description:	The number of state court tort matters assigned a litigation start date.
Source:	LawManager system

Indicator name:	Tort dispositions – Citywide
Description:	The number of state court tort cases resolved through settlement, dismissal, discontinuance, verdicts or insurance takeovers.
Source:	LawManager system

Indicator name:	Total tort payout – Citywide ($000)
Description:	The judgment and claims amount paid by the City to resolve tort cases through settlement or verdict, including pre-litigation claims dispositions.
Source:	Office of Management and Budget

Indicator name:	Referred cases filed for prosecution (%)
Description:	The percent of cases involving juveniles that are filed for prosecution by the Family Court Division following a completion of the investigation phase (identifying, locating and deposing crime victims, interviewing police personnel and determining the legal sufficiency of the cases).
Source:	LawManager system

Indicator name:	Crime victims assessed for community-based services (%)
Description:	The percentage of juvenile crime victims assessed by Department attorneys or paraprofessionals who were referred to community-based services.
Source:	Family Court Division

Indicator name:	Juvenile conviction rate (%)
Description:	The Family Court Division's conviction rate for juveniles, whether by plea bargains or trials.
Source:	LawManager system

LAW DEPARTMENT

DEPARTMENT OF INVESTIGATION

Indicator name:	Complaints
Description:	The number of complaints containing allegations of criminal activity, corruption or conflicts of interest, as well as service complaints, received via the internet, telephone, walk-ins and conventional mail. Not all complaints received fall under DOI's jurisdiction.
Source:	Case Analysis Case Tracking System (CACTIS).
Indicator name:	Caseload
Description:	The number of case investigations in progress.
Source:	Case Analysis Case Tracking System (CACTIS).
Indicator name:	Cases closed
Description:	The number of investigations closed after having been substantiated or unsubstantiated.
Source:	Case Analysis Case Tracking System (CACTIS).
Indicator name:	Referrals for criminal prosecution
Description:	The number of referrals made to Federal, state and local prosecutors' offices as a result of information obtained from a DOI investigation.
Source:	Case Analysis Case Tracking System (CACTIS).
Indicator name:	Arrests resulting from DOI investigations
Description:	The number of arrests by the Department or Federal, State or local law enforcement agencies as a result of information obtained from a DOI investigation.
Source:	Case Analysis Case Tracking System (CACTIS).
Indicator name:	Referrals for civil and administrative action
Description:	The number of referrals made to Federal, State or City agencies. Civil actions may include financial recoveries, restitution or recommendations for the initiation of lawsuits to collect damages. Administrative actions may include disciplinary, civil and Conflicts of Interest Board referrals.
Source:	Case Analysis Case Tracking System (CACTIS).
Indicator name:	Written Policy and Procedure Recommendations to City agencies
Description:	The number of formal written recommendations by the Department for citywide or agency-specific changes in policies and procedures to correct operational vulnerabilities identified through DOI investigations.
Source:	Case Analysis Case Tracking System (CACTIS).

Indicator name: Financial recoveries to the City ordered/agreed ($)
Description: The total dollar value of financial recoveries ordered or agreed to be paid to, or otherwise recovered by, the City as a result of DOI investigations in civil, criminal and administrative cases, including Special Commissioner of Investigation for the City School District and Department of Buildings Inspector General Office/Buildings Special Investigations Unit cases. These funds include restitution (money paid to the City as compensation for monetary loss); fines (monetary penalties levied by a court, administrative tribunal, or agency action upon an individual or company for criminal or civil offenses); forfeiture (the seizure of assets that were used in the commission of a crime or the proceeds of a crime); or other money recovered by the City, such as the satisfaction of debt owed to the City, including the reinstatement of fines or taxes collected, contract adjustments or credits, reimbursements or the recovery of City equipment or property.
Source: DOI offices of Inspector General and General Counsel.

Indicator name: Financial recoveries to the City collected ($)
Description: The total dollar value of financial recoveries actually received by the City as a result of DOI investigations, including the payment of restitution, fines, forfeiture, satisfaction of debt, or the recovery of City equipment/property.
Source: DOI offices of Inspector General and General Counsel.

Indicator name: Financial recoveries to individuals and non-City entities ordered/agreed ($)
Description: The total dollar value ordered or agreed to be paid to, or otherwise recovered by, individuals or non-City entities as a result of DOI investigations in civil, criminal and administrative cases, including Special Commissioner of Investigation for the City School District and Department of Buildings Inspector General Office/Buildings Special Investigations Unit cases. These funds include restitution, fines, forfeiture, or other money recovered, such as the satisfaction of debt owed, including the reinstatement of fines or taxes collected, contract adjustments or credits, reimbursements or the recovery of equipment or property.
Source: DOI offices of Inspector General and General Counsel.

Indicator name: Average time to complete a case (days)
Description: The average length of time to complete all investigations as a function of the case's complexity from intake to when the case is closed.
Source: Case Analysis Case Tracking System (CACTIS).

Indicator name: – Major Investigations
Description: The average time to complete investigations involving an elected official, employee of the Mayor's Office, Assistant Commissioner or higher in a City agency, systemic corruption in an agency involving numerous prosecutions, and where the amount of government funds stolen exceeds $500,000.
Source: Case Analysis Case Tracking System (CACTIS).

DEPARTMENT OF INVESTIGATION

Indicator name: – Significant Investigations
Description: The average time to complete investigations involving a mid-level manager in a City agency below Assistant Commissioner, investigations referred by the Conflicts of Interest Board, Whistleblower investigations, where the amount of government funds stolen exceeds $100,000 but is less than $500,000, and cases not falling under the Major Investigations category at the discretion of the Inspector General.
Source: Case Analysis Case Tracking System (CACTIS).

Indicator name: – Routine Investigations
Description: The average time to complete investigations involving customary or regular investigations which do not fall under the Major or Significant categories.
Source: Case Analysis Case Tracking system (CACTIS).

Indicator name: Average time to complete a background investigation (days)
Description: The average length of time to complete background investigations of candidates for decision-making or sensitive City jobs from intake to case closure.
Source: Background Unit.

Indicator name: Background investigations closed within six months (%)
Description: The percent of investigations of candidates for decision-making or sensitive City jobs closed within six months or less.
Source: Background Unit computerized database.

Indicator name: Time to notify agencies of childcare workers with criminal records after receipt from the State Division of Criminal Justice Services (days)
Description: The average number of days from DOI's receipt of positive results from the State Division of Criminal Justice Services to date of notification letter from DOI to affected agencies of childcare employees.
Source: Fingerprint Unit computerized database.

