Mayor's Management Report

Fiscal 2026
Indicator Definitions

The City of New York
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September 2026

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Collaborating to Deliver Results

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Bus Action Plan

Indicator name: Bus corridors activated with Transit Signal Priority
Description: The number of new bus corridors activated with TSP during the fiscal year. Transit Signal Priority (TSP) is a tool that helps buses and trains move faster through city intersections. It works by letting a transit vehicle talk to a traffic light. The system can make a green light last longer or cut a red light short. This keeps transit on time and cuts down on waits.
Source: DOT

Indicator name: Bus shelters installed
Description: The number of new bus shelters installed during the fiscal year that provide seating and protection from the elements.
Source: DOT

Indicator name: Bus stops that received accessibility upgrades
Description: New bus stops that have been upgraded to become fully accessible, has eating, and real-time passenger information where feasible during the fiscal year.
Source: DOT

Indicator name: Real-Time Passenger Information signs installed
Description: The number of new Real-Time Passenger Information (RTPI) signs installed during the fiscal year. RTPI uses GPS tracking technology from MTA Bus Time to provide riders with up-to-the-minute wait-time information for City buses. This data is projected onto easy-to-read LED displays, improving convenience and accessibility for transit users.
Source: DOT

Indicator name: Routes activated with Automated Camera Enforcement
Description: The number of new routes activated with ACE during the fiscal year.ACE is a bus-mounted camera system that issues violations to vehicles occupying bus lanes, double-parked vehicles along bus routes, and vehicles blocking bus stops. MTA, NYC DOT, and the NYC Department of Finance jointly administer the program.

Indicator name: Bus stops with seating installed
Description: Bus stops with new seating installations completed by DOT during the fiscal year.
Source: DOT

Indicator name: Bus projects implemented
Description: New bus route design projects implemented by DOT during the fiscal year.

Indicator name: Shooting incidents
Description: The total number of shooting incidents where at least one person was struck by a bullet Citywide.
Source: NYPD Office of Management Analysis and Planning

Indicator name: Crime committed against youths (7 major felonies)
Description: The total of the 7 major felony crime categories committed against those 17 years of age and under.
Source: NYPD Office of Management Analysis and Planning

Indicator name: Crisis Management System mediations and de-escalations
Description: The number of mediations and de-escalations of violent incidents by Crisis Management System (CMS) Cure Violence programs. Cure Violence takes an evidence-based, public health approach to gun violence by attempting to detect and interrupt conflicts before they escalate, identify and treat high risk individuals (those most likely to commit and/or be victimized by gun violence), and change social norms.
Source: Office of Neighborhood Safety (ONS)

Indicator name: Participants engaged in Atlas services
Description: The number of participants engaged in Atlas services, which fills an early intervention gap by directing evidence-based therapeutic services to the small population of people most at-risk for engaging in or experiencing violence. Atlas is comprised of two programs: Atlas Functional Family Therapy—short-term family counseling services designed primarily for youth and young adults at an elevated risk of violence who have been referred by the criminal court, juvenile justice, mental health, school, or child welfare systems—and Atlas HOPE (Healing, Opportunity, Progress, Empowerment)—a community violence intervention model that combines persistent outreach, trauma-informed cognitive-behavioral intervention, and paid, extended transitional employment to meet the needs of adult men ages 25 and older at the highest risk of serious violence involvement, including gun violence.
Source: Office of Neighborhood Safety (ONS)

Indicator name: NYCHA residents voting in the participatory budgeting process
Description: The number of NYCHA residents who cast votes in the NeighborhoodStat participatory process—a community-based, problem-solving participatory process developed by the Mayor's Office of Criminal Justice that brings public housing residents, local organizations, and City agencies together to analyze neighborhood data, build trust, and vote on funding to improve local safety and quality of life.
Source: Office of Neighborhood Safety (ONS)

Indicator name: Calls to the NYC Hope hotline
Description: The number of calls received by the NYCHope Hotline by calling 1-800-621-4673 for assistance with gender-based violence and crime.
Source: Office to End Domestic and Gender-Based Violence (ENDGBV)

Indicator name: Family Justice Center visits
Description: The total number of visits to one of the five New York Family Justice Centers (FJCs) that operate across all five boroughs by a survivor of domestic and/or gender-based violence. FJCs provide free and confidential support for survivors of domestic and gender-based violence, including sexual violence, human trafficking, stalking, and intimate partner violence.
Source: Office to End Domestic and Gender-Based Violence (ENDGBV)

Indicator name: Home+ clients provided housing stability
Description: The number of Home+ clients who were provided a flexible funding grant, a Personal Emergency Response System (PERS) alarm or locksmith service and reported that the grant, alarm and/or locksmith service allowed them to stay in their home, move from shelter to housed or move from homeless to housed. Home+ is a free citywide program of the Mayor's Office to End Domestic and Gender-Based Violence (ENDGBV) that helps survivors of domestic violence and gender-based violence stay safely in their homes.
Source: Office to End Domestic and Gender-Based Violence (ENDGBV)

Indicator name: Crime Victim Assistance Program clients provided safety planning services
Description: The total number of Crime Victim Assistance Program (CVAP) clients that were provided safety planning. CVAP provides free, confidential safety planning to victims of crimes through Safe Horizon advocates stationed inside local police precincts across New York City.
Source: Office to End Domestic and Gender-Based Violence (ENDGBV)

Indicator name: Participants in hate prevention programs led and funded by the Office for the Prevention of Hate Crimes
Description: The total number of New Yorkers who participate in hate prevention, anti-bias, and community-building programs that are either led directly by the Office for the Prevention of Hate Crimes (OPHC) or supported through OPHC funding during the reporting period.
Source: Office for the Prevention of Hate Crimes (OPHC)

Indicator name: Youth participants in the Office for the Prevention of Hate Crimes' leadership and educational initiatives
Description: The total number of youth who participate in Office for the Prevention of Hate Crimes (OPHC)-led or OPHC-funded leadership, educational, arts, civic engagement, and hate prevention programs during the reporting period.
Source: Office for the Prevention of Hate Crimes (OPHC)

Indicator name: Community-based organizations, schools, faith institutions, and City agencies partnering with the Office for the Prevention of Hate Crimes
Description: The total number of community-based organizations, schools, faith institutions, and City agencies that actively work with OPHC each year to plan, support, or deliver programs and initiatives that prevent hate, reduce bias, promote inclusion, and strengthen communities.
Source: Office for the Prevention of Hate Crimes (OPHC)

Indicator name: B-HEARD-eligible calls
Description: The total number of 911 incidents that met B-HEARD eligibility criteria at any stage after the initial call classification, including the dispatch, triage, or final call type.
Source: Office of Community Mental Health (OCMH)

Indicator name: B-HEARD-eligible calls responded to by B-HEARD
Description: The total number of B-HEARD-eligible mental health-related 911 incidents to which a B-HEARD team was dispatched. This metric includes incidents where a B-HEARD response was initiated, regardless of the ultimate incident disposition or patient outcome, and reflects the actual operational deployment of B-HEARD teams.
Source: Office of Community Mental Health (OCMH)

Indicator name: B-HEARD participants served in the community (%)

Description: The percentage of people who completed a behavioral health assessment by B-HEARD then received care in their communities rather than being transported to hospitals. There are four primary ways individuals can be served in the community:

1. Bridging Services: the clinician refers the patient to a provider or program for further assessment and connection to community-based services.
2. Existing Outpatient Provider: the patient has an outpatient mental health provider, and the clinician facilitates connection back to the provider for follow-up care.
3. Assisted On-site and Offered Resources: the patient prefers to initiate their own follow-up care; interventions are provided throughout the encounter and resources are offered.
4. Community Based Care Location: the clinician refers the patient to a facility that offers further assessment and linkage to services while providing a short-term place to stay.

Source: Office of Community Mental Health (OCMH)

Indicator name: Total affordable housing starts (units)
Description: The total number of housing units (starts) created or preserved and counted by HPD. Units are created or preserved through financed new construction or rehabilitation, regulatory agreements creating or extending affordability, and homebuyer and homeownership assistance. HPD counts units produced by Housing Preservation and Development, Housing Development Corporation, NYC Economic Development Corporation, New York City Housing Authority, Department of Homeless Services, City Planning and New York State Homes and Community Renewal.
Source: Office of Development

Indicator name: - Preservation starts
Description: The number of HPD housing units where construction was completed that were preservation. In the case of programs with no construction or permanent financing only, start and completion are reported simultaneously.
Source: Office of Development

Indicator name: Stabilization housing assistance starts (units)
Description: The number of housing units supported by HPD through direct subsidy, tax benefit, or other financial assistance to foster building improvements and/or stabilization. Financial assistance units are not counted towards a Mayoral housing plan and may not be income restricted.
Source: Office of Development

Indicator name: Median time to close emergency problems (days)
Description: The median number of calendar days to close a unique emergency housing maintenance problems received before or during the period in a privately-owned building that was closed within the reporting period. An emergency problem can be closed due to an inspection, callback to tenant, or repeated attempts for access. Time related to the processing of administrative tasks to close the complaint is included in this indicator.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Median time to close non-emergency problems (days)
Description: The median number of calendar days to close a nonemergency problem in a privately-owned building received before or during the period that was closed during the reporting period. Problems can be closed due to an inspection, callback to tenant, or repeated attempts for access. Time related to the processing of administrative tasks to close the complaint is included in this indicator
Source: Office of Enforcement and Neighborhood Services

Indicator name: Median time to first inspection (days)—Heat and hot water problems
Description: The median number of days it takes a Housing Inspector to make the first physical inspection attempt in response to an original (non-duplicate) problem related to heat or hot water received within the period.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Units in buildings discharged from enforcement programs: 7A, Alternative Enforcement Program, & Underlying Conditions
Description: Units in buildings discharged from 7A, AEP, and Underlying Conditions programs for owner compliance or the discharge of a 7A administrator.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Proactive building visits by HPD Office of Enforcement and Neighborhood Services
Description: The number of building visits attempted within the reporting period to monitor compliance with HPD Vacate Orders/Orders to Repair issued in response to fire events, where maintenance-based harassment may be occurring, that all doors are self closing, to conduct building surveys/assessments, monitor buildings discharged from the Alternative Enforcement Program, monitor compliance with Voluntary Repair Agreements (VRAs) and investigate issues reported via correspondence and communication with Elected Officials and Community Advocates, and to monitor compliance with the Heat Sensor Program.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Active capital projects on track or with minor delays (%)
Description: Percent of all active capital projects that are on schedule or have minor delays (six months or less)
Source: Asset & Capital Management

Indicator name: Average time to complete maintenance work orders (days)
Description: The average days to complete a work order performed by a Maintenance Worker from the date the work order is created to the date the work is completed.
Source: Performance Tracking and Analytics

Indicator name: Average time to complete skilled trades and vendor work orders (days)
Description: The average days to complete a work order performed by a skilled trades worker (i.e. carpenter, painter, plasterer, plumber, etc.) from the date the work order is created to the date the work is completed.
Source: NYCHA Systems

Indicator name: Simple mold repairs completed within 7 days
Description: The percentage of simple mold repairs that can be performed by a Maintenance Worker or Caretaker within 7 days. The numerator is the number of mold simple repairs completed within 7 calendar days and the denominator is the total number of verified mold simple repairs.
Source: Performance Tracking and Analytics

Indicator name: Complex mold repairs completed within 15 days (%)
Description: The percentage of complex mold repairs that must be performed by skilled trade workers or other specialized staff (in one or more visits) that are completed within 15 days. The numerator is the number of mold complex repairs completed within 15 calendar days and the denominator is the total number of verified mold complex repairs.
Source: Performance Tracking and Analytics

Indicator name: PACT and Trust Portfolio—Cumulative units preserved
Description: The total number of developments that were transitioned from public housing to the RAD/PACT program starting with the Ocean Bay conversion in 201 or to the NYCHA Trust program.
Source: Performance Tracking and Analytics

Indicator name: Average turnaround time for vacant units (days)
Description: The average time from when a unit becomes vacant to when it's re-occupied.
Source: Information Technology

Indicator name: Elevator outages resolved within 10 hours (%)
Description: The percentage of elevator service interruptions resolved within 10 hours. The numerator is the number of elevator disruptions lasting 10 hours or less and the denominator is the total number of elevator disruptions.
Source: Performance Tracking and Analytics

Indicator name: Units abated for lead
Description: The number of units abated for lead each month at NYCHA developments at the 0.5 mg/cm2 threshold established by NYC as of December 1, 2021.
Source: Lead Hazard Control

Indicator name: Resident job placements
Description: The sum of NYCHA Direct Placements and Partner Placements
Source: Resident Economic Empowerment and Sustainability and Human Resources

Indicator name: NYCHA Section 9 developments with an active resident association (% of total)
Description: The percentage of NYCHA Section 9 developments with an active resident association
Source: Real Estate Development Department

Indicator name: Cumulative apartments with heat pumps installed
Description: The total cumulative number of public housing and PACT apartments in which heat pump systems have been installed.
Source: Heating Services Management Department

Indicator name: Affordable units created and preserved
Description: The total number of affordable housing units (starts) created or preserved and counted by HPD plus the total number of units that were transitioned from public housing to the RAD/PACT program. Units are created or preserved through financed new construction or rehabilitation, regulatory agreements creating or extending affordability, and homebuyer and homeownership assistance. HPD counts units produced by Housing Preservation and Development, Housing Development Corporation, NYC Economic Development Corporation, New York City Housing Authority, Department of Homeless Services, City Planning and New York State Homes and Community Renewal. For the units that transitioned from public housing to the RAD/PACT program, the first was the Ocean Bay conversion in 2016.
Source: HPD Office of Development, NYCHA Performance Tracking and Analytics

Indicator name: Extremely low income (0-30% Area Median Income) starts (%)
Description: The percentage of housing units created or preserved for housings earning 0-30% of the area median income as defined by the U.S. Department of Housing and Urban Development for the New York Metropolitan Area.
Source: Office of Development

Indicator name: Very low income (31-50% Area Median Income) starts (%)
Description: The number of housing units created or preserved for households earning 31%-50% of the area median income as defined by the U.S. Department of Housing and Urban Development for the New York Metropolitan Area.
Source: Office of Development

Indicator name: Low income (51-80% Area Median Income) starts (%)
Description: The percentage of housing units created or preserved for households earning 51%-80% of the area median income as defined by the U.S. Department of Housing and Urban Development for the New York Metropolitan Area.
Source: Office of Development

Indicator name: Additional housing starts (unrestricted units)
Description: The number of new market rate units in new construction or adaptive re-use mixed affordable and market rate housing projects that HPD supported. Such support includes financial assistance, tax benefit, land subsidy, and/or density bonus for the affordable units in those projects. These additional housing start units are part of mixed-income developments that include both affordable and market rate housing. These units are not counted toward a Mayoral housing plan and are not income-restricted yet add to the city's overall housing supply.
Source: Office of Development

Indicator name: Homes projected through land use actions reviewed by the City Planning Commission
Description: The number of homes that could be built based on approved land use actions at the City Planning Commission. An approved land use action changes the existing rules and regulations for how land is zoned and used. Types of land uses include residential, commercial, industrial, and parks.
Source: Land Use Review and Planning Support Divisions—Zoning Application Portal

Indicator name: Affordable homes projected through land use actions reviewed by the City Planning Commission
Description: The number of affordable homes that could be built based on approved land use actions at the City Planning Commission. A home is considered "affordable" if a family spends approximately one third or less of its income to live there. An approved land use action changes the existing rules and regulations for how land is zoned and used. Types of land uses include residential, commercial, industrial, and parks.
Source: Land Use Review and Planning Support Divisions—Zoning Application Portal

Indicator name: Homes approved by the City Planning Commission
Description: The number of homes proposed through private and public land use applications that enter the public review process and are approved by the City Planning Commission.
Source: Land Use Review and Planning Support Divisions

Indicator name: Applicants approved for a new construction unit through the lottery
Description: Number of applicants approved for a new construction unit through lottery.
Source: Division of Housing Opportunity (DHO)

Indicator name: Lottery units—Median time to approve an applicant (days)
Description: Median days from the certificate of occupancy issuance to applicant approval for a lottery unit.
Source: Division of Housing Opportunity (DHO)

Indicator name: Construction-related incidents with injury
Description: An accident is an incident caused by construction activity on a construction site, or on an adjoining site, which results in a fatality or injury requiring medical attention.
Source: DOB—FDC of Development & Tech Affairs Unit

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

Indicator name: 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, inadequate sidewalk shed, and construction contrary to approved plans/permits, among others.
Source: BIS mainframe maintained by DOB

Indicator name: Average time to respond to Priority A complaints (days)
Description: The average number of work 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 accidents (construction and non-construction related), accidents, fumes/smoke from a boiler, unsafe demolition and vibrating/shaking building, among others.
Source: BIS mainframe maintained by DOB

Indicator name: Average time to respond to Priority B (nonemergency) complaints (days)
Description: 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 space, excessive debris, failure to erect a sidewalk shed or an inadequate sidewalk shed, and construction contrary to approved plans/permits, among others.
Source: BIS mainframe maintained by DOB