Indicator name: Arrest notifications received for current or former childcare workers
Description: The number of arrest notifications received for current or former childcare workers fingerprinted by DOI.
Source: Fingerprint Unit computerized database.

Indicator name: Corruption Prevention and Whistleblower lectures conducted
Description: The number of lectures conducted by DOI to new City employees, agencies undergoing major investigations and vendors conducting business with, or receiving benefits from, the City.
Source: Offices of the Inspectors General computerized database.

Indicator name: Individuals attending lectures
Description: Number of City employees and/or employees of entities doing business with or receiving benefits from the City attending corruption prevention and whistleblower lectures.
Source: Offices of the Inspectors General.

DEPARTMENT OF INVESTIGATION

Indicator name:	Average time to complete a VENDEX check (days)
Description:	The average length of time in calendar days to complete from intake to closure all name and background checks of companies, as well as their principals, AKAs and Affiliates, doing business with the City as per the Procurement Policy Board Rules.
Source:	VENDEX Master Inquiry (VMI) system..

Indicator name:	VENDEX name checks completed within 30 days (%)
Description:	The percent of all name and background checks of companies, as well as principals, AKAs and Affiliates, doing business with the City completed within 30 days as per the Procurement Policy Board Rules.
Source:	VENDEX Master Inquiry (VMI) system.

Indicator name:	Companies monitored by IPSIG program
Description:	The number of companies who agree to enter into an Independent Private Sector Inspectors General (IPSIG) agreement that require companies retain an independent monitor, at its own expense, to review and to report on those aspects of their operation identified as problematic from the standpoint of responsibility and business integrity. IPSIG agreements are entered into with DOI and the participating agency, and usually require Law Department approval.
Source:	Offices of the Independent Private Sector Inspectors General (IPSIG).

Indicator name: Complaint investigations completed (%)
Description: The percent of pending complaint investigations and pre-complaint resolutions completed during the reporting period.
Source: Case Tracking System, Law Enforcement Bureau.

Indicator name: Pre-complaint resolutions
Description: The number of resolutions of potential allegations of Human Rights violations prior to the actual filing of a complaint.
Source: Case Tracking System, Law Enforcement Bureau

Indicator name: Cases filed by type of complaint
Description: The number of filed cases, listed by type of complaint.
Source: Case Tracking System, Law Enforcement Bureau.

Indicator name: – Employment discrimination (%)
Description: The percent of complaints of discrimination in the workplace where more than four workers are employed.
Source: Case Tracking System, Law Enforcement Bureau.

Indicator name: – Housing discrimination (%)
Description: The percent of complaints regarding discrimination in most types of housing.
Source: Case Tracking System, Law Enforcement Bureau.

Indicator name: – Public accommodation discrimination (%)
Description: The percent of complaints of discrimination in places that provide goods and services to the general public.
Source: Case Tracking System, Law Enforcement Bureau.

Indicator name: – Bias-related harassment (%)
Description: The percent of complaints regarding bias-related harassment, defined as threats, intimidation or coercion with a discriminatory motivation.
Source: Case Tracking System, Law Enforcement Bureau.

Indicator name: Cases closed by type of closure
Description: The number of closed cases, listed by type of closure.
Source: Case Tracking System, Law Enforcement Bureau.

Indicator name: – No probable cause determination (%)
Description: The percent of closed cases where the Commission does not believe the claim of discrimination can be proven in court.
Source: Case Tracking System, Law Enforcement Bureau.

Indicator name: – Probable cause determination (%)
Description: The percent of closed cases where the Commission believes a claim of discrimination can be proven in court.
Source: Case Tracking System, Law Enforcement Bureau.

Indicator name: – Administrative cause (%)
Description: The percent of cases that are closed based on, but not limited to, failure to locate complainant, failure of complainant to appear, failure of complainant to accept a reasonable settlement offer, complainant's disruptive conduct, complainant's request for dismissal, or the belief that the prosecution of the complaint will not serve the public interest.
Source: Case Tracking System, Law Enforcement Bureau.

Indicator name: – Settlement (%)
Description: The percent of cases that the parties agree to terms that will resolve and close the complaint.
Source: Case Tracking System, Law Enforcement Bureau

Indicator name: Cases referred to the Office of Administrative Trials and Hearings
Description: The number of cases with a finding of probable cause for discrimination that have been referred for trial to the Office of Administrative Trials and Hearings.
Source: Case Tracking System, Law Enforcement Bureau

Indicator name: Average value of cash settlement ($)
Description: The average cash settlement amount for resolved cases.
Source: Case Tracking System, Law Enforcement Bureau

Indicator name: Modifications for accessibility
Description: The number of modifications made to housing accommodations, public accommodations, or workplaces in order to allow for accessibility for individuals with disabilities.
Source: Case Tracking System, Law Enforcement Bureau

Indicator name: Average age of complaint caseload (days/years)
Description: The average time a case has been in progress from the date of filing through resolution of the complaint.
Source Case Tracking System, Law Enforcement Bureau

Indicator name: Cases pending by age
- Less than one year
- 1-3 years old
- 3-5 years old
- 5-7 years old
- Older than 7 years

Description: The number of open cases still in progress for each respective age group including those that are pending appeal.
Source: Case Tracking System, Law Enforcement Bureau.

Indicator name: Caseload
Description: The number of pending cases at the end of the fiscal year including those pending appeal.
Source: Case Tracking System, Law Enforcement Bureau.

CITY COMMISSION ON HUMAN RIGHTS

Indicator name:	Conferences, workshops and training sessions
Description:	The number of conferences, workshops and training sessions provided for a variety of groups and community organizations on issues such as the Human Rights Law, cultural diversity, and conflict resolution.
Source:	Community Relations Bureau, Research Division.

Indicator name:	Community-based technical assistance
Description:	The number of technical assistance sessions, including one-on-one or less formal group assistance, that field staff provide to the community, individuals and professional groups. Most assistance includes responding to human rights inquiries on disability, housing and immigrant and professional groups, pre-complaint intervention and information on community concerns such as intergroup conflict and multicultural initiatives.
Source:	Community Relations Bureau, Research Division.

Indicator name:	School-based training sessions conducted
Description:	The number of workshops and training sessions held in schools on issues such as the Human Rights Law, cultural diversity, conflict resolution and peer mediation provided to students, teachers, parents or administrators.
Source:	Community Relations Bureau, Research Division.

CITY COMMISSION ON HUMAN RIGHTS

OFFICE OF ADMINISTRATIVE TRIALS AND HEARINGS

Indicator name:	Average adjournment time (business days)
Description:	The average number of business days for which adjournments are granted.
Source:	OATH Calendar Unit.

Indicator name:	Settlement rate (%)
Description:	The percentage of cases that are disposed of by settlement, either at the referring agency or at OATH.
Source:	OATH Calendar Unit.

Indicator name:	Days to issue decisions after record is closed
Description:	The number of business days it took OATH to issue a decision after the record is closed.
Source:	OATH Calendar Unit.

Indicator name:	Cases with decisions issued within targeted number of business days (%)
Description:	The percent of cases for which decisions were issued within the targeted number of business days after the record is closed.
Source:	OATH Calendar Unit.

Indicator name:	Facts and conclusions adopted by agency (%)
Description:	The percent of facts and conclusions issued by OATH that were accepted and adopted by agency heads.
Source:	OATH Calendar Unit.

Indicator name:	Notices of Violation (NOV) received by ECB
Description:	Total number of Notices of Violation (NOVs) received by ECB for hearing, originating from City agencies.
Source:	ECB Hearing Unit.

Indicator name:	ECB hearings conducted
Description:	Total number of hearings conducted by the Environmental Control Board (ECB).
Source:	ECB Hearing Unit.

Indicator name:	Average time from ECB hearing assignment to decision (days)
Description:	Average time in days from the date an Environmental Control Board (ECB) hearing is assigned to an Administrative Law Judge to the date the decision is final.
Source:	ECB Hearing Unit

OFFICE OF ADMINISTRATIVE TRIALS AND HEARINGS

Indicator name:	ECB decisions rendered (total) - Dismissed - In violation - Stipulated
Description:	Total number of Notices of Violation (NOVs) where a decision has been rendered by the Environmental Control Board (ECB). Possible decisions include dismissal, found in violation (respondent is found guilty and must pay the fine and/or correct), or stipulated (only available for certain violations; represents an admission of guilt, accepting the stipulation to remedy the problem).
Source:	ECB Hearing Unit.

Indicator name:	Carting background investigations completed
Description:	The total number of background investigations completed for new and renewal carting license and registration applications and for new principals or key employees of existing license holders.
Source:	Trade Waste Assigned Tracking System.

Indicator name:	Carting licenses approved
Description:	The number of new and renewal carting licenses approved after completion of background investigations on the applicant company, principals and key employees.
Source:	Licensing Unit and Management Information System (MIS).

Indicator name:	Carting registrations approved
Description:	The number of new and renewal carting registrations approved after completion of background investigations.
Source:	Licensing Unit and Management Information System (MIS).

Indicator name:	Average time to approve carting licenses (days)
Description:	The average number of days to process and approve new and renewal carting license applications from the date of filing of the application to the date of approval by the Legal Unit. This does not include applications that undergo long-term investigations and are subsequently approved.
Source:	Management Information System (MIS) and Operations.

Indicator name:	Average time to approve carting registrations (days)
Description:	The average number of days to process and approve new and renewal carting registration applications from the date of filing of the application to the date of approval by the Legal Unit. This does not include applications that undergo long-term investigations and are subsequently approved.
Source:	Management Information System (MIS) and Operations.

Indicator name:	Carting applications pending
Description:	The number of new and renewal carting license and registration applications pending from the date of the filing of the application to the current indicator period. This does not include applications slated for denial or under long-term investigation.
Source:	Management Information System (MIS).

Indicator name:	Average age of pending carting applications (days)
Description:	The average number of days of new and renewal license and registration applications pending from the date of the filing of the application to the current indicator period. This does not include applications slated for denial or under long-term investigation.
Source:	Management Information System (MIS).

Indicator name:	Carting license applications denied (%)
Description:	The percentage of new and renewal carting license applications denied by BIC pursuant to the relevant chapters of the New York City Administrative Code.
Source:	Licensing Unit/Management Information System/Operations.

Indicator name:	Carting registration applications denied (%)
Description:	The percentage of new and renewal carting registration applications denied by BIC pursuant to the relevant chapters of the New York City Administrative Code.
Source:	Licensing Unit/Management Information System/Operations.

Indicator name:	Carting applications denied (total) (%)
Description:	The percentage of total carting license and registration applications denied after background and other investigations of the companies and principals, pursuant to the relevant chapters of the New York City Administrative Code.
Source:	Licensing Unit/Management Information System/Operations.

Indicator name:	Violations issued to private carters
Description:	The number of violations issued to private carters for violating the Agency's law and rules, ranging from dirty trucks to unlicensed or unregistered trade waste removal activity.
Source:	Trade Waste Enforcement Unit.

Indicator name:	Public wholesale market background investigations completed
Description:	The total number of background investigations completed for new and renewal public wholesale market applications and for Commission-issued photo identifications.
Source:	Markets Assigned Tracking System.

Indicator name:	Public wholesale market registrations approved
Description:	The number of new and renewal public wholesale market registrations approved after completion of background investigations.
Source:	Licensing Unit and Management Information System (MIS).

Indicator name:	Violations issued at public wholesale markets
Description:	The number of violations issued to wholesalers and businesses operating in the public wholesale markets for violating the Agency's laws and rules, ranging from littering to vehicle engine idling over 3 minutes.
Source:	Security and Enforcement Section; NYC Environmental Control Board.

Indicator name:	Average time to approve public wholesale markets registrations (days)
Description:	The average number of days to process and approve new and renewal public wholesale markets registration applications from the date of the filing of the application to the date of approval by the Legal Unit. This does not include applications that undergo long-term investigation and are subsequently approved.
Source:	Management Information System/Operations

Indicator name:	Public wholesale markets applications denied (%)
Description:	The percentage of public wholesale markets applications denied after completion of background and other investigations of the companies and principals, pursuant to the relevant chapters of the New York City Administrative Code.
Source:	Management Information System/Operations.

Business Affairs

Department of Finance

New York City Economic Development Corporation

Department of Consumer Affairs

Department of Small Business Services

DEPARTMENT OF FINANCE

Indicator name: Percent of 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: Percent of 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: - Percent 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: Property assessments reduced by the Tax Commission (%) (calendar year)
Description: Percentage of property assessments appealed and granted a reduction by the NYC Tax Commission.
Source: The NYC Tax Commission's annual report, based on calendar year.

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: Average 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:	Percent 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:	Percent of tax conciliation cases decided within 6 months
Description:	The percent of business, real property transfer, and commercial motor vehicle tax conciliation cases decided and closed within 6 months calculated from the receipt of conciliation requests to the issuance of decisions.
Source:	Conciliations Unit.

Indicator name:	Number of 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:	Collections Division.

Indicator name:	Percent of 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:	Percent of 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:	Percent of 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 percentage of the total number of parking tickets issued. 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:	Percent of 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: 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 summonses paid online (%)
Description: Total number of parking summons payments made through the Internet, by phone and at self-service kiosks, as a percent of the total number of paid parking violation summonses.
Source: Tax Policy Division.