Indicator name: Applications received—Senior Citizen Homeowners' Exemption
Description: The number of SCRIE applications received by DOF. Applications are received at the DOF mail room or business centers and then immediately sent to the SCRIE unit, where they are date stamped. This is the count of that date stamp.
Source: SCRIE Unit

Indicator name: Applications received—Disability Homeowners' Exemption
Description: The number of DRIE applications received by DOF. Applications are received at the DOF mail room or business centers and then immediately sent to the DRIE unit, where they are date stamped. This is the count of that date stamp.
Source: DRIE Unit

Indicator name: Homeownership starts (% of total affordable housing starts)
Description: The percentage of counted housing units (starts) created or preserved by HPD that are for homeownership.
Source: Office of Development

Indicator name: Homeless households moved into a newly constructed unit
Description: Number of homeless households that moved into a new construction unit through HPS.
Source: Division of Housing Opportunity and Program Services

Indicator name: Homeless households moved into a re-rental unit
Description: Number of homeless households that moved into a re-rental unit through HPS.
Source: Division of Housing Opportunity (DHO)

Indicator name: Total supportive housing units
Description: Total count of supportive housing units in CAPS
Source: HRA's Coordinated Assessment & Placement System (CAPS)

Indicator name: Supportive housing—Median time from determination to referral (days)
Description: Median time from the date a client's application is approved and they are determined eligible for supportive housing to the date that client moves into a Supportive Housing unit.
Source: HRA's Coordinated Assessment & Placement System (CAPS)

Indicator name: Supportive housing—Median time from determination to move-in (days)
Description: Median time from the date a client's application is approved and they are determined eligible for supportive housing to the date that client gets referred to a Supportive Housing unit.
Source: HRA's Coordinated Assessment & Placement System (CAPS)

Indicator name:	Supportive units started
Description:	New construction and preservation units started and counted by HPD with contracts for supportive services.
Source:	HPD Office of Development

Indicator name:	Units started for homeless individuals and families
Description:	New construction and preservation units started and counted towards by HPD that are restricted for homeless individuals and families.
Source:	HPD Office of Development

Child Care for All

Indicator name: Total Infant/Toddler student enrollment
Description: The total number of Infant/Toddler students enrolled in a given school year as of June 30th.
Source: NYCPS Division of Early Childhood Education

Indicator name: Total Infant/Toddler utilization rate (%)
Description: The number of Infant/Toddler students enrolled in a given school year divided by the overall capacity.
Source: NYCPS Division of Early Childhood Education

Indicator name: Total 3-K applications
Description: The total number of applications to 3-K.
Source: NYCPS Division of Early Childhood Education

Indicator name: Total 3-K offers
Description: The total number of 3-K offers.
Source: NYCPS Division of Early Childhood Education

Indicator name: Families who received an offer to their first program choice (%)—3-K
Description: The percentage of families who received an offer to the first choice program on their 3-K application.
Source: NYCPS Division of Early Childhood Education

Indicator name: Families who received an offer to any program on their application (%)—3-K
Description: The percentage of families who received an offer to any program indicated on their 3-K application.
Source: NYCPS Division of Early Childhood Education

Indicator name: Average travel distance from home to offer (in miles)—3-K
Description: The average distance, in miles, from home to offer for 3-K offers.
Source: NYCPS Division of Early Childhood Education

Indicator name: Total 3-K student enrollment
Description: The total number of 3-K students enrolled in a given school year as of June 30th.
Source: NYCPS Division of Early Childhood Education

Indicator name: Total 3-K utilization rate (%)
Description: The number of 3-K students enrolled in a given school year divided by the overall capacity.
Source: NYCPS Division of Early Childhood Education

Indicator name: Total Pre-K applications
Description: The total number of Pre-K applications.
Source: NYCPS Division of Early Childhood Education

Indicator name: Total Pre-K offers
Description: The total number of Pre-K offers.
Source: NYCPS Division of Early Childhood Education

Indicator name: Families who received an offer to their first program choice (%)—Pre-K
Description: The percentage of families who received an offer to the first choice program on their Pre-K application.
Source: NYCPS Division of Early Childhood Education

Indicator name: Families who received an offer to any program on their application (%)—Pre-K
Description: The percentage of families who received an offer to any program indicated on their 3-K application.
Source: NYCPS Division of Early Childhood Education

Indicator name: Average travel distance from home to offer (in miles)—Pre-K
Description: The average distance, in miles, from home to offer for Pre-K offers.
Source: NYCPS Division of Early Childhood Education

Indicator name: Total Pre-K student enrollment
Description: The total number of Pre-K students enrolled in a given school year as of June 30th.
Source: NYCPS Division of Early Childhood Education

Indicator name: Total Pre-K utilization rate (%)
Description: The number of Pre-K students enrolled in a given school year divided by the overall capacity.
Source: NYCPS Division of Early Childhood Education

Indicator name: Total licensed center-based child care providers (CY)
Description: The total number of OCFS-licensed center-based day care providers (Day Care Center + School Age Day Care). This data is reported by calendar year, not fiscal year. The MMR reports data from the previous calendar year (i.e FY24 = CY23).
Source: New York State Office of Child and Family Services

Indicator name: Average child care voucher enrollment
Description: The average number of children accessing child care services through a voucher. Includes both mandated and non-mandated.
Source: ACS Automated Child Care Information System, Child and Family Wellbeing

Indicator name: Average number of children accessing child care services through use of a non-mandated low-income voucher
Description: Average number of children accessing child care services through use of a non-mandated low-income voucher.
Source: ACS Automated Child Care Information System, Child and Family Wellbeing

Indicator name: Average number of children accessing child care services through use of a mandated voucher
Description: Average number of children accessing child care services through use of a mandated low-income voucher.
Source: ACS Automated Child Care Information System, Child and Family Wellbeing

Indicator name: Child care assistance applicants with eligibility determinations within 30 days (%)
Description: Percent of child care voucher applications with eligibility determinations within 30 days of submission.
Source: ACS Division of Child and Family Wellbeing

Indicator name: Child care applications submitted using MyCity
Description: The number of MyCity—Child Care applications submitted by the public to either ACS or DOE.
Source: OTI

Indicator name: Child care applications submitted using MyCity—New applications
Description: The number of new MyCity—Child Care applications submitted by the public to either ACS or DOE.
Source: OTI

Child Care for All

Indicator name:	Child care applications submitted using MyCity—Recertification applications
Description:	The number of recertification MyCity—Child Care applications submitted by the public to either ACS or DOE.
Source:	OTI

Indicator name:	Active group child care center full inspections
Description:	The number of full inspections (initials, monitoring and/or compliance inspections) conducted at active group child care centers.
Source:	DOHMH Bureau of Child Care

Indicator name:	Active group child care center initial inspections that do not require a compliance inspection (%)
Description:	The percentage of child care facilities that were not cited for a public health hazard, critical violation, or more than 5 minor violations, of the facilities that had an initial inspection in this fiscal year.
Source:	DOHMH Bureau of Child Care

Indicator name:	Total licensed home-based child care providers (CY)
Description:	The total number of OCFS-licensed home-based family and group family providers. This data is reported by calendar year, not fiscal year. The MMR reports data from the previous calendar year (i.e FY24 = CY23).
Source:	New York State Office of Child and Family Services

Indicator name: Total traffic fatalities
Description: Total citywide traffic fatalities that occurred during the reporting period.
Source: DOT

Indicator name: Pedestrian fatalities
Description: The number of pedestrian traffic fatalities that occurred as a result of traffic crashes during the reporting period.
Source: Office of Management Analysis and Planning

Indicator name: Traditional bicyclist fatalities
Description: The number of traditional bicyclist operators killed as a result of traffic crashes during the reporting period.
Source: DOT

Indicator name: Motorized two-wheel vehicle fatalities
Description: The number of operators of motorized two-wheel vehicles, also known as micromobility vehicles, killed as a result of traffic crashes in the reporting period. Vehicles include electric bicycles, stand-up scooters, mopeds, motorcycles, off-road vehicles, and other.
Source: DOT

Indicator name: Motorized two-wheel vehicle fatalities—Electric bicycle
Description: The number of electric bicyclist operators killed as a result of traffic crashes during the reporting period. Subset of motorized two-wheeler category.
Source: DOT

Indicator name: Motorized two-wheel vehicle fatalities—Stand-up scooter
Description: The number of stand-up scooter operators killed as a result of traffic crashes during the reporting period. Sub-category of ‘motorized two wheeler.’
Source: DOT

Indicator name: Motorized two-wheel vehicle fatalities—Moped
Description: The number of moped operators killed as a result of traffic crashes during the reporting period. Sub-category of ‘motorized two-wheeler.’
Source: DOT

Indicator name: Motorized two-wheel vehicle fatalities—Motorcycle
Description: The number of off-road vehicle operators killed as a result of traffic crashes during the reporting period. Sub-category of motorized two-wheeler.
Source: DOT

Indicator name: Motorized two-wheel vehicle fatalities—Off-road vehicle
Description: The number of other motorized two-wheeler operators killed as a result of traffic crashes during the reporting period.
Source: DOT

Indicator name: Motorized two-wheel vehicle fatalities—Other
Description: The number of all motor vehicle occupant killed as a result of traffic crashes during the reporting period
Source: DOT

Indicator name: Motor vehicle occupant fatalities
Description: The number of occupants of cars killed as a result of traffic fatalities in the reporting period. Sub-category of ‘motor vehicle occupants.’
Source: DOT

Indicator name: Motor vehicle occupant fatalities—Car
Description: The number of SUV occupants killed as a result of traffic crashes during the reporting period.
Source: DOT

Indicator name: Motor vehicle occupant fatalities—SUV
Description: The number of other motor vehicle occupants killed as a result of traffic crashes during the reporting period. Sub-category of motor vehicle occupants.

Indicator name: Motor vehicle occupant fatalities—Other motor vehicle
Description: The number of motorcycle operators killed as a result of traffic crashes during the reporting period.
Source: DOT

Indicator name: Total Vision Zero-related moving summonses issued
Description: The number of Vision Zero-related moving summonses issued during the reporting period by TLC and NYPD. Summonses include speeding, failure to yield, signal violations, improper turns, use of hand-held device issued by an officer. Not inclusive of automated summonses via speeding and red-light cameras.
Source: TLC Uniformed Services Bureau, NYPD Transportation Bureau

Indicator name: Vision Zero-related moving summonses issued—NYPD
Description: The number of Vision Zero summonses issued by NYPD during the reporting period.
Source: NYPD Transportation Bureau

Indicator name: Vision Zero-related moving summonses issued—TLC
Description: The number of Vision Zero summonses issued by TLC during the reporting period.
Source: Uniformed Services Bureau

Indicator name: Speed humps and cushions installed
Description: The number of new speed humps installed during the reporting period. Speed humps (also known as speed reducers) are traffic calming devices designed to slow vehicle speeds to either 15 or 20 mph. Speed humps are located mostly on residential streets. Also included in this metric are speed cushions.
Source: Transportation Planning & Management

Indicator name: Older Adult Centers partnering with DOT to increase feedback on street safety improvements
Description: The number of Senior centers partnering with DOT to increase feedback on street safety improvements during the reporting period.
Source: DOT

Indicator name: Bicycle lane miles installed
Description: The number of bicycle lane miles (Class I protected paths, II on-street lanes, and III shared lanes) installed during the reporting period.
Source: Division of Transportation Planning and Management—Bicycle Program

Indicator name: Bicycle lane miles installed —Protected
Description: The number of Class I protected bicycle paths in lane miles installed during the reporting period. A Class I bicycle path is a facility intended for the use of bicycles that is physically separated from motorized vehicle traffic by an open space, vertical delineation, or barrier and either within the roadway or within an independent right-of-way.
Source: Division of Transportation Planning and Management—Bicycle Program

Indicator name: Leading pedestrian intervals installed
Description: The number of instances of leading pedestrian intervals installed during the reporting period. Pedestrian intervals adjust signal timing that allows pedestrians to start crossing before traffic is released.
Source: Division of Traffic Operations—Signal Engineering Unit

Indicator name: Intersections with accessible pedestrian signals installed (CY)
Description: The number of intersections with accessible pedestrian signals (APS) installed during the reporting period. APS are devices affixed to pedestrian signal poles to assist blind or low vision pedestrians in crossing the street. APS are wired to a pedestrian signal and send audible and vibrotactile indications when pedestrians push a button installed at the crosswalk.
Source: Division of Traffic Operations—Signal Engineering Unit

Indicator name: City employees trained in defensive driving citywide
Description: The number of city employees trained in defensive driving citywide during the reporting period.
Source: DCAS

Indicator name: Motorcycle seizures
Description: The removal and invoicing of motorcycles as defined in the vehicle and traffic law.
Source: NYPD

Indicator name: Moped/Scooter seizures
Description: Mo-ped removals include the removal and invoicing of limited use motorcycles as defined in the vehicle and traffic law. A motorized scooter is a non-street legal device that weighs 100 pounds or more, does not have operable pedals, and is incapable of being registered with the Dept. of Motor Vehicles as defined in the New York City Administrative code.
Source: NYPD

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Indicator name: Major felony crime
Description: The number of major felony crimes citywide, including domestic violence-related felonies, 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. Includes all major felony crime occurring in housing developments, transit system, public schools and citywide patrol.
Source: NYPD Office of Management Analysis and Planning

Indicator name: Murder and non-negligent manslaughter
Description: Number of incidents of murder and non-negligent manslaughter corresponding to New York State Penal Law.
Source: NYPD Office of Management Analysis and Planning

Indicator name: Rape
Description: Number of incidents of rape corresponding to New York State Penal Law.
Source: NYPD Office of Management Analysis and Planning

Indicator name: Robbery
Description: Number of incidents of robbery corresponding to New York State Penal Law.
Source: NYPD Office of Management Analysis and Planning

Indicator name: Felonious assault
Description: Number of incidents of felony assault corresponding to New York State Penal Law.
Source: NYPD Office of Management Analysis and Planning

Indicator name: Burglary
Description: Number of incidents of burglary corresponding to New York State Penal Law.
Source: NYPD Office of Management Analysis and Planning

Indicator name: Grand larceny
Description: Number of incidents of grand larceny corresponding to New York State Penal Law.
Source: NYPD Office of Management Analysis and Planning

Indicator name: Grand larceny auto
Description: Number of incidents of grand larceny auto corresponding to New York State Penal Law.
Source: NYPD Office of Management Analysis and Planning

Indicator name: Major felony crime in housing developments
Description: Seven major felony crimes (murder and non-negligent manslaughter, 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 / Housing Bureau

Indicator name: Major felony crime in transit system
Description: Six major felony crimes (murder and non-negligent manslaughter, 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 / Transit Bureau

Indicator name: Crime related to domestic violence—Murder
Description: The total number of murders and non-negligent manslaughters 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: Crime related to domestic violence—Rape
Description: Number of rapes 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 / Domestic Violence Unit

Indicator name: Crime related to domestic violence—Felonious assault
Description: Number of 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 / Domestic Violence Unit

Indicator name: Hate crimes
Description: All crimes (felony, misdemeanor and violation) categorized by “an offense or unlawful act that is motivated in whole or substantial part by a person’s, a group’s, or a place’s identification with a particular race, color, religion, ethnicity, national origin, or sexual orientation (including gay, lesbian, bi-sexual, and transgender) as determined by the commanding officer of the Hate Crime Unit.”
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 or crew criminal group (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 / Detective Bureau

Indicator name: Gun arrests
Description: Felony and misdemeanor arrests with at least one firearm charge (New York State 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: Major felony crime arrests
Description: Total number of arrests for the seven major felony crimes (murder and non-negligent manslaughter, rape, robbery, burglary, felonious assault, grand larceny and grand larceny auto).
Source: NYPD Office of Management Analysis and Planning

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

New York City Police Department

Indicator name: Crime in progress calls
Description: Number of calls made to 911 regarding crimes in progress.
Source: NYPD Office of Management Analysis and Planning / Information Technology Bureau

Indicator name: 911 calls (total)
Description: Total calls to 911.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Shooting incidents
Description: The total number of shooting incidents where at least one person was struck by a bullet Citywide.
Source: NYPD Office of Management Analysis and Planning

Indicator name: Counterterrorism training—Members (hours)
Description: The number of hours of training conducted by the Counterterrorism Bureau, and Training Bureau for members of the Department regarding the prevention, detection and effective response to potential terrorist incidents.
Source: NYPD Office of Management Analysis and Planning / Counterterrorism Bureau / Training Bureau

Indicator name: Counterterrorism training—Non-members (hours)
Description: The number of hours of training conducted by the Counterterrorism Bureau, and Training Bureau for (non-members) of the Department regarding the prevention, detection and effective response to potential terrorist incidents.
Source: NYPD Office of Management Analysis and Planning / Counterterrorism Bureau / Training Bureau

Indicator name: End-to-end average response time to all crimes in progress (minutes:seconds)
Description: Measures the average response time for the total length of a 911 call for crimes in progress (critical, serious and non-critical) from the instant a caller finishes dialing 911 to the time when the first officers arrive on scene, including the time it takes the 911 call taker to answer the call.
Source: Mayor's Office of Operations