Indicator name: Average time to issue refunds for parking tickets, appeals and towing charges (days)
Description: For manually processed refunds, the average number of days it takes to issue a refund from the time the appeal is upheld or application is made to the time the check is mailed.
Source: Refunds and Adjustments Unit.

Indicator name: Average wait time to see a cashier at payment centers (minutes)
Description: The average number of minutes a customer must wait to see a cashier at Finance's business centers.
Source: Payment Operations' Q-matics system in the Business Centers.

Indicator name: Average response time for mail and e-mail correspondence (days)
- E-mail
- Correspondence

Description: Average number of days from receipt of correspondence until response is issued.
Source: Correspondence 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:	Average turnaround time for in-person parking ticket hearings (minutes)
Description:	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 Reduced Fine Program.
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-mail/web (days)
Description:	Average number of days from receipt of request for a hearing until decision is issued by an Administrative Law Judge; the time to process settlement offers for those eligible motorists who opt to participate in the Reduced Fine Program is included in the calculation.
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:	Adjudication Division.

Indicator name:	Average time to record and index property documents (days) - Citywide
Description:	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. 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:	Payment method (%) → Cash → Check/money order → Credit card → Elecronic (ACH/EFT)
Description:	Of the total number of payments made to the Department during a given fiscal year, the percent made using cash, check/money order, credit card, or 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.

ECONOMIC DEVELOPMENT CORPORATION

Indicator name:	New York City Industrial Development Agency projects - Contracts closed
Description:	The number of projects closed by the New York City Industrial Development Agency (NYCIDA), which is a state public benefit corporation created under New York State law with the capacity to provide financial assistance to commercial, industrial and, until January 31, 2008, not-for-profit organizations. NYCIDA project contracts are signed at closing, at which point project companies can begin to access benefits. NYCIDA programs can provide access to triple tax exempt financing, mortgage recording tax deferral, sales tax exemptions, land tax abatements and/or building tax stabilization.
Source:	Transaction Services Division.
Indicator name:	- Projected jobs committed in connection with closed contracts
Description:	The number of jobs that companies retain and create in connection with closed New York City Industrial Development Agency (NYCIDA) projects. The data is compiled in the year that the transaction closes and may include the estimated number of new jobs projects are expected to create during the term of the contract. NYCIDA is a state public benefit corporation created under New York State law with the capacity to provide financial assistance to commercial, industrial and, until January 31, 2008, not-for-profit organizations.
Source:	Transaction Services Division.
Indicator name:	- Total City tax revenues generated in connection with closed contracts ($ millions)
Description:	The net present value of the estimated total City tax revenues generated by closed New York City Industrial Development Agency (NYCIDA) projects, using an input-output model developed by the U.S. Department of Commerce. The data is extrapolated in the year that the transaction closes and reflects the total City tax revenue impact of these projects during the term of the contract. NYCIDA is a state public benefit corporation created under New York State law with the capacity to provide financial assistance to commercial, industrial and, until January 31, 2008, not-for-profit organizations.
Source:	Transaction Services Division.
Indicator name:	New York City Capital Resource Corporation projects - Contracts closed
Description:	The number of projects closed by the New York City Capital Resource Corporation (NYCCRC), a local development corporation created under New York State not-for-profit law with the capacity to provide access to tax-exempt bond financing programs to qualified businesses for eligible capital projects at a lower-cost than traditional means. NYCCRC project contracts are signed at closing, at which point bonds are issued to fund eligible capital projects. NYCCRC provides access to triple tax exempt financing only.
Source:	Real Estate Transaction Services Division.

Indicator name:	- Projected jobs committed in connection with closed contracts
Description:	The number of jobs that companies retain and create in connection with closed New York City Capital Resource Corporation (NYCCRC) projects. The data is compiled in the year that the transaction closes and may include the estimated number of new jobs projects are expected to create during the term of the contract. The NYCCRC is a local development corporation created under New York State not-for-profit law with the capacity to provide access to tax-exempt bond financing programs to qualified businesses for eligible capital projects at a lower-cost than traditional means.
Source:	Real Estate Transaction Services Division.
Indicator name:	- Total City tax revenues generated in connection with closed contracts ($ millions)
Definition:	The net present value of the estimated total City tax revenues generated by closed New York City Capital Resource Corporation (NYCCRC) projects, using an input-output model developed by the U.S. Department of Commerce. The data is extrapolated in the year that the transaction closes and reflects the total City tax revenue impact of these projects during the term of the contract. The NYCCRC is a local development corporation created under New York State not-for-profit law with the capacity to provide access to tax-exempt bond financing programs to qualified businesses for eligible capital projects at a lower-cost than traditional means.
Source:	Real Estate Transaction Services Division.
Indicator name:	Total value of City funding agreements between NYCEDC and third-party entities ($ millions)
Description:	The total value of newly executed funding agreement contracts between NYCEDC and non-City entities by which funds are provided to those entities to implement projects that result in public betterment. Funding agreements are used to finance capital projects.
Source:	Budget; Funding Agreements Team.
Indicator name:	Third-party investment leveraged as a result of funding agreements ($ millions)
Description:	The third-party investment leveraged (federal, State and/or private) as a result of the City's contribution through the funding agreement.
Source:	Budget; Funding Agreements Team.
Indicator name:	Occupancy rate of NYCEDC-managed property
Description:	For NYCEDC-managed properties, the number of square feet leased as a percent of the total available space.
Source:	Real Estate.
Indicator name:	Total capital expenditures ($ millions)
Description:	The amounts paid to firms (architecture, landscape architecture, engineering, resident engineering, etc.), construction managers, construction contractors, funding agreement recipients, etc. for capital project related services.
Source:	Capital Program.

ECONOMIC DEVELOPMENT CORPORATION

Indicator name:	New private investment related to sale/long-term lease of City-owned property ($ millions)
Description:	The net present value of the total investment of private entities in connection with the sale or long-term lease of City-owned property. Private investment includes land sale or lease, and hard (site work and building construction) and soft (architecture and engineering) development costs. The data is extrapolated in the year that the transaction closes (land sale closing or lease execution), and reflects the anticipated total private investment associated with these projects.
Source:	Real Estate.

Indicator name:	Projected jobs created or retained in connection with the sale/long-term lease of City-owned property - Permanent jobs - Construction jobs
Description:	The number of permanent jobs that companies retain and create as a result of development by the sale or long-term lease of City-owned property, and the number of construction jobs generated by the sale or lease of City-owned property. The data is compiled in the year that the transaction closes and may include the estimated number of new jobs these projects are expected to create.
Source:	Real Estate.

Indicator name:	New York City unemployment rate (%)
Description:	Average unemployment rate of New York City residents.
Source:	U.S. Bureau of Labor Statistics.

Indicator name:	Visitors to New York City (millions) (calendar year)
Description:	Number of visitors to New York City in each calendar year (CY). Data reported in fiscal year (FY) column is for the preceding CY - i.e., data reported for FY 2006 is for January through December 2005.
Source:	NYC & Co.

ECONOMIC DEVELOPMENT CORPORATION

Indicator name:	Complaint processing time – Within 0 -20 days (%) – Within 21-50 days (%) – Within 51-90 days (%)
Description:	Percent of valid complaints that were resolved within the specified time periods.
Source:	Consumer Services Division.

Indicator name:	Median complaint processing time (days)
Description:	The median number of days required to resolve complaints. A complaint can be resolved/closed in several ways - agreement by consumer and vendor, referral to DCA's Legal Services Division, referral outside the Agency, etc.
Source:	Mediation.

Indicator name:	Complaints resolved to the satisfaction of the business and consumer (%)
Description:	Percent of complaints resolved in mediation where the business and consumer mutually agree upon the outcome.
Source:	Consumer Services Division.

Indicator name:	Total docketed complaints - Home improvement contractor - Debt collection agency
Description:	The total number of complaints received and entered into DCA's database and the number citing home improvement contractors or debt collection agencies.
Source:	Mediation.

Indicator name:	Restitution awarded ($000)
Description:	The dollar value of restitution awarded but not necessarily paid to consumers from businesses in complaint cases. Restitution comes from two main sources: Amounts awarded by the Consumer Services Division after mediation and amounts awarded by the Adjudication Division after an agency hearing.
Source:	Consumer Services Division and Adjudication Division.

Indicator name:	Total settlements ($000)
Description:	Fines collected as a result of actions by lawyers through pre-trial or trial settlements.
Source:	Legal Services Division and Adjudications Division.

Indicator name:	License Law compliance rate (%)
Description:	Percent of all inspected businesses that are required to have a license and were found to have that license at the time of inspection.
Source:	Enforcement Division.

Indicator name:	Consumer Protection Law refund and receipt compliance rate (%)
Description:	Percent of all businesses in compliance with refund (i.e., refund policy is adequately posted) and receipt (i.e., name and address of business appear on receipt) regulations upon a DCA inspection.
Source:	Enforcement Division.

Indicator name: Weights & Measures Law compliance rate
- Gasoline pumps (%)
- Fuel trucks (%)

Description: Percent of gasoline pumps and fuel trucks that accurately dispense indicated amounts during meter inspections.
Source: Enforcement Division.

Indicator name: Inspected stores complying with tobacco regulations (%)
Description: Percent of tobacco vendors who did not illegally sell tobacco products to minors during undercover operations.
Source: Enforcement Division.

Indicator name: Compliance on follow-up inspection after a previous tobacco violation (%)
Description: The percent of tobacco vendors who, upon reinspection after a previous violation, did not repeat the illegal sale of tobacco products to minors during undercover operations.
Source: Enforcement Division.

Indicator name: Current number of licensed home improvement contractors
Description: The number of all currently licensed home improvement contractors.
Source: Licensing Division.

Indicator name: Licensing Center wait time (minutes)
Description: The average number of minutes a customer waits from the time the customer receives a Q-matic ticket to the time the customer reaches a service window to speak with a license center representative.
Source: Q-matic system maintained by the Department's Licensing Division.

Indicator name: Basic license application - Average processing time (days)
Description: The average number of days required to process license applications for categories containing most DCA licensees, including some categories requiring fingerprint checks. Licenses requiring approval by outside agencies, special inspections, mandatory waiting periods, or extensive legal review are excluded from this calculation.
Source: Licensing Division.

Indicator name: Number of fines collected within 45 days of assessment (%)
Description: The number of fines collected within 45 days of assessment as a percent of the total number of fines imposed; calculation excludes all fines that are on DCA payment plans.
Source: Collections, Adjudication, and Legal Divisions.

Indicator name: Current number of legally operating sidewalk cafes
Description: The number of all currently licensed sidewalk cafes combined with the number of unlicensed sidewalk cafes that hold a letter from DCA granting permission to operate during the application process.
Source: Licensing Division.

Indicator name:	Unique visitors to NYC Business Express website
Description:	The number of unique visitors to the NYC Business Express website; year-to-date values are the sum of unique visitors every month.
Source:	Business Development Division
Indicator name:	Repeat visitors to NYC Business Express website
Description:	The number of repeat visitors to the NYC Business Express website; year-to-date values are the sum of repeat visitors every month.
Source:	Business Development Division
Indicator name:	Loans awarded to businesses through facilitation by NYC Business Solutions
Description:	The number of loans that were awarded to NYC Business Solutions clients.
Source:	NYC Business Solutions
Indicator name:	Unique businesses receiving loans
Description:	The number of unique businesses within the fiscal year that received loans facilitated by NYC Business Solutions.
Source:	NYC Business Solutions
Indicator name:	Businesses served through NYC Business Solutions
Description:	Number of unique businesses receiving services from NYC Business Solutions in a fiscal year, consistent with the goal of serving all qualifying businesses (includes NYC Business Solutions Centers, Customer Service Center, and Business Outreach Team).
Source:	Division of Business and District Development
Indicator name:	New businesses served through NYC Business Solutions
Description:	Number of unique businesses and entrepreneurs placing a service request for the first time with NYC Business Solutions (includes NYC Business Solutions Centers, Customer Service Center, and Business Outreach Team).
Source:	Division of Business and District Development
Indicator name:	Financing facilitated through NYC Business Solutions ($000)
Description:	The amount of financing received by NYC Business Solutions Center customers from third party lenders based on the date SBS was notified of the award. Note: SBS relies on business customers to report back and thus SBS often records the data well after the financing was received.
Source:	Division of Business and District Development
Indicator name:	Value of Energy Cost Savings Program (ECSP) savings for businesses ($000)
Description:	Total estimated annual dollar value of utility discounts for businesses approved for ECSP benefits during the fiscal year.
Source:	Division of Business and District Development
Indicator name:	Jobs created or retained by ECSP
Description:	Total number of full-time employees at time company was approved for ECSP benefits.
Source:	Division of Business and District Development