Indicator name: End-to-end average response time to critical crimes in progress (minutes:seconds)
Description: Measures the average response time for the total length of a 911 call for critical crimes in progress (such as shots fired, robbery, assault with a weapon) from the instant a caller finishes dialing 911 to the time when the first officers arrive on scene, including the time it takes the 911 call taker to answer the call.
Source: Mayor's Office of Operations

Indicator name: End-to-end average response time to serious crimes in progress (minutes:seconds)
Description: Measures the average response time for the total length of a 911 call for serious crimes in progress (such as larceny not from a person, assault not involving a weapon, larceny of an auto) from the instant a caller finishes dialing 911 to the time when the first officers arrive on scene, including the time it takes the 911 call taker to answer the call.
Source: Mayor's Office of Operations

Indicator name: End-to-end average response time to non-critical crimes in progress (minutes:seconds)
Description: Measures the average response time for the total length of a 911 call for non-critical crimes in progress (such as making graffiti) from the instant a caller finishes dialing 911 to the time when the first officers arrive on scene, including the time it takes the 911 call taker to answer the call.
Source: Mayor's Office of Operations

Indicator name: Average response time to all crimes in progress (dispatch and travel time only) (minutes:seconds)
Description: The average dispatch and travel time for response to all crimes in progress, including response time to critical crimes in progress (such as shots fired, robbery, assault with a weapon); serious crimes in progress (such as larceny not from a person, assault not involving a weapon, larceny of an auto); and non-critical crimes in progress (crimes in progress not including robbery, burglary, larceny or assault, such as making graffiti, trespass and harassment). Response time is measured from the time the NYPD dispatcher receives the assignment to the time the officers arrive on the scene.
Source: Mayor's Office of Operations

Indicator name: Average response time to critical crimes in progress (dispatch and travel time only) (minutes:seconds)
Description: The average dispatch and travel time for response to critical crimes in progress (such as shots fired, robbery, assault with a weapon). Response time is measured from the time the NYPD dispatcher receives the assignment to the time the officers arrive on the scene.
Source: Mayor's Office of Operations

Indicator name: Average response time to serious crimes in progress (dispatch and travel time only) (minutes:seconds)
Description: The average dispatch and travel time for response to serious crimes in progress (such as larceny not from a person, assault not involving a weapon, larceny of an auto. Response time is measured from the time the NYPD dispatcher receives the assignment to the time the officers arrive on the scene.
Source: Mayor's Office of Operations

Indicator name: Average response time to non-critical crimes in progress (dispatch and travel time only) (minutes:seconds)
Description: The average dispatch and travel time for response to non-critical crimes in progress (crimes in progress not including robbery, burglary, larceny or assault, such as making graffiti, trespass and harassment). Response time is measured from the time the NYPD dispatcher receives the assignment to the time the officers arrive on the scene.
Source: Mayor's Office of Operations

Indicator name: School safety—Major felony crime
Description: All crimes categorized as a major felony crime corresponding to New York State Penal Law (murder and non-negligent manslaughter, rape, robbery, felonious assault, burglary, grand larceny and grand larceny auto) occurring on City public school property.
Source: NYPD Office of Management Analysis and Planning / School Safety Division

Indicator name: School safety—Murder
Description: Number of murders and non-negligent manslaughter occurring on City public school property.
Source: NYPD Office of Management Analysis and Planning / School Safety Division

Indicator name: School safety—Rape
Description: Number of rapes occurring on City public school property.
Source: NYPD Office of Management Analysis and Planning / School Safety Division

Indicator name: School safety—Robbery
Description: Number of robberies occurring on City public school property.
Source: NYPD Office of Management Analysis and Planning / School Safety Division

Indicator name: School safety—Felonious assault
Description: Number of felony assaults occurring on City public school property.
Source: NYPD Office of Management Analysis and Planning / School Safety Division

Indicator name: School safety—Burglary
Description: Number of burglaries occurring on City public school property.
Source: NYPD Office of Management Analysis and Planning / School Safety Division

Indicator name: School safety—Grand larceny
Description: Number of grand larcenies occurring on City public school property.
Source: NYPD Office of Management Analysis and Planning / School Safety Division

Indicator name: School safety—Grand larceny auto
Description: Number of grand larcenies of automobiles occurring on City public school property.
Source: NYPD Office of Management Analysis and Planning / School Safety Division

Indicator name: School safety—Other criminal categories
Description: All other reported felonies and misdemeanors, other than the seven major felonies, occurring on City public school property.
Source: NYPD Office of Management Analysis and Planning / School Safety Division

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

Indicator name: Youth arrests for major felonies
Description: Youth arrests for major felony crimes where youth is defined as 17 years of age and under.
Source: NYPD Office of Management Analysis and Planning

Indicator name: Crime committed against youths (7 major felonies)
Description: The total of the 7 major felony crime categories committed against those 17 years of age and under.
Source: NYPD Office of Management Analysis and Planning

Indicator name: Transit Summonses
Description: Summonses returnable to the Transit Adjudication Bureau for offenses that have a negative impact on City residents.
Source: NYPD Office of Management Analysis and Planning/Transit Bureau

Indicator name: Arrests within the transit system
Description: Arrests of any type within the transit system.
Source: NYPD Office of Management Analysis and Planning/Transit Bureau

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: DWI arrests
Description: Total number of arrests made for driving while intoxicated (DWI).
Source: NYPD Office of Management Analysis and Planning

Indicator name: Moving violation summonses (000)
Description: All moving violation summonses issued by NYPD personnel.
Source: NYPD Office of Management Analysis and Planning / Transportation Bureau

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 collisions, injuries, and fatalities 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 / Transportation Bureau

Indicator name: Traffic Safety Outreach Events
Description: The number of citywide outreach events dedicated to traffic safety education.
Source: NYPD Office of Management Analysis and Planning / Transportation Bureau

Indicator name: Parking violations
Description: All parking violation summonses issued by NYPD personnel, including traffic enforcement agents.
Source: NYPD Office of Management Analysis and Planning

Indicator name: Total traffic fatalities
Description: The total traffic fatalities including pedestrians, traditional bicyclists, motorized two-wheel vehicles, and motor vehicle occupants.
Source: DOT

Indicator name: Traffic fatalities—Pedestrians
Description: Pedestrians killed in vehicle collisions.
Source: NYPD Office of Management Analysis and Planning / Transportation Bureau

Indicator name: Traffic fatalities—Traditional bicyclists
Description: The total number of traditional bicyclist operators killed as a result of traffic crashes in the reporting period.
Source: DOT

Indicator name: Traffic fatalities—Motorized two-wheel vehicles
Description: The total number of motorized two-wheel vehicle operators killed as a result of traffic crashes in the reporting period.
Source: DOT

Indicator name: Traffic fatalities—Motor vehicle occupants
Description: The total number of motor vehicle occupants killed as a result of traffic crashes in the reporting period.
Source: DOT

Indicator name: Summonses for e-bikes
Description: Summonses returnable to the New York City Criminal Court or the Traffic Violations Bureau for offenses that have been identified by the Department as contributing to collisions, injuries, and fatalities on the roadways where e-bikes were operated.
Source: NYPD Office of Management Analysis and Planning/Transit Bureau

Indicator name: Tow removals
Description: The total amount of vehicles towed by NYPD personnel.
Source: NYPD Office of Management Analysis and Planning

Indicator name: Quality-of-life summonses
Description: Summonses returnable to the New York City Criminal Court or the Office of Administrative Trials and Hearings/Environmental Control Board for offenses that have a negative impact on City residents.
Source: NYPD Office of Management Analysis and Planning

Indicator name: Unreasonable noise summonses
Description: A category of quality-of-life summonses, issued by police officers, returnable to the New York City Criminal Court/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: Public consumption of alcohol summonses
Description: Number of summonses issued for consuming alcohol in public, a quality-of-life summons.
Source: NYPD Office of Management Analysis and Planning

Indicator name: Public urination summonses
Description: Number of summonses issued for urinating in public, a quality-of-life summons.
Source: NYPD Office of Management Analysis and Planning

Indicator name: Community meetings
Description: The number of community meetings, including tenant meetings, attended by precinct Quality of Life Team officers to discuss quality of life and crime conditions.
Source: NYPD Office of Management Analysis and Planning / Quality of Life Division

Indicator name: 311 service requests
Description: Number of requests made to 311 regarding quality of life.
Source: NYPD Office of Management Analysis and Planning

Indicator name: Individuals contacted by a DOHMH Co-Response Team
Description: The number of referrals received by Co-Response Teams (CRT) that had at least one face-to-face or over the phone contact with CRT.
Source: Mayor's Office of Operations

Indicator name: Fair and Impartial Policing training (hours) (Uniformed members)
Description: The number of hours of training conducted by the Training Bureau for members of the Department regarding bias policing, and how unconscious perceptions about people and groups can influence actions and decisions.
Source: NYPD Office of Management Analysis and Planning / Training Bureau

Indicator name: Crisis Intervention Team training (hours) (Uniformed members)
Description: The number of hours of training for members of the Department regarding the principles of communication skills, de-escalation, and behavioral disorder awareness when intervening in a crisis. This training is provided by the Training Bureau, and taught in conjunction with external licensed clinicians.
Source: NYPD Office of Management Analysis and Planning / Training Bureau

Indicator name: Trauma-informed sexual assault victim interview/investigations training (hours) (uniformed and civilian members)
Description: The number of hours of training conducted for uniformed and civilian members of the service and special victim's investigators to ensure that individuals providing service to sexual assault victims / survivors recognize and understand victim trauma and utilize effective approaches and interview skills to enhance response, investigations, and prosecutions. This training is taught in conjunction with an outside vendor and facilitated by the Detective Bureau-Special Victims Training Unit. It encompasses expansive training provided to SVD investigators and condensed training provided to investigative bureaus, domestic violence officers, school safety agents and incoming recruits.
Source: NYPD Office of Management Analysis and Planning / Detective Bureau

Indicator name: Active Bystandership within Law Enforcement (ABLE)
Description: The number of hours of training conducted by the Training Bureau for members of the Department regarding active bystandership within law enforcement.
Source: NYPD Office of Management Analysis and Planning

Indicator name: Courtesy, Professionalism and Respect testing
Description: The number of tests conducted face-to-face and anonymously via telephone by the Department's Quality Assurance Section, with results shown by category—exceeds standard, meets standard and below standard. These tests are conducted of randomly selected uniformed and civilian personnel who are not told they are being tested to gauge their courtesy, professionalism and respect during interactions with the public.
Source: NYPD Office of Management Analysis and Planning / Quality Assurance Section

Indicator name: Courtesy, Professionalism and Respect testing—Exceeds standard
Description: The number of tests conducted face-to-face and anonymously via telephone by the Department's Quality Assurance Section, with the result of exceeds standard. These tests are conducted of randomly selected uniformed and civilian personnel who are not told they are being tested to gauge their courtesy, professionalism and respect during interactions with the public.
Source: NYPD Office of Management Analysis and Planning / Quality Assurance Section

Indicator name: Courtesy, Professionalism and Respect testing—Meets standard
Description: The number of tests conducted face-to-face and anonymously via telephone by the Department's Quality Assurance Section, with the result of meets standard. These tests are conducted of randomly selected uniformed and civilian personnel who are not told they are being tested to gauge their courtesy, professionalism and respect during interactions with the public.
Source: NYPD Office of Management Analysis and Planning / Quality Assurance Section

Indicator name: Courtesy, Professionalism and Respect testing—Below standard
Description: The number of tests conducted face-to-face and anonymously via telephone by the Department's Quality Assurance Section, with the result of below standard. These tests are conducted of randomly selected uniformed and civilian personnel who are not told they are being tested to gauge their courtesy, professionalism and respect during interactions with the public.
Source: NYPD Office of Management Analysis and Planning / Quality Assurance Section

Indicator name: 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: Deviation Letters
Description: The number of letters issued to the Civilian Complaint Review Board (CCRB) when the Police Commissioner makes a final determination, where there is a finding or plea of guilt, in a disciplinary matter that deviates from the Disciplinary Matrix's recommended penalty. Deviations may occur when the facts and circumstances of a disciplinary case warrant a complete departure from the penalties set forth in the Discipline Matrix. CCRB has the ability to recommend penalties that do not adhere to the Matrix and require such to be submitted in a deviation letter. Deviation letters are made publicly available at nypdonline.org.
Source: NYPD Office of Management Analysis and Planning

New York City Police Department

Indicator name: Use of force (UOF) incidents
Description: Total number of force incidents, as determined by Threat, Resistance and Injury Report
Source: NYPD Office of Management Analysis and Planning

Indicator name: Uniform Members of Service (UMOS) injured from UOF incidents
Description: Total number of UMOS injured as a result of force incidents, as determined by Threat, Resistance and Injury Report
Source: NYPD Office of Management Analysis and Planning

Indicator name: Cases commenced against the City in State and federal court—Police Department
Description: The number of state court and federal court matters assigned a litigation start date. In cases with payout, it will be paid from the judgment and claims account in the City's General Fund.
Source: Law Department Matter Management System (Tort, Special Federal Litigation, General Litigation and Labor and Employment Divisions)

Indicator name: Payout ($000)—Police Department
Description: The judgment and claims amount, in thousands of dollars, paid by the City from the judgment and claims account in the City's General Fund to resolve cases against NYPD through settlement or verdict. This includes both pre-litigation claims dispositions approved by the Comptroller, and, in cases where the Comptroller denies liability or is unable to reach a settlement with the claimant, settlements reached in court with the Law Department defending the City in most cases (H+H defends most of its own medical malpractice actions). Settlements are included in this figure once entered into the Comptroller's OASIS data system, which may take time after the settlement is reached due to various factors including the length of time it takes the plaintiff to submit settlement paperwork.
Source: Comptroller's OASIS system

Indicator name: Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)
Description: For all violations returnable to OATH, the number of violations where the respondent admitted to the violation and paid the penalty without a hearing or where the violation was upheld following a hearing as a percent of all violations resolved.
Source: Office of Administrative Trials and Hearings

Indicator name: Workplace injuries reported (uniform and civilian)
Description: The number of incidents (uniform and civilian) resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source: NYPD Office of Management Analysis and Planning / Personnel Bureau

Indicator name: Completed 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: NYPD Office of Management Analysis and Planning / Support Services Bureau

Indicator name: CORE facility rating
Description: CORE facility rating: An average Customers Observing and Reporting Experiences (CORE) score based on the rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors.

Indicator name: Calls answered within 30 seconds (%)
Description: The percentage of calls to 911 answered in 30 seconds or less.
Source: NYPD Office of Management Analysis and Planning / Information Technology Bureau

Indicator name: SLA—Residential noise—Loud music/Party (% of SRs meeting time to action)
Description: The percentage of noise—loud music/party service requests received through the 311 Customer Service Center for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations

Indicator name: SLA—Residential noise—Banging/Pounding (% of SRs meeting time to action)
Description: The percentage of residential noise—banging/pounding service requests received through the 311 Customer Service Center for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations

Indicator name: SLA—Noise—Street/Sidewalk (% of SRs meeting time to action)
Description: The percentage of noise—street/sidewalk service requests received through the 311 Customer Service Center for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations

Indicator name: SLA—Blocked driveway—No access (% of SRs meeting time to action)
Description: The percentage of blocked driveway—no access service requests received through the 311 Customer Service Center for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations

Indicator name: SLA—Commercial noise (% of SRs meeting time to action)
Description: The percentage of commercial noise service requests received through the 311 Customer Service Center for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations

Fire Department

Indicator name: Completed risk-based inspections performed by uniformed personnel
Description: The number of inspections of commercial and residential buildings performed by firefighters and fire officers undertaken based on a building's fire risk. A building's fire risk is determined through an analysis of previous fire and emergency activity, building characteristics, violations, complaints and other risk factors that have been found to impact the incidence and severity of fires.
Source: FDNY Risk Based Inspection System (RBIS)

Indicator name: Completed mandatory inspections performed by uniformed personnel
Description: The number of completed mandatory inspections of commercial and residential buildings performed by firefighters and fire officers. Mandatory inspections are based on fire code and fire operations policy requirements that are carried out by uniformed personnel.
Source: FDNY Risk Based Inspection System (RBIS)

Indicator name: Completed inspections performed by civilian fire prevention personnel
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 (BFP)

Indicator name: Hazard complaints resolved within one day (%)
Description: The percentage of hazard complaints that are found by FDNY inspectors to be resolved or non-existent within 24 hours of complaint.
Source: FDNY Bureau of Fire Prevention (BFP)

Indicator name: Violation orders issued
Description: The number of violation orders (VO) issued by FDNY inspectors used to give notification of a violation and a directive to correct the violation condition. VOs are issued for imminent hazards and require re-inspections.
Source: FDNY Bureau of Fire Prevention (BFP)

Indicator name: Violation orders corrected
Description: The number of violation orders issued by FDNY inspectors that are corrected by the person or entity responsible for the property.
Source: FDNY Bureau of Fire Prevention (BFP)

Indicator name: Violation orders corrected (%)
Description: The percentage of violation orders that were corrected. Conditions for which violations were issued are corrected by the recipient of the violation.
Source: FDNY Bureau of Fire Prevention (BFP)

Indicator name: Summonses issued
Description: The number of summonses answerable in criminal court issued by FDNY inspectors and field units. Summonses are generally reserved for a situation of imminent hazard or for non-compliance with a previously cited violation.
Source: FDNY Bureau of Fire Prevention (BFP)

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 (BFI)

Indicator name: Intentionally set fires
Description: The number of fires determined to be intentionally set following investigation by fire marshals.
Source: FDNY Bureau of Fire Investigation (BFI)

Indicator name: Fire and life safety education presentations
Description: The total number of presentations given by the Fire Safety Education Unit at fire safety education events, as well as presentations at the Fire Museum and firehouses.
Source: FDNY Office of External Affairs

Indicator name: Average response time to structural fires (FDNY dispatch and travel time only) (minutes:seconds)
Description: The average dispatch and travel time until the first fire unit arrives on the scene of a structural fire counting from the time FDNY's dispatcher receives the call or notification of request for assistance.
Source: Fire Computer Aided Dispatch (CAD) System

Indicator name: Structural residential fires
Description: The number of fires occurring in residential buildings.
Source: Fire Computer Aided Dispatch (CAD) System

Indicator name: Structural non-residential fires
Description: The number of fires occurring in non-residential buildings.
Source: Fire Computer Aided Dispatch (CAD) System

Indicator name: Structural fires per 100,000 people
Description: The number of structural fires per 100,000 people living in New York City.
Source: Fire Computer Aided Dispatch (CAD) System

Indicator name: Non-structural fires
Description: The number of fires occurring outside of buildings, such as car, rubbish and brush fires.
Source: Fire Computer Aided Dispatch (CAD) System

Indicator name: Average response time to structural fires (FDNY dispatch and travel time only) (minutes:seconds)
Description: The average dispatch and travel time until the first fire unit arrives on the scene of a structural fire counting from the time FDNY's dispatcher receives the call or notification of request for assistance.
Source: Fire Computer Aided Dispatch (CAD) System

Indicator name: Fire company responses
Description: The total number of responses made by fire engine and ladder units.
Source: Fire Computer Aided Dispatch (CAD) System

Indicator name: Structural residential fires
Description: The number of fires occurring in residential buildings.
Source: Fire Computer Aided Dispatch (CAD) System

Indicator name: Emergency incidents requiring one or more fire companies
Description: The number of incidents requiring responses from fire companies, including fires, non-fire emergencies, medical emergencies, malicious false alarms, and non-medical emergencies.
Source: Fire Computer Aided Dispatch (CAD) System

Indicator name: Structural non-residential fires
Description: The number of fires occurring in non-residential buildings.
Source: Fire Computer Aided Dispatch (CAD) System

Fire Department

Indicator name: Non-fire emergencies
Description: Emergencies that are neither fire nor medical-related, such as utility emergencies.
Source: Fire Computer Aided Dispatch (CAD) System

Indicator name: Malicious false alarms
Description: Incidents where no emergency is found by the arriving unit.
Source: Fire Computer Aided Dispatch (CAD) System

Indicator name: Medical emergencies (fire companies only)
Description: The number of life-threatening incidents that are responded to by fire (CFR-D) units.
Source: Fire Computer Aided Dispatch (CAD) System

Indicator name: End-to-end average response time to structural fires (minutes:seconds)
Description: Measures the average response time for the total length of a 911 call for structural fires from the instant a caller finishes dialing 911 to the time when the first emergency responders arrive on scene, including the time it takes for the NYPD call taker to conference in the FDNY dispatcher. Response time to incidents that do not go through 911, such as private fire alarms, are not included in this measurement.
Source: NYPD, FDNY, OTI and Mayor's Office of Operations

Indicator name: Average response time to structural fires (FDNY dispatch and travel time only) (minutes:seconds)
Description: The average dispatch and travel time until the first fire unit arrives on the scene of a structural fire counting from the time FDNY's dispatcher receives the call or notification of request for assistance.
Source: Fire Computer Aided Dispatch (CAD) System

Indicator name: Average response time to all emergencies by fire companies (FDNY dispatch and travel time only) (minutes:seconds)
Description: The average dispatch and travel time until the first fire unit arrives on the scene of all incidents (structural fires, non-structural fires, life-threatening medical emergencies and non-fire emergencies) counting from the time FDNY's dispatcher receives the call or notification of request for assistance.
Source: Fire Computer Aided Dispatch (CAD) System

Indicator name: Serious fires
Description: The number of fires with an alarm levels of "All Hands" and above.
Source: Fire Computer Aided Dispatch (CAD) System

Indicator name: Multiple alarm fires
Description: The number of fires reaching the highest alarm levels—2nd alarm and above.
Source: Fire Computer Aided Dispatch (CAD) System

Indicator name: Serious fires reaching second alarm or higher (%)
Description: The percentage of serious fires in which a second alarm or above was transmitted.
Source: Fire Computer Aided Dispatch (CAD) System

Indicator name: Non-life-threatening fire scene injuries
Description: The number of civilians who had non-life-threatening injuries at the scene of a fire.
Source: Bureau of Fire Investigation

Indicator name: Life-threatening fire scene injuries
Description: The number of civilians who had life-threatening injuries at the scene of a fire. Does not include fatalities.
Source: Bureau of Fire Investigation

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 (BFI)

Indicator name: Civilian fire fatalities per 100,000 people
Description: The number of civilian deaths attributed to fire per 100,000 people living in New York City.
Source: Fire Computer Aided Dispatch (CAD) System and FDNY Bureau of Fire Investigation (BFI)

Indicator name: Life-threatening medical emergency incidents
Description: The number of highest-priority medical incidents (segment 1-3), such as incidents of cardiac arrest, choking, unconsciousness, difficulty breathing, and major burns and trauma receiving an FDNY response.
Source: Fire Computer Aided Dispatch (CAD) System/Emergency Medical Service Computer Aided Dispatch (CAD) System

Indicator name: Emergency medical incidents (ambulances)
Description: Total emergency medical incidents (segment 1-8).
Source: Emergency Medical Service Computer Aided Dispatch (CAD) System

Indicator name: Average number of medical emergencies per day
Description: The average number of medical emergency incidents (segments 1-8) receiving a FDNY response per day.
Source: Emergency Medical Service Computer Aided Dispatch (CAD) System

Indicator name: Medical emergencies resulting in patient transport
Description: The number of medical emergency incidents (segments 1-8) resulting in the transportation of a patient to a hospital.
Source: Emergency Medical Service Computer Aided Dispatch (CAD) System

Indicator name: Average turnaround time for ambulances at hospitals (minutes:seconds)
Description: Average time EMS ambulance units spend at the hospital during and after transporting a patient. Source: FDNY Computer Aided Dispatch (CAD) System/Emergency Medical Service.
Source: Emergency Medical Service Computer Aided Dispatch (CAD) System

Indicator name: Average ambulance in-service hours per day
Description: Cumulative hours a unit is in-service over the period, divided by the number of days in the period. A unit is considered in-service when it is on assignment or available. This includes both voluntary and municipal ambulances and both Advanced Life Support (ALS) and Basic Life Support (BLS) ambulances, and Paramedic Response Units (PRUs).
Source: Emergency Medical Service Computer Aided Dispatch (CAD) System

Indicator name: End-to-end combined average response time to life-threatening medical emergencies by ambulances and fire companies (minutes:seconds)
Description: Measures the average response time for the total length of a 911 call for life-threatening medical emergencies (incidents of cardiac arrest, choking, unconsciousness, difficulty breathing, and major burns and trauma) from the instant a caller finishes dialing 911 to the time when the first responder (ambulance, fly car or fire company) arrives on scene, including the time it takes for the NYPD call taker to conference in the FDNY emergency medical dispatcher.
Source: NYPD, FDNY, OTI and Mayor's Office of Operations

Fire Department

Indicator name:	End-to-end average response time to life-threatening medical emergencies by ambulances (minutes:seconds)
Description:	Measures the average response time for the total length of a 911 call for life-threatening medical emergencies (incidents of cardiac arrest, choking, unconsciousness, difficulty breathing, and major burns and trauma) from the instant a caller finishes dialing 911 to the time when the first ambulance or non-transport Advanced Life Support "fly car" (a vehicle containing two paramedics) arrives on scene, including the time it takes for the NYPD call taker to conference in the FDNY emergency medical dispatcher.
Source:	NYPD, FDNY, OTI and Mayor's Office of Operations

Indicator name:	End-to-end average response time to life-threatening medical emergencies by fire companies (minutes:seconds)
Description:	Measures the average response time for the total length of a 911 call for life-threatening medical emergencies (incidents of cardiac arrest, choking, unconsciousness, difficulty breathing, and major burns and trauma) from the instant a caller finishes dialing 911 to the time when the first responder ambulance, fly car (a vehicle containing two paramedics) fire unit arrives on scene, including the time it takes for the NYPD call taker to conference in the FDNY emergency medical dispatcher.
Source:	NYPD, FDNY, OTI and Mayor's Office of Operations

Indicator name:	Combined average response time to life-threatening medical emergencies by ambulances and fire companies (FDNY dispatch and travel time only) (minutes:seconds)
Description:	The average dispatch and travel time until either an ambulance or fire unit arrives on the scene of a life-threatening medical emergency, based upon the first unit to arrive, counting from the time FDNY's dispatcher receives the call or notification of request for assistance. If the call was initially non life-threatening and was upgraded to a life-threatening medical emergency, the time is counted from the initial request for assistance.
Source:	FDNY Computer Aided Dispatch (CAD) System/Emergency Medical Service Computer Aided Dispatch (CAD) Systemand EMS

Indicator name:	Combined average response time to life-threatening medical emergencies by ambulances and fire companies, with calls starting at indication of life-threatening emergency (FDNY dispatch and travel time only) (minutes:seconds)
Description:	The average dispatch and travel time until either an ambulance or a fire unit arrives on the scene of a life-threatening medical emergency, based upon the first unit to arrive, counting from the time FDNY's dispatcher receives the call or notification of request for assistance. If the call was initially non life-threatening and was upgraded to a life-threatening medical emergency, the time is counted from when the call was upgraded to a life-threatening medical emergency.
Source:	Fire Computer Aided Dispatch (CAD) System/Emergency Medical Service Computer Aided Dispatch (CAD) System

Indicator name:	Average response time to life-threatening medical emergencies by ambulances (FDNY dispatch and travel time only) (minutes:seconds)
Description:	The average dispatch and travel time until the first ambulance unit arrives on the scene of a life-threatening medical emergency (incidents of cardiac arrest, choking, unconsciousness, difficulty breathing, and major burns and trauma) counting from the time FDNY's dispatcher receives the call or notification of request for assistance.
Source:	Fire Computer Aided Dispatch (CAD) System/Emergency Medical Service Computer Aided Dispatch (CAD) System

Indicator name: Average response time to life-threatening medical emergencies by fire companies (FDNY dispatch and travel time only) (minutes:seconds)
Description: The average dispatch and travel time until the first fire unit arrives on the scene of a life-threatening medical emergency (incidents of cardiac arrest, choking, unconsciousness, difficulty breathing, and major burns and trauma) counting from the time FDNY's dispatcher receives the call or notification of request for assistance.
Source: Fire Computer Aided Dispatch (CAD) System/Emergency Medical Service Computer Aided Dispatch (CAD) System

Indicator name: Segment one incidents (cardiac arrest and choking)
Description: The number of cardiac arrest (sudden cessation of heartbeat and cardiac function) and choking incidents receiving an FDNY response.
Source: EMS Electronic Patient Call Reports (ePCR) and Emergency Medical Service Computer Aided Dispatch (CAD) System

Indicator name: Cardiac arrest patients revived (%)
Description: The percentage of confirmed, non-traumatic cardiopulmonary arrest patients receiving life-saving measures, such as cardiopulmonary resuscitation (CPR) from 911 emergency response units with sustained return of spontaneous circulation upon arrival at the hospital.
Source: FDNY/EMS Electronic Patient Call Reports (ePCR)

Indicator name: Witnessed cardiac arrest patients revived (%)
Description: The percentage of bystander witnessed non-traumatic arrests with initial shockable rhythms who receive lifesaving measures (i.e. CPR) from 911 emergency response units with a sustained return of spontaneous circulation from resuscitation efforts upon arrival to the hospital. A bystander is someone who is not a 911 emergency responder that is working in an official capacity as part of an organized medical response. An initial shockable rhythm is a cardiac rhythm that may be treated with the application of a defibrillator. Bystander witnessed arrests occur when a bystander is with the patient and can call for help, and possibly perform CPR for patient believe to be in arrest and who is found to have a rhythm that is treatable with the application of a defibrillator.
Source: EMS Electronic Patient Call Reports (ePCR)

Indicator name: Asthma patients who received nebulized medication
Description: The number of patients presenting with symptoms consistent with an acute exacerbation of reactive airway disease (e.g. asthma) that received at least one dose of nebulized medications from a municipal ambulance.
Source: FDNY/EMS Electronic Patient Call Reports (ePCR)

Indicator name: Allergic reaction patients who received Epinephrine
Description: The number of patients presenting with symptoms consistent with a severe allergic reaction or severe exacerbation of reactive airway disease (e.g. asthma) that received at least one dose of Epinephrine, a life-saving medication, from municipal ambulances.
Source: FDNY/EMS Electronic Patient Call Reports (ePCR)

Indicator name: Severe stroke patients transported to specialty stroke hospitals
Description: The number of patients evaluated by emergency response units with symptoms of a suspected severe stroke such as facial droop, speech deficit, arm weakness, and decreased grip strength that were transported directly to specialty hospitals (thrombectomy-capable stroke centers) by municipal ambulances. These specialty hospitals can provide life-saving interventions to remove blood clots from the brain that cause strokes.
Source: FDNY/EMS Electronic Patient Call Reports (ePCR)

Fire Department

Indicator name: STEMI patients transported to specialty cardiac hospitals
Description: The number of patients with severe heart attacks (ST—segment myocardial infarctions (STEMI)) that are directly transported to specialty cardiac hospitals by municipal ambulances. Specialty cardiac hospitals can perform time sensitive and life-saving interventions to address the causes of a heart attack. Paramedics obtain and interpret electrocardiograms (EKGs) that are used to diagnose severe heart attacks. These EKG interpretations are confirmed by an FDNY physician who alerts the hospital so that they can prepare to receive the critically ill person.
Source: FDNY/EMS Electronic Patient Call Reports (ePCR)

Indicator name: Critical patients who received advanced life supporting treatments
Description: The number of patients determined to be critical cases who required life-saving medications or interventions from a municipal advanced life support (ALS) ambulance. Paramedics who staff these ambulances are able to provide advanced medical care such as advanced airway maneuvers, critical intravenous medications, and cardiac electric therapy.
Source: FDNY/EMS Electronic Patient Call Reports (ePCR)

Indicator name: Payout ($000)—Fire Department
Description: The judgment and claims amount, in thousands of dollars, paid by the City from the judgment and claims account in the City's General Fund to resolve cases against FDNY through settlement or verdict. This includes both pre-litigation claims dispositions approved by the Comptroller, and, in cases where the Comptroller denies liability or is unable to reach a settlement with the claimant, settlements reached in court with the Law Department defending the City in most cases (H+H defends most of its own medical malpractice actions). Settlements are included in this figure once entered into the Comptroller's OASIS data system, which may take time after the settlement is reached due to various factors including the length of time it takes the plaintiff to submit settlement paperwork.
Source: Comptroller's OASIS system

Indicator name: FDNY workers who sustained service-connected injuries (total agency-wide)
Description: The total number of incidents agency-wide due to burns or non-burn injuries resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source: FDNY Health Services—Computerized Injury Reporting System (CIRS)

Indicator name: Firefighters/fire officers who sustained service-connected injuries
Description: Firefighter and fire officer burns, non-burn injuries and service-connected illnesses (This indicator was previously called "Firefighter injuries.")
Source: FDNY Health Services—Computerized Injury Reporting System (CIRS)

Indicator name: Firefighters/fire officers who sustained service-connected injuries resulting in medical leave
Description: Firefighter and fire officer injuries other than burns sustained while on duty (with or without medical leave). Burns are reported separately.
Source: FDNY Health Services

Indicator name: Firefighters/fire officers who sustained service-connected burn injuries
Description: The number of firefighter/ fire officers who sustained service-connected burn injuries.
Source: FDNY Health Services—Computerized Injury Reporting System (CIRS)

Indicator name: Firefighters/fire officers who sustained service-connected burn injuries resulting in medical leave
Description: Firefighter and fire officer medical leave for burns sustained while on duty. Medical leave associated with burns sustained in quarters and outside quarters are presented separately.
Source: FDNY Health Services—Computerized Injury Reporting System (CIRS)