DEPARTMENT OF SMALL BUSINESS SERVICES

Indicator name:	Value of Lower Manhattan Energy Program (LMEP) savings for commercial tenants (cumulative) ($000)
Description:	Cumulative annual dollar value of savings on electrical utility costs of all buildings receiving LMEP benefits.
Source:	Division of Business and District Development
Indicator name:	Commercial tenants added to LMEP (cumulative)
Description:	Cumulative number of commercial tenants within buildings approved for LMEP benefits.
Source:	Division of Business and District Development
Indicator name:	Number of new jobseekers registered through the Workforce1 Career Center system
Description:	The number of new jobseekers registered in the Workforce1 Career Center system.
Source:	Division of Workforce Development
Indicator name:	Workforce1 system-wide job placements
Description:	Number of jobseekers registered with the Workforce1 Career Center system who found employment during the given time period.
Source:	Division of Workforce Development
Indicator name:	- Hires through NYC Business Solutions Centers
Description:	The number of job hires facilitated by NYC Business Solutions Centers.
Source:	Business Development Division
Indicator name:	Recruit-to-hire ratio for job placements made through accounts managed by NYC Business Solutions Hiring
Description:	The recruit-to-hire ratio (number of applicants referred per every applicant hired) for job placements made through accounts managed by NYC Business Solutions Hiring.
Source:	Business Development Division
Indicator name:	Businesses awarded NYC Business Solutions Training Funds
Description:	The number of businesses awarded NYC Business Solutions Training Funds.
Source:	Business Development Division
Indicator name:	Total City blocks receiving supplemental sanitation services through BIDs
Description:	The total number of City blocks for which supplemental sanitation services are provided through BIDs.
Source:	Business Improvement District Oversight

Indicator name:	Average acceptably clean BID sidewalk ratings (%)
Description:	Percent of sample blocks in selected Business Improvement Districts (BIDs) rated acceptably clean by Mayor's Office field inspectors, based on a seven-point picture-based rating scale. Ratings are averaged across 24 BIDs which perform sanitation services and for which data is available for the reporting periods currently presented. Figures show averages based on monthly ratings of each BID.
Source:	Mayor's Office of Operations

Indicator name:	Value of Local Development Corporations funding ($ millions)
Description:	The total dollar value of grants distributed to Local Development Corporations through AvenueNYC programs. These funds are a combination of federal Community Development Block Grant dollars and City tax-levy dollars. AvenueNYC is a competitive grant program that funds locally based organizations to carry out commercial revitalization activities.
Source:	Business Development Division

Indicator name:	Minority and Women-owned Business Enterprises (M/WBEs) awarded City contracts
Description:	A count of unique certified M/WBEs that have been awarded City contracts.
Source:	Division of Economic & Financial Opportunity

Indicator name:	- M/WBEs awarded contracts after receiving direct assistance
Description:	A count of unique certified M/WBEs that have been awarded City contracts after receiving services from the Division of Economic and Financial Opportunity (DEFO). Direct Assistance includes assistance with procurement, bonding, financing, and other forms of technical assistance.
Source:	Division of Economic & Financial Opportunity

Indicator name:	Number of City contracts awarded to M/WBEs
Description:	A count of New York City contracts received by all certified M/WBEs.
Source:	Division of Economic & Financial Opportunity

Indicator name:	- Contracts awarded to M/WBEs after receiving direct assistance
Description:	A count of New York City contracts received by certified M/WBEs who have received services from the Division of Economic and Financial Opportunity (DEFO). Direct Assistance includes assistance with procurement, bonding, financing, and other forms of technical assistance.
Source:	Division of Economic & Financial Opportunity

Indicator name:	Newly certified businesses in M/WBE Program
Description:	Number of businesses in the New York City 13-county metropolitan area, ownership of which is at least 51 percent by women and/or minorities, that have been newly certified by SBS to be published in SBS's Minority and Women-owned Business Enterprise Program directory.
Source:	Division of Economic and Financial Opportunity

DEPARTMENT OF SMALL BUSINESS SERVICES

Indicator name:	Total M/WBEs certified
Description:	Total number of businesses certified with Minority/Women-owned Business Enterprise Program at the end of the given period.
Source:	Division of Economic and Financial Opportunity

Indicator name:	Annual M/WBE recertification rate
Description:	Ratio of the total number of M/WBEs recertifying to the total number of M/WBEs certified firms due to expire in a given year.
Source:	Division of Economic & Financial Opportunity

Indicator name:	Newly certified businesses in Locally-Based Enterprise Program
Description:	Number of construction and construction-related firms that have been newly certified by SBS as locally-based enterprises. To qualify a firm must have had average revenues of less than $2 million for the previous three years and be based in New York City.
Source:	Division of Economic and Financial Opportunity

NON-MAYORAL AGENCIES

Public Libraries

City University of New York

PUBLIC LIBRARIES

Indicator name:	Average weekly scheduled hours
Description:	The total amount of scheduled public service hours at all libraries/branches divided by the number of locations.
Source:	Brooklyn Public Library -Government Affairs; New York Public Library-Office of The Branch Libraries and Research Libraries Administration; Queens Public Library - Information Technology Services.

Indicator name:	Libraries open seven days per week (%)
Description:	Libraries/branches open 7 days per week during non-summer months (fall, winter and spring) as a percent of the total locations.
Source:	Brooklyn Public Library (BPL) - Government Affairs; New York Public Library (NYPL) - Office of The Branch Libraries and Research Libraries Administration; Queens Public Library (QPL) - Community Library Services.

Indicator name:	Libraries open six days per week (%)
Description:	Libraries/branches open 6 days per week as a percent of the total locations.
Source:	Brooklyn Public Library -Government Affairs; New York Public Library-Office of The Branch Libraries and Research Libraries Administration; Queens Public Library - Community Library Services.

Indicator name:	Circulation (000)
Description:	The total number of library materials, e.g., books, periodicals, and other materials, checked out or renewed at all library locations.
Source:	BPL - Information Technology Department; NYPL - Office of The Branch Libraries; QPL - Community Library Services.

Indicator name:	Reference queries (000)
Description:	The total number of reference questions asked of library staff by patrons in person, telephone, e-mail, and chat room.
Source:	Brooklyn Public Library: annual reference survey; New York Public Library: quarterly reader service statistics report; and Queens Borough Public Library: quarterly reference sample report.

Indicator name:	Electronic visits to website (000)
Description:	The total number of visits to the library website. The numbers reported for New York Public branch libraries include activity for both branch and research facilities.
Source:	BPL - Information Technology Dept; NYPL - Information Technology Group; QPL - Information Technology Services.

Indicator name:	Computers for public use
Description:	Computers used by the public in public areas. The numbers reported for New York Public branch libraries include activity for both branch and research facilities.
Source:	Information technology departments of each library system.

PUBLIC LIBRARIES

Indicator name:	Program sessions
Description:	The total number of programs conducted by library staff for the public.
Source:	BPL – Government Affairs; NYPL - Office of The Branch Libraries and Research Libraries Administration; QPL - Community Library Services.

Indicator name:	Program attendance
Description:	The number of people attending programs conducted by library staff for the public.
Source:	BPL – Government Affairs; NYPL - Office of The Branch Libraries and Research Libraries Administration; QPL - Community Library Services.

Indicator name:	Library card holders (000)
Description:	The total number of people registered as New York Public branch libraries card holders.
Source:	Library staff reports.

Indicator name:	Total library attendance (000)
Description:	The total number of people visiting all library/branch locations.
Source:	Turnstile figures for patrons entering the library/branch, gathered from all library systems' locations. BPL – staff reports; NYPL - Office of The Branch Libraries and Research Libraries; QPL - Community Library Services

Indicator name:	High school students participating in college preparation program (College Now)
Description:	The number of high school students participating in College Now during an academic year. College Now programs, offered at each college, help prepare students for college-level work. College Now offers college-level courses as well as remediation in reading, writing and math.
Source:	CUNY Office of Academic Affairs.

Indicator name:	Community college and second year baccalaureate students who pass CUNY's writing ability test for attainment of associate degree or movement to next year in senior college (%)
Description:	The percent of students taking the CUNY Proficiency Exam (CPE) for the first time in a given fall term who have passed the exam one year later. The CPE is a written exam in which students demonstrate their competence in academic literacy by composing essays on written passages and data. Students must pass the exam to earn an associate degree or to pursue upper-division studies.
Source:	CUNY Office of Assessment.

Indicator name:	Mean SAT score of enrolled freshmen in baccalaureate programs
Description:	The mean SAT score first-time freshmen enrolled in the Fall into CUNY's seven senior colleges (Baruch, Brooklyn, City, Hunter, Lehman, Queens and York) who are current graduates (graduated on or after June 1st) of domestic high schools (excludes GED's and graduates of foreign high schools). SEEK (Search for Education, Elevation, and Knowledge) program students are excluded. Prior graduates, GEDs and foreign students are not required to submit SAT scores for admission. Candidates for the SEEK program are required to submit SAT scores, but only to determine that the candidate does not meet the regular admission criteria and therefore qualifies for the program.
Source:	CUNY Office of Institutional Research and Assessment.

Indicator name:	Baccalaureate degree seeking students admitted who enroll (%)
Description:	The percent of students admitted to a CUNY baccalaureate program (met regular admissions criteria and passed or were exempt from basic skills tests) in the fall term who enroll in a CUNY baccalaureate program that fall.
Source:	CUNY Office of Institutional Research and Assessment.

Indicator name:	Honors College student enrollment
Description:	The number of students enrolling in the CUNY Honors College program. The Honors College provides educational opportunities for academically gifted students citywide. The program includes financial support, interdisciplinary seminars, and access to instructional technology, dedicated mentors, internships and study abroad, as well as a Cultural Passport.
Source:	CUNY Office of Institutional Research and Assessment

Indicator name:	One-year (fall-to-fall) retention rate of full-time first-time freshmen enrolled in a baccalaureate program at a CUNY collegeBaccalaureate programs (%)
Description:	The percent of regularly-admitted full-time, first-time freshmen who are still enrolled the fall term following the fall of entry into a baccalaureate program. For example, students entering CUNY as full-time, first-time freshmen in Fall 2000 must be enrolled at CUNY in Fall 2001 to be counted as retained.
Source:	CUNY Office of Institutional Research and Assessment
Indicator name:	One-year (fall-to-fall) retention rate of full-time first-time freshmen enrolled in an associate program at a CUNY community college
Description:	The percent of regularly-admitted, full-time, first-time freshmen who are still enrolled the fall term following the fall of entry into an associate program at a CUNY community college. For example, students entering CUNY as full-time, first-time freshmen in Fall 2000 must be enrolled at CUNY in Fall 2001 to be counted as retained.
Source:	CUNY Office of Institutional Research and Assessment
Indicator name:	Six-year graduation rate of full-time first-time freshmen seeking a baccalaureate degree at a CUNY college
Description:	The percent of regularly-admitted, full-time freshmen who earn a CUNY degree within six years of entry. For example, full-time, first-time, bachelor's degree-seeking students entering CUNY in Fall 1995 must earn a degree by the end of August 2001 to be counted as having graduated. Graduation rates are reported for the fiscal year corresponding with the end of the 6-year period.
Source:	CUNY Office of Institutional Research and Assessment
Indicator name:	Six-year graduation rate of full-time first-time freshmen seeking an associate degree at a CUNY community college
Description:	Percentage of regularly-admitted, full-time freshmen who earn a CUNY degree within six years of entry. For example, full-time, first-time, associate degree-seeking students entering a CUNY community college in Fall 1995 must earn a degree by the end of August 2001 to be counted as having graduated. Graduation rates are reported for the fiscal year corresponding with the end of the 6-year period.
Source:	CUNY Office of Institutional Research and Assessment
Indicator name:	Students passing the New York State Teacher Certification Examination (%)
Description:	The percent of students who pass the Liberal Arts and Sciences New York State Teacher Certification Examination in a given academic year.
Source:	New York State Education Department
Indicator name:	Students passing the National Council Licensure Examination for Registered Nurse (%)
Description:	The percent of students who pass the NCLEX-RN in a given calendar year.
Source:	New York State Education Department

CITY UNIVERSITY OF NEW YORK

Indicator name:	Instructional hours delivered by full-time faculty (Fall) – Community colleges (%)
Description:	The percent of total hours of community college course instruction taught by full-time members of CUNY's faculty in the Fall term.
Source:	City University Personnel System and CUNY Office of Institutional Research and Assessment

Indicator name:	Instructional hours delivered by full-time faculty (Fall) – Senior colleges (%)
Description:	The percent of total hours of senior college course instruction taught by full-time members of CUNY's faculty in the Fall term.
Source:	City University Personnel System and CUNY Office of Institutional Research and Assessment

Indicator name:	Enrollment of first-time freshmen in CUNY community colleges
Description:	The total number of first-time freshmen enrolled in a CUNY community college in the fall term
Source:	OIRA

Indicator name:	Number of students transferring to a CUNY baccalaureate program within two years of leaving a CUNY associate program
Description:	The number of students enrolling for the first time in baccalaureate programs who had been enrolled in a CUNY associate program within the past two years, and left the associate program either with or without an associate degree
Source:	OIRA