Indicator name: EMS workers/officers who sustained service-connected injuries
Description: The number of incidents (Emergency Medical Service) resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source: FDNY Health Services—Computerized Injury Reporting System (CIRS)

Indicator name: Civilian workers who sustained service-connected injuries
Description: The number of incidents due to burns or non-burn injuries resulting in a civilian workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source: FDNY Health Services—Computerized Injury Reporting System (CIRS)

Indicator name: Firefighter/fire officer service-connected injury rate (per 10,000 responses)
Description: Firefighter and Fire Officer medical leave for injuries sustained while on duty per 10,000 Runs.
Source: FDNY Health Services—Computerized Injury Reporting System (CIRS)

Indicator name: Apparatus collision rate (per 10,000 responses)
Description: Rate of collisions involving fire engines and ladders per 10,000 responses.
Source: Accident Reporting System, FDNY Computer Aided Dispatch (CAD) System/Starfire

Indicator name: Ambulance collision rate (per 10,000 responses)
Description: Rate of collisions involving municipal ALS ambulances, BLS ambulances, and Paramedic Response Units (PRU) per 10,000 responses.
Source: Accident Reporting System, Fire Computer Aided Dispatch (CAD) System/Emergency Medical Service Computer Aided Dispatch (CAD) System

Indicator name: Average time from inspection request until inspection—Fire alarm inspections (days)
Description: The average time in days from when a contractor or owner requests an initial inspection in person at FDNY headquarters or requests a re-inspection via email until when the fire alarm inspection occurs. These inspections include both residential and commercial properties.
Source: FDNY Bureau of Fire Prevention (BFP)

Indicator name: Average time from inspection request until inspection—Rangehood inspections (days)
Description: The average time in days from when a contractor or owner submits a request via the FDNY Business Portal until when the rangehood inspection occurs. These inspections include residential, commercial, and industrial properties and/or industrial structures.
Source: FDNY Bureau of Fire Prevention (BFP)

Indicator name: Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)
Description: For all violations returnable to Environmental Control Board (ECB), the number of violations where the respondent defaulted and paid the penalty without a hearing or where the violation was upheld following an ECB hearing as a percent of all violations resolved.
Source: Environmental Control Board

Indicator name: Letters responded to within 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: FDNY Communications

Fire Department

Indicator name: E-mails responded to within 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: FDNY Communications

Indicator name: Completed 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: FDNY Communications

Indicator name: Average wait time to speak with a customer service agent (minutes:seconds)
Description: The average time in minutes 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: FDNY Communications

Indicator name: CORE facility rating
Description: CORE facility rating: An average Customers Observing and Reporting Experiences (CORE) score based on the rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations

Indicator name: Notify NYC messages issued
Description: The total number of messages issued about extreme weather, travel disruptions, cancellations, closings or other emergency incidents monitored from the 24/7/365 NYCEM Watch Command. Notify NYC messages include emergency alerts and notifications about high impact events, public health advisories, public school closings and unscheduled suspension of parking rules.
Source: NYCEM Response Bureau

Indicator name: Average time from incident to issuing of Notify NYC message (minutes:seconds)
Description: The amount of time, in minutes and seconds, from the beginning of an emergency incident to NYCEM Watch Command issuing a notification message via Notify NYC.
Source: NYCEM Response Bureau

Indicator name: Days Emergency Operations Center activated
Description: The total number of days that the City's Emergency Operations Center (EOC) was activated.
Source: NYCEM Readiness Bureau

Indicator name: Incidents
Description: The total number of individual emergency incidents requiring field response or monitoring from NYCEM Watch Command.
Source: NYCEM Response Bureau

Indicator name: Field responses
Description: The number of individual emergency incidents responded to by NYCEM for the purposes of coordinating the City's actions on-scene, providing first-hand information to City officials and coordinating the provision of resources. Measures response to each incident as a singular event regardless of complexity or duration of the incident.
Source: NYCEM Response Bureau

Indicator name: Incidents monitored from Watch Command
Description: The number of individual emergency incidents monitored and coordinated from the 24/7/365 NYCEM Watch Command, without any field response. Actions include impact assessment, internal and external notifications and logistical support.
Source: NYCEM Response Bureau

Indicator name: Interagency meetings held during field responses
Description: The number of in the field on-site conferences held by NYCEM with other responding agencies. May represent multiple interagency conferences per field response.
Source: NYCEM Response Bureau

Indicator name: Community Emergency Response Team volunteer hours
Description: Number of hours Community Emergency Response Team (CERT) members volunteer. CERTs are community-based nonprofit organizations whose members have completed disaster preparedness and basic response skills training required for certification.
Source: NYCEM Community Engagement Bureau

Indicator name: Community Emergency Response Team members recruited
Description: The number of members of community-based, non-profit organizations that have been recruited for disaster preparedness and basic response skills as part of a Community Emergency Response Team (CERT).
Source: NYCEM Community Engagement Bureau

Indicator name: Community Emergency Response Team deployments
Description: Number of deployments for Community Emergency Response Team (CERT) volunteer members. CERTs are community-based nonprofit organizations whose members have completed disaster preparedness and basic response skills training required for certification.
Source: NYCEM Community Engagement Bureau

Indicator name: Know Your Zone webpage views
Description: Number of times the Know Your Zone webpage was viewed online at https://www1.nyc.gov/assets/em/html/know-your-zone/knowyourzone.html.
Source: NYCEM External Affairs Bureau

Indicator name: Beat the Heat Webpage Views
Description: Number of times the Beat the Heat webpage was viewed online at https://www.nyc.gov/site/em/ready/extreme-heat.page
Source: External Affairs

Indicator name: Community events participated in
Description: Number of community events NYCEM staff attend to train New Yorkers on emergency preparedness, including Ready NY events.
Source: Community Engagement Bureau

Indicator name: Subscribers to Notify NYC, CorpNet, Advance Warning System, and Community Preparedness Newsletter
Description: The total number of subscribers to NYCEM's messaging and alert services.
Source: NYCEM External Affairs Bureau

Indicator name: Full-scale and functional exercises/drills
Description: The number of field exercises (full-scale and functional drills that evaluate the mobilization of response to various incident types) held by the agency.
Source: NYCEM Readiness Bureau

Indicator name: Tabletop exercises
Description: The number of tabletop discussions and/or simulations of various emergency situations, designed to familiarize personnel with their roles and responsibilities, conducted by the agency.
Source: NYCEM Readiness Bureau

Indicator name: Participation in drills coordinated by other agencies or organizations
Description: The number of drills and exercises that NYCEM staff participate in with other agencies (federal, state and local), jurisdictions and entities (private and nonprofit).
Source: NYCEM Readiness Bureau

Indicator name: Participants at instructor-led emergency management training sessions
Description: The total number of City, state and federal government employees and non-profit or private-sector individuals working in an emergency management related field taking part in NYCEM-sponsored training programs related to emergency response, including Incident Command System training sessions.
Source: NYCEM Readiness Bureau

Indicator name: Instructor-led emergency management training sessions
Description: The number of instructor-led emergency management training sessions hosted, sponsored or delivered by NYCEM that City, state, and federal government employees and non-profit or private-sector individuals working in an emergency management-related field have attended.
Source: NYCEM Readiness Bureau

Indicator name: Participants at emergency preparedness education sessions
Description: The total number of people who attended NYCEM-sponsored emergency preparedness events, including Community Emergency Response Team (CERT) seminars, public preparedness presentations for residents and community groups, preparedness activities conducted at outreach fairs and preparedness in the workplace presentations.
Source: NYCEM Community Engagement Bureau

Indicator name: Online emergency management courses completed through Learning Management System
Description: All online courses taken through the NYCEM Academy Learning Management System. Courses are taken by internal staff and agency partners.
Source: NYCEM Readiness Bureau

Indicator name: Letters responded to within 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: NYCEM Office of Business Operations

Indicator name: E-mails responded to within 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: NYCEM Office of Business Operations

Department of Correction

Indicator name: Admissions
Description: Number of individuals admitted to DOC's care from courts during fiscal year.
Source: Population Research

Indicator name: Average daily population
Description: Annual average of the daily number of individuals in DOC's care during fiscal year.
Source: Population Research

Indicator name: Average length of stay
Description: Average length of stay of all individuals in DOC's care.
Source: Population Research

Indicator name: Individuals in DOC's care in Security Risk Group (% ADP)
Description: The percent of the average daily population of individuals in DOC's care identified as active Security Risk Group (i.e. gang) members.
Source: DOC SRG Database

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

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

Indicator name: Assault on staff by individual in DOC's care (monthly rate per 1,000 ADP)
Description: The monthly rate, per 1,000 individuals in DOC's care, of incidents involving an individual in DOC's care 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: Security database

Indicator name: Serious injury to staff as a result of assault on staff by individual in DOC's care (monthly rate per 1,000 ADP)
Description: The monthly rate, per 1,000 individuals in DOC's care, of incidents where an individual(s) in DOC's care assault 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: 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 victims who are in DOC's care.
Source: Security database

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

Indicator name: Jail-based arrests of individuals in DOC's care
Description: The number of individuals who were arrested for committing criminal offenses while in DOC's care.
Source: Intelligence Division, Security database

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

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

Indicator name: Escapes
Description: The number of escapes from DOC's care.
Source: Intelligence Division, Security database

Indicator name: Non-natural deaths of individuals in DOC's care
Description: The number of deaths of individuals in DOC's care resulting from non-natural causes including suicides, homicides, overdoses, and accidents. The Department does not determine cause or manner of death; cause of death can only be reported once the NYC Office of the Chief Medical Examiner has issued a final report with a determination.
Source: Health Affairs database

Indicator name: Incidents of use of force
Description: Total number of incidents where custodial staff used force against one or more individuals in DOC's care to enforce Department policy. Physical contact employed by staff in a non-confrontational manner to apply mechanical restraints or to guide the individual in DOC's care is not a reportable use of force.
Source: DOC Security database

Indicator name: Department use of force incidents with serious injury (rate per 1,000 ADP)
Description: The monthly rate, per 1,000 individuals in DOC's care, of incidents where uniformed staff used force against one or more individuals in DOC's care and at least one person involved suffered an injury requiring treatment beyond the prescription of over-the-counter analgesics or minor first aid.
Source: Security database

Indicator name: Department use of force incidents with minor injury (rate per 1,000 ADP)
Description: The monthly rate, per 1,000 individuals in DOC's care, of incidents where uniformed staff used force against one or more individuals in DOC's care and at least one person involved suffered a minor injury requiring no treatment beyond the prescription of over-the-counter analgesics or minor first aid.
Source: Security database

Department of Correction

Indicator name: Department use of force incidents with no injury (rate per 1,000 ADP)
Description: The monthly rate, per 1,000 individuals in DOC's care, of incidents where uniformed staff used force against one or more individuals in DOC's care and no person involved was injured.
Source: Security database

Indicator name: Incidents and allegations of use of force
Description: Total number of incidents where custodial staff used or allegedly used force against one or more individuals in DOC's care to enforce Department policy. Physical contact employed by staff in a non-confrontational manner to apply mechanical restraints or to guide the individual in DOC's care is not a reportable use of force.
Source: DOC Security database

Indicator name: Individuals in DOC's care eligible for specialized mental health discharge procedures (% ADP)
Description: The percent of the average daily population in DOC's care comprised of individuals in DOC's care who have been identified by clinicians to receive a Comprehensive Treatment Plan and specialized discharge procedures in accordance with the Brad H Vs City of New York settlement.
Source: Strategic Planning and Programs database

Indicator name: Individuals in DOC's care with a serious mental health diagnosis (% ADP)
Description: The percent of the average daily population in DOC's care during the reporting period

comprised of individuals in DOC's care with a serious mental illness diagnosis.
Source: New York City Health and Hospitals

Indicator name: Average clinic waiting time (minutes)
Description: The average number of minutes an individual in DOC's care waited to see medical staff at a facility clinic.
Source: Health Affairs database

Indicator name: Scheduled clinic encounters
Description: The number of scheduled medical appointments for individuals in DOC's care for sick call, mental health, specialty care and other scheduled CHS appointments.
Source: Health Affairs Clinic Production Database

Indicator name: Scheduled clinic encounters produced (%)
Description: The number of scheduled clinic encounters with successful production divided by the total number of scheduled clinic encounters scheduled.
Source: Health Affairs Clinic Production Database

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

Indicator name: Population as percent of capacity (%)
Description: The percent of open and ready beds that individuals in DOC's care occupied.
Source: Custody Management database

Indicator name: Scheduled on-site court appearances
Description: The number of appearances scheduled that require the an individual in DOC's care to be physically present at a court house.
Source: Criminal Justice Bureau database

Indicator name: Scheduled on-site court appearances produced (%)
Description: The number on-site court appearances with successful production divided by the total number of scheduled physical appearances.
Source: Criminal Justice Bureau

Indicator name: Scheduled teleconference court appearances
Description: The number of appearances scheduled that require the an individual in DOC's care to appear for a video teleconference.
Source: Criminal Justice Bureau

Indicator name: Scheduled teleconference court appearances produced (%)
Description: The number of video teleconference court appearances with successful production divided by the total number of scheduled video teleconferences scheduled.
Source: Criminal Justice Bureau

Indicator name: Individuals in DOC's care participating in programs, services, and activities (%)
Description: The daily average number of unique individuals in DOC's care that participated in any type of program divided by the average daily population.
Source: Strategic Planning and Programs database

Indicator name: Group facilitation sessions provided to individuals in DOC's care
Description: The number of jail-based program sessions provided to individuals in DOC's care in a group setting such as anger management, job readiness, and fine and performing arts.
Source: DOC Strategic Planning and Programs database

Indicator name: One-on-one sessions provided to individuals in DOC's care
Description: The number of jail-based programs provided to individuals in DOC's care on an individual basis, such as counseling programs and social services.
Source: DOC Strategic Planning and Programs database

Indicator name: Enrollments in workforce development programs
Description: Total number of times individuals in DOC's care enrolled and participated in workforce development programs for certificates or certification, such as OSHA and Food Protection.
Source: DOC Strategic Planning and Programs database

Indicator name: Average daily attendance in school programs
Description: The average daily attendance of individuals in DOC's care in Department of Education (DOE) school programs. Data for this performance measure includes individuals in DOC's care for whom school attendance is not mandated, however DOC and DOE are required to provide educational services upon their request (18 to 21 year old's).
Source: Strategic Planning and Programs database

Indicator name: Individuals in DOC's care participating in post-secondary education programs
Description: Total number of unique individuals in DOC's care participating in college readiness programs.
Source: DOC Strategic Planning and Programs database

Indicator name: Payout ($000)—Corrections
Description: The judgment and claims amount, in thousands of dollars, paid by the City from the judgment and claims account in the City's General Fund to resolve cases against DOC through settlement or verdict. This includes both pre-litigation claims dispositions approved by the Comptroller, and, in cases where the Comptroller denies liability or is unable to reach a settlement with the claimant, settlements reached in court with the Law Department defending the City in most cases (H+H defends most of its own medical malpractice actions). Settlements are included in this figure once entered into the Comptroller's OASIS data system, which may take time after the settlement is reached due to various factors including the length of time it takes the plaintiff to submit settlement paperwork.
Source: Comptroller's OASIS system

Indicator name: Workplace injuries reported
Description: All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source: Office of Administration

Indicator name: Accidents involving individuals in DOC's care
Description: All accidents resulting in an injury to an individual in DOC's care requiring more than over-the-counter treatment.
Source: Security Database

Indicator name: Letters responded to within 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: Office of Constituent and Grievance Services

Indicator name: E-mails responded to within 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: Office of Constituent and Grievance Services

Department of Probation

Indicator name: Adult investigation reports completed
Description: The overall number adult presentence investigation reports submitted to local courts during the reporting period. The combined total consists of reports completed for felony & misdemeanor convictions in criminal or supreme court.
Source: Caseload Explorer automated case management system

Indicator name: Adult investigation reports—On time completion (%)
Description: The percentage of adult investigation reports submitted to court prior to the mandated delivery deadline, out of the total number of adult investigation reports mandated to be completed. These reports assist local judges in making informed adjudication (sentencing) decisions.
Source: Adult Operations

Indicator name: Juvenile investigation reports completed
Description: The total number of preadjudication Investigation Reports completed for juveniles during the reporting period.
Source: Caseload Explorer automated case management system

Indicator name: Juvenile investigation reports—On time completion (%)
Description: The percentage of juvenile investigation reports submitted to court prior to the mandated delivery deadline, out of the total number of juvenile investigation reports mandated to be completed. These reports assist local judges in making informed adjudication (sentencing) decisions.
Source: Juvenile Operations

Indicator name: Juvenile supervision—Intake cases received
Description: The number of intake determinations produced after being sent to the Probation Department following a juvenile arrest. A juvenile intake determines whether a youth will be referred for prosecution, sent for adjustment (court diversion) services, or released based on their case being dismissed.
Source: Caseload Explorer automated case management 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 case recommendations, to measure potential adjustment suitability.
Source: Borough Offices/Juvenile Operations

Indicator name: Juvenile delinquency cases eligible for adjustment—Low-risk (%)
Description: The percent of eligible low risk Juvenile Delinquency cases opened for adjustment services divided by all new intake case recommendations, to measure potential adjustment suitability.
Source: Borough Offices/Juvenile Operations

Indicator name: Juvenile delinquency cases eligible for adjustment—Medium-risk (%)
Description: The percent of eligible medium risk Juvenile Delinquency cases opened for adjustment services divided by all new intake case recommendations, to measure potential adjustment suitability.
Source: Borough Offices/Juvenile Operations

Indicator name: Juvenile delinquency cases eligible for adjustment—High-risk (%)
Description: The percent of eligible high risk Juvenile Delinquency cases opened for adjustment services divided by all new intake case recommendations, to measure potential adjustment suitability.
Source: Borough Offices/Juvenile Operations

Indicator name: Juvenile delinquency cases open for adjustment
Description: Number of juvenile cases referred to be adjusted rather than referred to the Law Department. In cases that are “adjusted,” the child is sent home and monitored for 60 days.
Source: Operations

Indicator name: Adult supervision cases
Description: The total adult supervision case count Citywide.
Source: Adult Operations

Indicator name: Juvenile supervision cases
Description: The total juvenile supervision case count Citywide.
Source: Juvenile Operations

Indicator name: Adult initial risk assessments completed
Description: The number of risk / need assessments completed for adult probationers at the onset of a probation supervision term.
Source: Adult Operations

Indicator name: Juvenile initial risk assessments completed
Description: The number of risk / need assessments completed for juvenile probationers at the onset of a probation supervision term.
Source: Juvenile Operations

Indicator name: Average time to complete adult initial risk assessments (days)
Description: The number of days after sentencing that a probation client's initial risk assessment is completed by a probation officer.
Source: The adult supervision office in each borough

Indicator name: Average time to complete juvenile initial risk assessments (days)
Description: The number of days after a pre-sentence investigation is ordered that a probation client's initial risk assessment is completed by a probation officer.
Source: The juvenile investigations office in each borough

Indicator name: Average monthly adult probationer rearrest rate
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

Indicator name: Average monthly violation rate for adult probationers (%)
Description: The percentage of adult probationers whose cases are referred to court for a violation proceeding for serious misconduct each month, out of the total number of adult probationers.
Source: Statistical Tracking, Analysis & Reporting System

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: A percentage calculated with the numerator being the number of juvenile probationers arrested in a month and the denominator being the total number of NYPD arrests in that month.
Source: Statistical Tracking, Analysis & Reporting System

Department of Probation

Indicator name: Average monthly violation rate for juvenile probationers (%)
Description: The percentage of juvenile probationers whose cases are referred to court for a violation proceeding for serious misconduct each month, out of the total number of juvenile probationers.
Source: Statistical Tracking, Analysis & Reporting System

Indicator name: Probation revocation rate due to violation for adult probationers (%)
Description: The percentage of violation hearing dispositions that result in the client's removal from probation supervision, out of the total number of dispositions.
Source: Caseload Explorer automated case management system

Indicator name: Probation revocation rate due to violation for juvenile probationers (%)
Description: The percentage of violation hearing dispositions that result in the client's removal from probation supervision, out of the total number of dispositions.
Source: Caseload Explorer automated case management system

Indicator name: Revocation of juveniles not resulting in placement (%)
Description: The percentage of the total number of juvenile "violation of probation" (VOP) proceedings that result in a new supervision level being assigned, or a modification of an existing disposition.
Source: Caseload Explorer automated case management system

Indicator name: Revocation of juveniles resulting in placement (%)
Description: The percentage of the total number of juvenile "violation of probation" (VOP) proceedings that result in the youth's probation case being closed for non-compliance, and the youth being transferred to the custody of the State Office of Children and Family Services for placement in a secure detention facility.
Source: Caseload Explorer automated case management system

Indicator name: Cyber/social media investigations
Description: The number of cyber investigations completed by the Department's Intelligence Unit. The unit receives referrals to these investigations from line supervision Probation Officers and other law enforcement agencies. Cyber investigations include instances where probationers are alleged to be engaging in negative social media activity, for example, displaying a firearm or engaging in assaultive behavior on public social media.
Source: Intel Unit

Indicator name: Intel enforcement events
Description: The number of community-based enforcement activities performed by the Department's Intelligence Unit (Intel) during the reporting period. Intel enforcement actions include NYPD domestic incident report notice follow-up, gang-related investigations, bench warrant enforcement, failure-to-report home visits, and transporting offenders to and from other jurisdictions.
Source: Intel Unit Monthly Reports

Indicator name: Warrant enforcement
Description: The number of bench warrant enforcement activities performed by the Department's

Intelligence Unit (Intel) during the reporting period.
Source: Intel Unit

Indicator name: Criminal possession of a weapon visits
Description: The number of criminal possession of a weapon visits performed by the Department's Intelligence Unit (Intel) during the reporting period.
Source: Intel Unit

Indicator name: Ignition interlock device visits
Description: The number of ignition interlock device visits performed by the Department's Intelligence Unit (Intel) during the reporting period.
Source: Intel Unit

Indicator name: Domestic incidents enforcement
Description: The number of domestic incidents enforcement visits performed by the Department's Intelligence Unit (Intel) during the reporting period.
Source: Intel Unit

Indicator name: Other enforcement events
Description: The number of intel enforcement activities that are not warrant enforcement, ignition interlock device visits, domestic incidents enforcement, or criminal possession of a weapon visits, such that the five sub-indicators under "Intel enforcement events" sum to the total number of intel enforcement evens.
Source: Intel Unit

Indicator name: New enrollments in Alternative-to-Placement programs
Description: The average number of eligible youth who were active participants in Alternative-to-Placement (ATP) programs, including: Advocate, Intervene, Mentor (AIM); Every Child Has a Chance to Excel and Succeed (Echoes); and Pathways to Excellence, Achievement, & Knowledge (PEAK) during the reporting period. These programs offer youth a community-based, intensive family-centered supervision model which serves as an alternative to state placement.
Source: Borough Offices/Juvenile Operations

Indicator name: New enrollments in DOP-managed programs
Description: The number of adult & juvenile participants enrolled during the reporting period in a criminal / juvenile justice program directly managed by the Department.
Source: Borough Offices/Juvenile Operations

Indicator name: Adult probationer early completion rate (%)
Description: The percentage of adult cases closed for early discharge, out of the total number of adult cases closed.
Source: Caseload Explorer automated case management system

Indicator name: Adult probationer early completion approval rate (%)
Description: The percent of early discharge applications that were approved by local courts Citywide for early discharge requests filed by DOP on behalf of adult probationers in good standing, out of all early discharge applications filed.
Source: Caseload Explorer automated case management system

Indicator name: Successful completion rate for adult probationers (%)
Description: The percentage of probation supervision cases that are closed due to maximum expiration (sentence served in full) or early completion, out of the total number of all supervision case closings.
Source: Caseload Explorer automated case management system

Department of Probation

Indicator name: Successful completion rate for juvenile probationers (%)
Description: The percentage of probation supervision cases that are closed due to maximum expiration (sentence served in full) or early completion, out of the total number of all supervision case closings.
Source: New York State DP-30 reporting forms, STARS

Indicator name: Human services contracts
Description: The number of human service contracts that were registered by the City Comptroller during the fiscal year. The reported number includes general contracts and task orders issued from master agreements, but excludes awards made using City Council Discretionary funding and Emergency Contracts as defined by the New York City Procurement Policy Board Rules.
Source: Mayor's Office of Contract Services

Indicator name: Human services contract registration within 30 days of the contract start date (%)
Description: The percentage of human service contracts that are registered by the City Comptroller within 30 days of the contract start date. This proportion reflects the contracts that were registered in that fiscal year, regardless of their contract start date. The reported number includes general contracts and task orders issued from master agreements, but excludes awards made using City Council Discretionary funding and Emergency Contracts as defined by the New York City Procurement Policy Board Rules.
Source: Mayor's Office of Contract Services

Indicator name: Total dollars disbursed for human services contracts ($000,000)
Description: The amount of dollars disbursed to providers during the fiscal year. Represents total dollars disbursed within the fiscal year regardless of when the invoice was submitted.
Source: Mayor's Office of Contract Services

Indicator name: E-mails responded to within 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: Adult & Juvenile Borough Supervision Offices

Indicator name: Letters responded to within 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: Adult & Juvenile Borough Supervision Offices

Indicator name: Completed 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: Adult & Juvenile Borough Supervision Offices

Civilian Complaint Review Board

Indicator name: Total civilian complaints against uniformed members of NYPD
Description: The number of complaints made by civilians against members of the New York City Police Department, investigated by CCRB, for allegations of excessive force, abuse of authority, discourtesy and offensive language.
Source: Investigations Unit, Complaint Tracking System

Indicator name: Force allegations closed
Description: The number of "Force" allegations closed.
Source: Investigations Unit

Indicator name: Abuse of authority allegations closed
Description: The number of "Abuse of Authority" allegations closed.
Source: Investigations Unit

Indicator name: Discourtesy allegations closed
Description: The number of "Discourtesy" allegations closed.
Source: Investigations Unit

Indicator name: Offensive language allegations closed
Description: The number of "Offensive Language" allegations closed.
Source: Investigations Unit

Indicator name: Untruthful statement allegations closed
Description: The number of "Untruthful Statements" allegations closed.
Source: Investigations Unit

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. No findings on the merits are made when allegations are unsubstantiated, the subject officer is no longer a member of NYPD, or the subject officer could not be identified.
Source: Investigations Unit, Complaint Tracking System

Indicator name: Cases closed
Description: Number of cases in which Board members render a final decision.
Source: Complaint Tracking System

Indicator name: Unable to investigate complaints closed
Description: The number of complaints closed during the year as "Complainant Uncooperative," "Complainant Unavailable," "Alleged Victim Uncooperative," "Alleged Victim Unavailable," "Witness Uncooperative," "Witness Unavailable," "Victim Unidentified," or "OMB PEG Directive Closure."
Source: Investigations Unit

Indicator name: Complaint withdrawn complaints closed
Description: The number of complaints closed during the year as "Complaint Withdrawn."
Source: Investigations Unit

Indicator name: Closed Pending Litigation complaints closed
Description: The number of complaints closed during the year as "Closed Pending Litigation."
Source: Investigations Unit

Indicator name: Miscellaneous closure complaints closed
Description: The number of complaints closed during the year as a miscellaneous closure.
Source: Investigations Unit

Indicator name: Substantiated complaints closed
Description: The number of complaints closed during the year as Substantiated.
Source: Investigations Unit

Indicator name: Within NYPD guidelines complaints closed
Description: The number of complaints closed during the year as "Within NYPD Guidelines."
Source: Investigations Unit

Indicator name: Unfounded complaints closed
Description: The number of complaints closed during the year as "Unfounded."
Source: Investigations Unit

Indicator name: Officer Unidentified complaints closed
Description: The number of complaints closed during the year as "Officer Unidentified."
Source: Investigations Unit

Indicator name: Unable to determine complaints closed
Description: The number of complaints closed during the year as "Unable to Determine."
Source: Investigations Unit

Indicator name: Full investigations as a percentage of total cases closed (%)
Description: The percentage of all cases on the Board's docket that were closed during the reporting period after being fully investigated; the remainder were truncated due to a complaint being withdrawn, complainant, victim or witness being unable to cooperate or unavailable to aid in the investigation.
Source: Investigations Unit, Complaint Tracking System

Indicator name: Average time to complete a full investigation (days)
Description: The average number of days to complete a full investigation measured from the date CCRB received the complaint to the date when the Board members render a final decision. The indicator measures the elapsed time from the start of the investigation to the closing date for all full investigations closed in the reporting period.
Source: Investigations Unit, Complaint Tracking System

Indicator name: Average days to first officer interview
Description: The average number of days until CCRB investigators complete a first interview with a subject or witness officer.
Source: Investigations Unit

Indicator name: Average days for response to body-worn camera request
Description: The average number of days until CCRB receives a response to a Body-Worn Camera footage request.
Source: Investigations Unit

Indicator name: Average time to complete a substantiated investigation (days)
Description: The average number of days to complete a substantiated case, as measured from date CCRB received the complaint to the date when the Board renders a final decision. The indicator measures the elapsed time from the start of the investigation to the closing date for all full substantiated investigations closed within the reporting period.
Source: Investigations Unit

Civilian Complaint Review Board

Indicator name: Average age of open docket (days)
Description: The average age in days, as measured from date the complaint was received by CCRB, for all open cases on the docket.
Source: CCRB Complaint Tracking System.

Indicator name: Substantiated cases in which the statute of limitations expired (%)
Description: The percentage of substantiated cases completed after a cases' statute of limitations has expired. The statute of limitations is measured from the date of incident.
Source: Complaint Tracking System

Indicator name: Concurrence decisions returned
Description: The number of decisions returned by NYPD in concurrence with CCRB's finding and recommendations.
Source: Investigations Unit

Indicator name: Non-concurrence decisions returned
Description: The number of decisions returned by NYPD not in concurrence with CCRB's finding and recommendations.
Source: Investigations Unit

Indicator name: Cases with discipline returned
Description: The number of decisions returned by NYPD involving any amount of discipline.
Source: Investigations Unit

Indicator name: Cases without discipline returned
Description: The number of decisions returned by NYPD without any discipline.
Source: Investigations Unit

Indicator name: Non-adjudicated cases returned
Description: Number of cases returned to CCRB without adjudication (for example, cases in which the SOL expired, or in which an officer retired)
Source: Investigations Unit

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. Excludes pending cases (cases that are still open) and filed cases (those with officers no longer employed by the Department when the case was reviewed).
Source: Investigations Unit, New York City Police Department (NYPD) & CCRB Complaint Tracking System

Indicator name: Active MOS with greater than 5 complaints
Description: The number of NYPD members of service active with more than 5 complaints.
Source: Investigations Unit

Indicator name: Active MOS with greater than 10 complaints
Description: The number of NYPD members of service active with more than 10 complaints.
Source: Investigations Unit

Indicator name: Cases with mutual agreement to mediate
Description: The number of cases referred and accepted for mediation.
Source: CCRB Complaint Tracking System.
Source: Mediation Unit

Indicator name: Officers who accepted mediation (%)
Description: The percentage of identified officers who accepted mediation after the civilian(s) agreed to mediate the complaint as an alternative to a full investigation.
Source: Mediation Unit, Complaint Tracking System

Indicator name: Civilians who accepted mediation (%)
Description: The percentage of civilians who agreed to mediate their complaints when mediation was offered by a CCRB investigator.
Source: Mediation Unit, Complaint Tracking System

Indicator name: Cases successfully mediated
Description: The number of cases where both the civilian(s) and the officer(s) participated in a successful mediation session at CCRB.
Source: Mediation Unit, Complaint Tracking System

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

Indicator name: Mediation satisfaction rate (%)
Description: The percentage of civilians who participated in a successful mediation who asserted their satisfaction with the process.
Source: Mediation Unit, Complaint Tracking System

Indicator name: Administrative prosecution cases closed—Total
Description: Pursuant to the April 2, 2012 Memorandum of Understanding (MOU) between NYPD and CCRB, the total number of substantiated cases with charges and specifications recommended by the Board that are closed by CCRB's Administrative Prosecution Unit (APU). Total APU case closures include all closures, such as cases closed by plea agreement, trial, dismissal, expired statute of limitations, reconsidered cases and cases retained (those in which NYPD keeps jurisdiction pursuant to Section 2 of the MOU).
Source: Administrative Prosecution Unit (APU)

Indicator name: Administrative prosecution cases closed—By trial
Description: The number of substantiated cases with charges and specifications recommended by the Board that were tried by CCRB's Administrative Prosecution Unit (APU). APU prosecutes these cases in front of an NYPD administrative law judge.
Source: Administrative Prosecution Unit (APU)

Indicator name: Administrative prosecution cases closed—By plea
Description: The number of substantiated cases with charges and specifications recommended by the Board that are closed by plea agreement.
Source: Administrative Prosecution Unit (APU)

Indicator name: Outreach presentations conducted
Description: The number of outreach events conducted by CCRB's Outreach Unit.
Source: Outreach Unit

Civilian Complaint Review Board

Indicator name: Completed 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: CCRB Customer Service

Indicator name: Letters responded to within 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: CCRB Customer Service

Indicator name: E-mails responded to within 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: CCRB Customer Service

Indicator name: CORE facility rating
Description: CORE facility rating: An average Customers Observing and Reporting Experiences (CORE) score based on the rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations

Law Department

Indicator name: Total citywide payout for judgments and claims ($000)
Description: The judgment and claims amount, in thousands of dollars, paid by the City from the judgment and claims account in the City's General Fund to resolve cases through settlement or verdict. This includes both pre-litigation claims dispositions approved by the Comptroller, and, in cases where the Comptroller denies liability or is unable to reach a settlement with the claimant, settlements reached in court with the Law Department defending the City in most cases (H+H defends most of its own medical malpractice actions). Settlements are included in this figure once entered into the Comptroller's OASIS data system, which may take time after the settlement is reached due to various factors including the length of time it takes the plaintiff to submit settlement paperwork.
Source: Law Department Matter Management System (Tort, Special Federal Litigation, General Litigation and Labor and Employment Divisions)—preliminary data. OMB—final data.