AGENCY CUSTOMER SERVICE

Indicator name:	Average call wait time (in seconds)
Description	The average amount of time in seconds a customer waits to speak with a call center representative (CCR) or other agency staff with similar responsibilities answers the call. Time starts after a customer exits the Interactive Voice Response (IVR) system or Automatic Call Distributor (ACD) system.
Source	Reporting agency
Indicator name:	Average response time for email correspondences (days)
Description	The average amount of time in calendar days from the date the agency receives an email to the date it sends a response to the customer.
Source	Reporting agency
Indicator name:	Average response time for letters/mail correspondence (days)
Description	The average amount of time in calendar days from the date the agency receives a letter to the date it sends a response to the customer.
Source	Reporting agency
Indicator name:	Average wait time to speak with a customer service agent at a walk-in facility (min:sec)
Description	The average time in minutes and seconds 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	Reporting agency
Indicator name:	Number of agency customers surveyed for overall customer satisfaction
Description	The number of agency customers who completed and submitted a customer satisfaction and evaluation survey.
Source	Reporting agency
Indicator name:	Number of 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	Reporting agency
Indicator name:	Customers Observing and Reporting Experiences (CORE) Program – Walk-in Facility Rating
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

AGENCY CUSTOMER SERVICE

AGENCY RESOURCES

Indicator name:	Expenditures
Description:	Actual and planned expenditures across all units of appropriation in an agency's expense budget. This does not include capital resources (see Capital commitments, below).
Source:	The Office of Management and Budget. Data prior to Fiscal 2010 is consistent with previous Mayor's Management Reports. Fiscal 2010 expenditures may have changed since the September 2010 Mayor's Management Report. The figures reported here reflect the "Comprehensive Annual Financial Report of the Comptroller for the Fiscal Year Ended June 30, 2010." Fiscal 2011 targets from the September 2010 MMR are consistent with the City's Fiscal 2011 Adopted Budget. Updated Fiscal 2011 and Fiscal 2012 targets reflect the City's January 2011 Financial Plan. Four-Month Actual Fiscal 2010 figures and Four-Month Actual Fiscal 2011 figures are as of October 31 of the corresponding fiscal year, based on the October Financial Information Services Agency (FISA) report for that year. The Health and Hospitals Corporation and the New York City Housing Authority self-report expenditure information.

Indicator name:	Revenues
Description:	Funds collected by agency revenue-generating operations. Does not include State and federal monies and routine City tax collections.
Source:	The Office of Management and Budget. Data prior to Fiscal 2010 is consistent with previous Mayor's Management Reports. Fiscal 2010 revenues may have changed since the September 2010 Mayor's Management Report. The figures reported here reflect the "Comprehensive Annual Financial Report of the Comptroller for the Fiscal Year Ended June 30, 2010." Fiscal 2011 targets from the September 2010 MMR are consistent with the City's Fiscal 2011 Adopted Budget. Updated Fiscal 2011 and Fiscal 2012 targets reflect the City's January 2011 Financial Plan. Four-Month Actual Fiscal 2010 figures and Four-Month Actual Fiscal 2011 figures are as of October 31 of the corresponding fiscal year, as derived from the City's Financial Management System (FMS). The Health and Hospitals Corporation and the New York City Housing Authority self-report revenue information.

AGENCY RESOURCES

Indicator name:	Personnel
Description:	The total employees, from all funding sources, active on the final day of the reporting period. Among the civilian workforce, non-full-time employees and seasonal employees are counted as full-time equivalents (FTEs), adjusting for the proportion of a full-time salary that they earn. FTEs were not included in this data prior to December 2001.
Source:	The Office of Management and Budget. Fiscal 2010 personnel reflect the number of employees active on June 30, 2010. Four-Month Actual Fiscal 2010 personnel and Four-Month Actual Fiscal 2011 personnel reflect the number of employees active on October 31 of the respective year. Fiscal 2011 targets from the September 2010 MMR are consistent with the City's Fiscal 2011 Adopted Budget. Updated Fiscal 2011 and Fiscal 2012 targets reflect the City's January 2011 Financial Plan.

Indicator name:	Overtime paid
Description:	The total amount of overtime paid to employees during the period.
Source:	The Office of Management and Budget. Data prior to Fiscal 2010 is consistent with previous Mayor's Management Reports. Fiscal 2010 overtime may have changed since the September 2010 Mayor's Management Report. The figures reported here reflect the "Comprehensive Annual Financial Report of the Comptroller for the Fiscal Year Ended June 30, 2010." Four-Month Actual Fiscal 2010 figures and Four-Month Actual Fiscal 2011 figures are as of October 31 of the corresponding fiscal year, based on the October Financial Information Services Agency (FISA) report for that year. The Health and Hospitals Corporation and the New York City Housing Authority self-report this overtime information.

Indicator name:	Capital commitments
Description:	The value of contracts for capital projects that the agency is authorized to register and actually registers. Capital projects include construction work and some other categories of procurements, including computer hardware and software, heavy equipment and vehicles. Some construction projects counted within a given agency's commitment total may be managed by other agencies.
Source:	The Office of Management and Budget. Data prior to Fiscal 2010 is consistent with previous Mayor's Management Reports. Fiscal 2010 capital commitments may have changed since the September 2010 Mayor's Management Report. Updated Fiscal 2011 and Fiscal 2012 targets reflect the City's January 2011 Capital Plan. Four-Month Actual Fiscal 2010 figures and Four-Month Actual Fiscal 2011 figures are as of October 31 of the corresponding fiscal year. The School Construction Authority self-reports capital commitment data.

Indicator name:	Human services contract budget
Description:	Total amount budgeted or actually obligated for human services contracts. This data is shown for seven agencies that together account for over 85 percent of the City total in this category. These agencies are: Department of Health and Mental Hygiene, Human Resources Administration, Administration for Children's Services, Department of Homeless Services, Department for the Aging, Department of Youth and Community Development and Department of Small Business Services.
Source:	The Office of Management and Budget. Fiscal 2010 human services contract figures may have changed since the September 2010 Mayor's Management Report. The figures reported here are consistent with the "Comprehensive Annual Financial Report of the Comptroller for the Fiscal Year Ended June 30, 2010." Four-Month Actual Fiscal 2010 figures and Four-Month Actual Fiscal 2011 figures are as of October 31 of the corresponding fiscal year, based on the Financial Management System. Fiscal 2011 targets from the September 2010 MMR are consistent with the Contracts section of the City's Fiscal 2011 Adopted Budget. Updated Fiscal 2011 and Fiscal 2012 targets reflect the City's January 2011 Financial Plan.

Indicator name:	Work Experience Program (WEP) participants assigned
Description:	The number of WEP participants assigned to agency activities at the close of the reporting period.
Source:	Human Resources Administration, Family Independence Administration.