Indicator name: Total cases commenced against the City
Description: The number of state court and federal court matters assigned a litigation start date, where if there is a money disposition, it will be paid from the judgment and claims account in the City's General Fund
Source: Law Department Law Department Matter Management System System (Tort, Special Federal Litigation, General Litigation and Labor and Employment Divisions)

Indicator name: Cases commenced against the City in State court
Description: Subset of the total cases commenced. Includes state court matters from the Department's General Litigation, Labor & Employment Law, Special Federal Litigation and Tort Divisions, where if there is a money disposition, it will be paid from the judgment and claims account in the City's General Fund.
Source: Law Department Law Department Matter Management System System (Tort, Special Federal Litigation, General Litigation and Labor and Employment Divisions)

Indicator name: Cases commenced against the City in federal court
Description: Subset of the total cases commenced. Includes federal court matters from the Department's General Litigation, Labor & Employment Law, Special Federal Litigation and Tort Divisions, where if there is a money disposition, it will be paid from the judgment and claims account in the City's General Fund.
Source: Law Department Law Department Matter Management System System (Special Federal Litigation Division)

Indicator name: Cases pending in State court
Description: The number of state court tort cases, such as personal injury and property damage cases, that have not yet been disposed (resolved). Includes only tort cases from the Department's Tort Division.
Source: Law Department Law Department Matter Management System System (Tort Division)

Indicator name: Cases pending on trial calendar
Description: The subset of pending state court tort cases that have a filed note of issue and certificate of readiness for trial on the state court calendar.
Source: New York State Office of Court Administration

Indicator name: Affirmative motions to dismiss or for summary judgment
Description: Dispositive motions (motions to dismiss and motions for summary judgment) made by the Department's Tort Division on tort cases in state court where the original return date of the motion before the court is within the reporting period.
Source: Law Department Law Department Matter Management System System (Tort Division)

Indicator name: Win rate on affirmative motions (%)
Description: The percent of decisions granted in favor of the City based on the number of motions decided, within the reporting period, as the result of dispositive motions made by the Department's Tort Division on tort cases in state court.
Source: Law Department Law Department Matter Management System System (Tort Division)

Indicator name: Cases pending in federal court
Description: The number of federal court tort cases handled by the Department's Special Federal Litigation Division that have not yet been disposed (resolved).
Source: Law Department Law Department Matter Management System System (Special Federal Litigation Division)

Indicator name: Dismissals and discontinuances
Description: The number of federal court tort cases handled by the Department's Special Federal Litigation Division where the action has been dismissed or discontinued.
Source: Law Department Law Department Matter Management System System (Special Federal Litigation Division)

Indicator name: Referred cases filed for prosecution (%)
Description: The percent of all juvenile delinquency matters referred to the Department that are filed for prosecution by the Department's Family Court Division following completion of the investigation phase (including interviewing victims and witnesses, collecting and reviewing evidence and determining whether the charges are legally sufficient and appropriate to file). Cases that are not filed may be diverted to a community-based program, referred to the Department of Probation, covered pursuant to a plea bargain, or declined for legal reasons.
Source: Family Court Division

Indicator name: Juvenile conviction rate (%)
Description: The percentage of all outcomes for filed juvenile delinquency cases that result in a delinquency finding or plea. Other types of case outcomes include pre-finding adjournments in contemplation of dismissal, post-filing referrals to the Department of Probation for adjustment, and other dismissals.
Source: Family Court Division

Indicator name: Juveniles successfully referred to a diversion program with no new delinquency referral within one year (%)
Description: The percent of youth who, within a year of successfully completing a diversion program, obtained no new delinquency referrals, measuring the effectiveness of programs used as part of a Department initiative to divert certain low-level juvenile delinquency cases from prosecution.
Source: Family Court Division

Indicator name: Crime victims referred for community-based services (%)
Description: The percentage of crime victims assessed by Department attorneys who accepted offered community-based services available to victims, out of the total number of crime victims assessed by Department attorneys.
Source: Family Court Division

Indicator name: Filing of enforcement referrals within 60 days of referral (%)
Description: The percentage of requests received by the Department where a petition is filed in the Family Court within 60 calendar days after the receipt of the referral from the Human Resources Administration's Office of Child Support Services(OCSS). OCSS refers cases to the Department for assistance seeking judicial remedies in Family Court against non-custodial parents who are not meeting their child support obligation.
Source: Family Court Division

Law Department

Indicator name: Families entitled to a support order that get a support order (%)
Description: The percentage of child support orders entered in Family Court on behalf of custodial parents who are living in other jurisdictions. The Department receives petitions seeking the establishment of child support and medical support that are filed in Family Court on behalf of custodial parents who are living in other jurisdictions.
Source: Family Court Division

Indicator name: Completed 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: Administration Division

Indicator name: Letters responded to within 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: Mayor's Office

Indicator name: E-mails responded to within 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: Legal Counsel Division

Indicator name: Cases commenced against the City in State and federal court—Sanitation
Description: The number of state court and federal court matters assigned a litigation start date. In cases with payout, it will be paid from the judgment and claims account in the City's General Fund.
Source: Law Department Matter Management System (Tort, Special Federal Litigation, General Litigation and Labor and Employment Divisions)

Indicator name: Cases commenced against the City in State and federal court—Transportation
Description: The number of state court and federal court matters assigned a litigation start date. In cases with payout, it will be paid from the judgment and claims account in the City's General Fund.
Source: Law Department Matter Management System (Tort, Special Federal Litigation, General Litigation and Labor and Employment Divisions)

Indicator name: Cases commenced against the City in State and federal court—Police Department
Description: The number of state court and federal court matters assigned a litigation start date. In cases with payout, it will be paid from the judgment and claims account in the City's General Fund.
Source: Law Department Matter Management System (Tort, Special Federal Litigation, General Litigation and Labor and Employment Divisions)

Indicator name:	Cases commenced against the City in State and federal court—Parks & Recreation
Description:	The number of state court and federal court matters assigned a litigation start date. In cases with payout, it will be paid from the judgment and claims account in the City's General Fund.
Source:	Law Department Matter Management System (Tort, Special Federal Litigation, General Litigation and Labor and Employment Divisions)

Department of Investigation

Indicator name: Complaints
Description: The total number of complaints that DOI receives online, or via telephone, walk-ins and conventional mail, including but not limited to complaints alleging criminal activity and/or corruption, gross mismanagement, waste, abuse, or conflicts of interest. Not all complaints received fall under DOI's jurisdiction.
Source: Case Management System

Indicator name: Written Policy and Procedure Recommendations issued to City agencies
Description: The number of formal written recommendations issued by DOI to a City agency or agencies for policy and procedural reforms intended to remedy corruption vulnerabilities, maintain the integrity of City Operations, and protect public resources.
Source: PPR Information System

Indicator name: Written Policy and Procedure Recommendations issued during previous fiscal years that have been accepted by City agencies (%)
Description: The percentage of DOI's formal written recommendations issued during the previous fiscal years that have been accepted by City agencies.
Source: PPR Information System

Indicator name: Written Policy and Procedure Recommendations issued during previous fiscal years that have been implemented of those accepted by City agencies (%)
Description: The percentage of DOI's formal written recommendations issued and accepted by City agencies during the previous fiscal years that have been implemented by City agencies.
Source: PPR Information System

Indicator name: Written Policy and Procedure Recommendations issued during previous fiscal years that are still pending an outcome from City agencies (%)
Description: The percentage of DOI's formal written recommendations issued during the previous fiscal year that are still pending an outcome from City agencies.
Source: PPR Information System

Indicator name: Written Policy and Procedure Recommendations issued during previous fiscal years that have been rejected by City agencies (%)
Description: The percentage of DOI's formal written recommendations issued during the previous fiscal years that have been rejected by City agencies.
Source: PPR Information System

Indicator name: Corruption prevention and whistleblower lectures conducted
Description: The number of in-person and webinar lectures conducted by DOI for City employees and vendors conducting business with, or receiving benefits from, the City. Corruption prevention and whistleblower lectures include information on how to recognize and report corruption, as well as information on the laws and rules governing behavior for City employees, vendors conducting business with the City, and vendors receiving benefits from the City.
Source: Offices of the Inspectors General

Indicator name: Corruption prevention lecture e-learning attendees
Description: The number of individuals completing DOI corruption prevention lectures online.
Source: DCAS

Indicator name: Integrity monitoring agreements
Description: The number of active monitoring agreements currently in place with City vendors who have been required to retain an Integrity Monitor at the vendor's expense as a condition of doing business with the City. Integrity Monitors generally monitor a vendor's ongoing operations, and can require the vendor to take steps to address past integrity issues, including the removal of principles or other restructuring, the implementation of a compliance program and related training and other similar measures. DOI also engages in proactive monitoring for vendors working on significant City projects to prevent or reduce fraud, waste or abuse. Integrity Monitors are selected by and report directly to DOI.
Source: DOI Vendor Integrity Unit

Indicator name: Vendor name checks completed within 30 days (%)
Description: The percent of all name checks of companies, principals, AKAs and affiliates, that seek to do business with the City completed within 30 calendar days as per the Procurement Policy Board Rules.
Source: VENDEX Unit

Indicator name: Average time to complete an investigation (days)
Description: The average number of days to complete all DOI investigations (excluding background investigations), determined by dividing the total number of days from intake to close for all investigations closed within the reporting period, by the number of investigations closed within the reporting period.
Source: Case Management System

Indicator name: Active Investigations
Description: The number of DOI investigations (excluding background investigations) active during the reporting period, meaning that the investigation is open during that period.
Source: Case Management System

Indicator name: Closed investigations
Description: The number of DOI investigations closed.
Source: Case Management System

Indicator name: Referrals for civil and administrative action
Description: The number of investigations in which factual findings were provided to federal, state or City agencies with recommendations that those entities seek financial recoveries including via litigation (civil actions) or consider disciplinary action (administrative action). Referrals to the Conflicts of Interest Board are included within this category.
Source: Case Management System

Indicator name: Referrals for criminal prosecution
Description: The number of investigations in which factual findings were provided to federal, state and local prosecutors' offices for possible criminal prosecution.
Source: Case Management System

Indicator name: Arrests resulting from DOI investigations
Description: The number of arrests by the Department or federal, state or local law enforcement agencies based on information developed in a DOI investigation.
Source: Case Management System

Department of Investigation

Indicator name: Financial recoveries to the City ordered/agreed ($000)
Description: The total dollar value of financial recoveries ordered or agreed to be paid to the City as a result of DOI investigations in civil, criminal and administrative cases. These recoveries can include restitution (a return of ill-gotten gains to the City as a victim of the offense); fines (monetary penalties imposed by a court, administrative tribunal, or agency on an individual or company for criminal or civil offenses); forfeiture (the seizure of criminal proceeds or assets used in the commission of a crime); or other money ordered or agreed to be paid to 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: Offices of Inspector General and General Counsel

Indicator name: Financial recoveries to the City collected ($000)
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: Offices of Inspector General and General Counsel

Indicator name: Financial recoveries to individuals and non-City entities ordered/agreed ($000)
Description: The total dollar value ordered or agreed to be paid to individuals or non-City entities as a result of DOI investigations in civil, criminal and administrative cases. These funds can include wage recoupment, restitution, fines, forfeiture, or other money ordered to be recovered by individuals and non-City entities, such as an order to deem a debt satisfied, to reinstate fines or collect taxes, adjust a contract, issue a credit or reimbursement, or return equipment or property.
Source: Offices of Inspectors General and General Counsel+G40

Indicator name: Average time to complete a background investigation (from date of receipt) (days)
Description: The average number of days to close background investigations of candidates for decision-making or sensitive City jobs from date of receipt of a completed background packet to completion of investigation for those complete background packets received on or after July 1, 2019. Requests received before July 1, 2019, are included in the 'backlogged background investigations' indicators.
Source: Background Investigations Unit

Indicator name: Closed background investigations (of those opened on or after July 1, 2019)
Description: Investigations of candidates for decision making or sensitive City jobs received on or after July 1, 2019 and closed during the reporting period.
Source: Background Investigations Unit

Indicator name: Background investigations received and closed within 6 months (%)
Description: Of requests for investigations of candidates for decision making or sensitive City jobs received on or after July 1, 2019, and closed during the reporting period, the percentage that were closed within six months or less from date of receipt of a completed background packet to completion of investigation. Requests received before July 1, 2019, are included in the 'backlogged background investigations' indicators.
Source: Background Investigations Unit

Indicator name: Backlogged background investigations closed during the reporting period
Description: The number of pending requests for background investigations received prior to July 1, 2019 that were competed or otherwise closed during the current reporting period.
Source: Background Investigations Unit

Indicator name: Backlogged background investigations remaining open
Description: The number of pending requests for background investigations received prior to July 1, 2019 that remain open.
Source: Background Investigations Unit

Indicator name: Time to notify the Department of Mental Health and Hygiene of arrest notifications for current child care workers after receipt from the State Division of Criminal Justice Services (days)
Description: The average number of days to notify the Department of Mental Health and Hygiene after DOI's receipt of an arrest notification for current childcare workers previously fingerprinted by DOI
Source: Fingerprint Unit

Indicator name: Letters responded to within 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: Mayor's Office of Operations

Indicator name: Average wait time to speak with a customer service agent (minutes)
Description: The average time in minutes 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: DOI

Indicator name: CORE facility rating
Description: CORE facility rating: An average Customers Observing and Reporting Experiences (CORE) score based on the rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations

Indicator name: Completed 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: DOI

City Commission on Human Rights

Indicator name: Inquiries received
Description: Number of inquiries describing alleged violations of the New York City Human Rights Law fielded by Commission staff.
Source: Law Enforcement Bureau

Indicator name: Matters initiated
Description: Number of inquiries that result in a matter being initiated that requires follow-up from Commission staff. Possible outcomes include resolution before filing a complaint or the filing of a complaint.
Source: Law Enforcement Bureau

Indicator name: Complaints filed
Description: The number of complaints of violations of the New York City Human Rights Law filed for investigation with the Law Enforcement Bureau during the reporting period.
Source: Law Enforcement Bureau

Indicator name: Complaints referred to the Office of Administrative Trials and Hearings
Description: The number of complaints that the Law Enforcement Bureau refers to the Office of Administrative Trials and Hearings for trial.
Source: Law Enforcement Bureau

Indicator name: Complaints closed
Description: The number of complaints of violations of the New York City Human Rights Law filed for investigation with the Law Enforcement Bureau that were closed during the reporting period.
Source: Law Enforcement Bureau

Indicator name: Complaints closed (%)—No probable cause determination
Description: The percentage of complaints closed during the reporting period where the Law Enforcement Bureau finds that probable cause does not exist to believe that the respondent(s) engaged in unlawful discrimination under the New York City Human Rights Law.
Source: Law Enforcement Bureau

Indicator name: Complaints closed (%)—Probable cause determination
Description: The percent of complaints closed during the reporting period where the Law Enforcement Bureau believes that probable cause exists to believe that the respondent(s) engaged in unlawful discrimination under the New York City Human Rights Law.
Source: Law Enforcement Bureau

Indicator name: Complaints closed (%)—Administrative cause
Description: The percentage of closed complaints where the Law Enforcement Bureau finds dismissal appropriate due to, but not limited to: the inability to locate complainant after diligent efforts to do so; complainant's repeated failure to appear at mutually agreed-upon appointments with CCHR staff or unwillingness to meet with CCHR staff, provide requested information, or attend a hearing; complainant's unwillingness to accept reasonable proposed conciliation agreement; complainant's repeated conduct disruptive to the orderly function of the Commission; complainant's request for dismissal; or where the Law Enforcement Bureau finds the prosecution of the complaint will not serve the public interest.
Source: Law Enforcement Bureau

Indicator name: Complaints closed (%)—Settlement
Description: The percentage of complaints closed during the reporting period due to the parties' agreement to terms that will resolve and close the complaint.
Source: Law Enforcement Bureau

Indicator name: Average age of complaint caseload (days)
Description: The average time open complaints have been in progress measured from the date the complaint was filed through to the close of the reporting period.
Source: Law Enforcement Bureau

Indicator name: Complaints pending by age—less than one year
Description: The number of open complaints still in progress that have been open with the Law Enforcement Bureau for less than one year measured from the date the complaint was filed through the close of the reporting period.
Source: Law Enforcement Bureau

Indicator name: Open matters
Description: Number of pending matters at the close of the reporting period.
Source: Law Enforcement Bureau

Indicator name: Open complaints
Description: The number of open complaints at the close of the reporting period.
Source: Law Enforcement Bureau

Indicator name: Complaints successfully mediated
Description: The number of complaints resolved through the Commission's free and voluntary mediation office.
Source: Office of Mediation and Conflict Resolution

Indicator name: Average days to completion for an Office of Mediation and Conflict Resolution case
Description: The number of days that it takes to complete an Office of Mediation and Conflict Resolution (OMCR) case. OCMR cases result from filed complaints in which the parties involved agree to mediation.
Source: Office of Mediation and Conflict Resolution

Indicator name: Pre-complaint resolutions
Description: The number of matters resolved on consent of all parties prior to the filing of a complaint. Matters result from inquiries that require follow-up from the Law Enforcement Bureau.
Source: Law Enforcement Bureau

Indicator name: Modifications for accessibility for people with disabilities
Description: The number of matters where modifications are made to housing accommodations, public accommodations, or workplaces in order to allow for accessibility for individuals with disabilities.
Source: Law Enforcement Bureau

Indicator name: Value of damages for complainants ($)
Description: The value in dollars of all monetary relief, including damages and attorney's fees, ordered to be paid to complainants.
Source: Law Enforcement Bureau

Indicator name: Value of civil penalties imposed ($)
Description: The value in dollars of civil penalties ordered to be paid to the City due to violation of City Human Rights Law.
Source: Law Enforcement Bureau

City Commission on Human Rights

Indicator name: Tests attempted for Human Rights Law violations in housing, employment, and disability accommodations
Description: The number of tests that were attempted by Commission staff. Tests involve Law Enforcement staff reaching out to entities that may be violating the Human Rights Law, such as landlords or employers. Testing staff often seek services from these entities and note whether the entities' responses comply with the law.
Source: Law Enforcement Bureau

Indicator name: Tests completed for Human Rights Law violations in housing, employment, and disability accommodations
Description: The number of attempted tests that were successfully completed. Tests involve Law Enforcement staff reaching out to entities that may be violating the Human Rights Law, such as landlords or employers. Testing staff often seek services from these entities and note whether the entities' responses comply with the law.
Source: Law Enforcement Bureau

Indicator name: Testing completion rate for Human Rights Law violations in housing, employment, and disability accommodations
Description: The percentage of attempted tests that were successfully completed. Tests involve Law Enforcement staff reaching out to entities that may be violating the Human Rights Law, such as landlords or employers. Testing staff often seek services from these entities and note whether the entities' responses comply with the law.
Source: Law Enforcement Bureau

Indicator name: Entities tested for Human Rights Law violations in housing, employment, and disability accommodations
Description: The total number of entities tested. Tests involve Law Enforcement staff reaching out to entities that may be violating the Human Rights Law, such as landlords or employers. Testing staff often seek services from these entities and note whether the entities' responses comply with the law.
Source: Law Enforcement Bureau

Indicator name: Walk-ins assisted at CCHR offices
Description: Number of people without scheduled appointments who drop by any Commission office seeking information or service.
Source: Law Enforcement Bureau and Community Relations Bureau

Indicator name: Phone calls received by InfoLine staff
Description: Total phone calls received by the Commission's InfoLine staff, including voicemails.
Source: Law Enforcement Bureau

Indicator name: People reached
Description: Number of people reached by Commission staff through its outreach activities. This includes attendance at conferences, workshops, trainings, and events at which staff are invited to speak about the Commission's work.
Source: Community Relations Bureau

Indicator name: Training and outreach sessions
Description: The number of conferences, workshops, training sessions and youth-based training sessions on issues including but not limited to the Human Rights Law, cultural diversity, and conflict resolution.
Source: Community Relations Bureau

Indicator name: Outreach sessions in Manhattan (% of total)
Description: The percent of outreach sessions conducted in Manhattan.
Source: Community Relations Bureau

Indicator name: Outreach sessions in Staten Island (% of total)
Description: The percent of outreach sessions conducted in Staten Island.
Source: Community Relations Bureau

Indicator name: Outreach sessions in Brooklyn (% of total)
Description: The percent of outreach sessions conducted in Brooklyn.
Source: Community Relations Bureau

Indicator name: Outreach sessions in Queens (% of total)
Description: The percent of outreach sessions conducted in Queens.
Source: Community Relations Bureau

Indicator name: Outreach sessions in the Bronx (% of total)
Description: The percent of outreach sessions conducted in the Bronx.
Source: Community Relations Bureau

Indicator name: Outreach sessions conducted virtually (%)
Description: Percent of total outreach sessions conducted virtually or in a hybrid format.
Source: Community Relations Bureau

Indicator name: Training and outreach sessions targeting youth
Description: The number of workshops and training sessions that cater to youth on issues including but not limited to the Human Rights Law, cultural diversity, conflict resolution and peer mediation provided by CCHR to students, teachers, parents or administrators.
Source: Community Relations Bureau

Indicator name: People reached (youth events)
Description: Number of people reached by Commission staff through workshops, training sessions, and other outreach that cater to youth on issues including but not limited to the Human Rights Law, cultural diversity, conflict resolution and peer mediation provided by CCHR to students, teachers, parents or administrators. This includes attendance or contact at conferences, workshops, trainings, and other outreach sessions.
Source: Community Relations Bureau

Indicator name: Online trainings viewed by members of the public
Description: Number of individual views of trainings available through the CCHR website.
Source: Communications Bureau

Indicator name: Website views
Description: Number of views of the CCHR website, which has trainings, information on the Human Rights Law and complaint process, and other resources.
Source: Communications Bureau

City Commission on Human Rights

Indicator name: Letters responded to within 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement that includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day-response. Agencies must track internally the additional time until a customer has a complete and full response.
Source: Law Enforcement Bureau and Community Relations Bureau

Indicator name: E-mails responded to within 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement that includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14-day response. Agencies must track internally the additional time until a customer has a complete and full response.
Source: Law Enforcement Bureau and Community Relations Bureau

Indicator name: Completed 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: Law Enforcement Bureau and Community Relations Bureau

Indicator name: Average wait time to speak with a customer service agent (minutes)
Description: The average time in minutes from either (1) the time a customer arrives in the office until meeting with a Human Rights Specialist, or (2) the time of a customer's scheduled appointment until meeting with an attorney. Security/building entry wait times are not included unless a security guard plays a formal intake role.
Source: Law Enforcement Bureau

Indicator name: CORE facility rating
Description: CORE facility rating: An average Customers Observing and Reporting Experiences (CORE) score based on the rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations

Office of Administrative Trials and Hearings

Indicator name: Cases filed at OATH Trials Division
Description: The total number of cases filed at the OATH Trials Division.
Source: OATH Tribunal Calendar Unit

Indicator name: Cases closed at OATH Trials Division
Description: The total number of cases closed at the OATH Trials Division.
Source: OATH Tribunal Calendar Unit

Indicator name: Cases processed per Administrative Law Judge
Description: The average number of cases closed by each Administrative Law Judge (ALJ) at the OATH Trials Division.
Source: OATH Tribunal Calendar Unit

Indicator name: OATH Trials Division settlement rate (%)
Description: The percentage of cases that are disposed of by settlement, either at the referring agency or at the OATH Trials Division out of the total number of all cases processed.
Source: OATH Tribunal Calendar Unit

Indicator name: Average time for OATH Trials Division to issue decisions after records closed (business days)
Description: The average number of business days it took the OATH Trials Division to issue a decision after the record is closed.
Source: OATH Trials Division

Indicator name: OATH Trials Division cases with decisions issued within 45 business days (%)
Description: The percent of OATH Trials Division cases for which decisions were issued within the targeted number of business days after the record was closed out of the total number of cases conducted and closed.
Source: OATH Tribunal Calendar Unit

Indicator name: OATH Trials Division facts and conclusions adopted by agencies (%)
Description: The percent of facts and conclusions issued by the OATH Trials Division that were accepted and adopted by agency heads out of the total number of trials conducted.
Source: OATH Tribunal Calendar Unit

Indicator name: Summonses received from enforcement agencies
Description: Total number of summonses received by the OATH Hearings Division from the agencies that issue the summonses, or notices of violation, for which it conducts hearings. This volume includes all such documents received by the OATH Hearings Division, having undertaken the activity previously administered by the Division's three legacy sections, Environmental Control Board (ECB), Health, and Vehicles for Hire, and at the Department of Consumer Affairs.
Source: OATH Hearings Division

Indicator name: Summonses resolved through pre-hearing activities
Description: Total of all summonses that resulted in either an Admission Prior to Hearing, a Stipulation, a Cure, a Settlement or a Withdrawal before a hearing was held at the OATH Hearings Division.
Source: OATH Trials Division

Indicator name: Decisions issued
Description: Total number of decisions issued by the OATH Hearings Division, such as in-violation, dismissed, withdrawn and auto-defaults (individuals who failed to respond to summonses), as it undertakes its responsibility to resolve administrative law violations issued by the more than two dozen agencies that issue them, having undertaken the hearings activity previously administered by the Division's four legacy sections, Environmental Control Board (ECB), Health. and Vehicles for Hire, and at the Department of Consumer Affairs.
Source: OATH Data Analytics Unit

Indicator name: Decisions issued—Hearing and administrative decisions issued
Description: Sum of the number of decisions issued by the OATH Hearings Division, with dispositions of dismissed, sustained, withdrawn, and inquest-dismissed.

Indicator name: Decisions issued—Default decisions issued
Description: Sum of the number of decisions issued by the OATH Hearings Division that received auto default decisions, default decisions, and guilty decisions after inquest hearings.

Indicator name: Hearings held
Description: Sum of the in-person, phone, mail, online hearings held.
Source: OATH Data Analytics Unit

Indicator name: Hearings held—Hearings conducted by phone
Description: The total number of all Remote Hearings/submissions conducted by OATH that were selected by respondents as a Hearing by Phone, in which they can contest eligible charges by submitting their defense by telephone at their convenience without having to appear in person.
Source: OATH Hearings Division

Indicator name: Hearings held—Hearings conducted in-person
Description: The number of in-person hearings that were conducted at the OATH Hearings Division.
Source: OATH Data Analytics Unit

Indicator name: Hearings held—Hearings conducted with written defenses submitted online
Description: The total number of all Remote Hearings/submissions that were One-Click online submissions, in which a respondent can contest charges by submitting their defense and supporting documents by computer at their convenience without having to appear in person.
Source: OATH Hearings Division

Indicator name: Hearings held—Hearings conducted with written defenses submitted by mail
Description: The total number of all Remote Hearings/submissions that were mail defense submissions, in which a respondent can contest charges by submitting their defense and supporting documents by mail at their convenience without having to appear in person.
Source: OATH Hearings Division

Indicator name: Average days for Judicial Hearings Officers to render decisions
Description: The average time decisions were pending at the OATH Hearings Division calculated by dividing the total number of days decisions were pending at the Hearings Division by the total number of summonses heard and having a decision rendered at the OATH Hearings Division during the reporting period.
Source: OATH Hearings Division

Indicator name: Appeals decisions rendered
Description: The number of appeal decisions rendered by the OATH Hearings Division.
Source: OATH Hearings Division

Indicator name: Cases filed and appointed to OATH Special Education Hearings Division
Description: Total due process complaints filed with NYCDOE, including Individuals with Disabilities Education Act & Section 504, identified as cases, to which Special Education Hearing Officers are appointed. IDEA requires that students with disabilities get appropriate special education services. Section 504 prohibits discrimination against students or parents with disabilities.
Source: Special Education Hearings Division

Office of Administrative Trials and Hearings

Indicator name: Cases closed at OATH Special Education Hearings Division
Description: Total cases closed by either resolution, withdrawal, dismissal, or final decision.
Source: Special Education Hearings Division

Indicator name: Average number of cases closed per Special Education Hearing Officer per month
Description: Average number of cases closed by either resolution, withdrawal, dismissal, or final decision split on a per Special Education Hearing Officer basis per month.
Source: Special Education Hearings Division

Indicator name: Special education cases closed within regulatory timeframe (%)
Description: Total percentage of cases closed by either resolution, withdrawal, dismissal, or final decision within the initial compliance date or within a lawful extension of the compliance date.
Source: Special Education Hearings Division

Indicator name: Average time from appointment to OATH Special Education Hearing Officer to case closure
Description: Average calendar days from appointment of Special Education Hearing Officer to case closure by either resolution, withdrawal, dismissal, or final decision, across all Special Education Hearing Officers.
Source: Special Education Hearings Division

Indicator name: Settlement and other pre-trial conferences conducted for special education cases
Description: Total settlement conferences, prehearing conferences, and status conferences held per case, across all cases.
Source: Special Education Hearings Division

Indicator name: Special education hearings conducted
Description: Total due process hearings (hearings on the merits) held per case, across all cases.
Source: Special Education Hearings Division

Indicator name: Final decisions issued on the merits
Description: Total final decisions issued by Special Education Hearing Officers including Findings of Fact and Decisions, Orders of Dismissal, Statements of Agreement and Order.
Source: OATH Special Education Hearings Division

Indicator name: Special education cases where parents are represented by counsel or other representative (% of total)
Description: Percentage of cases in which attorneys or non-attorneys file due process complaints or submit notices of appearance to provide legal representation of parents throughout the course of special education impartial due process proceedings.
Source: OATH Special Education Hearings Division

Indicator name: Language services provided to parent
Description: Total instances in which parents were provided with either translation or interpretation services, across all cases.
Source: OATH Special Education Hearings Division

Indicator name: Mediations administered for City employees
Description: The total number of voluntary mediation sessions conducted by CCCR that were referred or requested by various city agencies to help manage and resolve an interpersonal workplace conflict.
Source: Center for Creative Conflict Resolution

Indicator name: Conflict resolution trainings administered for City employees
Description: The total number of conflict resolution trainings conducted by CCCR that were requested by various city agencies in building internal conflict capacity and professional development for staff and management.
Source: Center for Creative Conflict Resolution

Indicator name: Coaching sessions for City personnel
Description: The total number of voluntary individual conflict and leadership coaching sessions conducted by CCR that were referred or requested by city personnel seeking support with a workplace conflict.
Source: Center for Creative Conflict Resolution

Indicator name: Consultations for City personnel
Description: The total number of individual consultations conducted by CCCR that were requested by city personnel seeking guidance for the development of an internal conflict resolution office, seeking mediation services or a restorative justice initiative, or, for strategic support with managing workplace conflict.
Source: Center for Creative Conflict Resolution

Indicator name: Restorative group sessions
Description: The total number of restorative circles or group facilitation sessions conducted by CCCR that were provided as a community service option under the CJRA or for the Citywide roundtables, or were provided as requested or referred by city agencies seeking conflict resolution and other support for work groups.
Source: Center for Creative Conflict Resolution

Indicator name: Mediations administered for members of the public
Description: The total number of voluntary mediation sessions conducted by CCCR that involve or were requested by members of the public, including through the MEND program that provides mediation for quality of life disputes between community members and bar/restaurants or small business commercial lease disputes.
Source: Center for Creative Conflict Resolution

Indicator name: Participants who reported satisfaction with conflict resolution services
Description: Of all surveyed participants, the percentage who reported being “satisfied” with the service or program they participated in with the Center.
Source: Center for Creative Conflict Resolution Quarterly Report

Indicator name: Help Sessions conducted by OATH Help Center
Description: Summonses for which respondent has had an active session with a Procedural Justice Coordinator (PJC).
Source: Help Center/Ombudsman

Indicator name: Average days after online request is made to initiate Help Center assistance
Description: The number of calendar days from the date emailed request for Help Session is received to the date the Help Center responded to initiate the Help Session.
Source: Help Center correspondence report

Indicator name: Respondents assisted by Help Center via text messaging exchange
Description: Incoming text messages from each respondent which are responded to via text.
Source: OATH Help Center / Ombudsman Program

Office of Administrative Trials and Hearings

Indicator name: Average days after text message request is made to initiate Help Center assistance
Description: Average number of calendar days after texting assistance request is made to initiate Help center exchange. (Limited to text message exchange with each respondent)
Source: OATH Help Center / Ombudsman Program

Indicator name: Respondents assisted by Help Center via email/voicemail exchange
Description: Total number of emails/voice messages to assist on matters related to OATH, other City Agency, or governmental services: Man-Help Center emails; veteran's help emails; Seniors Help Center emails; Small Business Center emails; community services emails; elected officials referrals; ombuds person emails; request decisions and other emails such as those from Clerk's Office and CCCR.
Source: OATH Help Center / Ombudsman Program

Indicator name: Average days after email/voicemail request is made to initiate Help Center assistance
Description: Average number of calendar days to assist on matters related to OATH, other City Agency or governmental services (Limited to voicemails) such as; voicemails; Man-Help Center Emails; veteran's help emails; Seniors Help Center emails; Small Business Center emails; community services emails; elected officials referrals; ombuds person emails; request decisions and other emails such as those from Clerk's Office and CCCR.
Source: OATH Help Center / Ombudsman Program

Indicator name: Respondents who were assisted by the Help Center at customer service windows
Description: Number of in-person visitors assisted at all borough office customer service windows.
Source: OATH Help Center / Ombudsman Program

Indicator name: Completed 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: Office of Administrative Trials and Hearings

Indicator name: Letters responded to within 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: Office of Administrative Trials and Hearings

Indicator name: E-mails responded to within 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: Office of Administrative Trials and Hearings

Indicator name:	CORE facility rating
Description:	CORE facility rating: An average Customers Observing and Reporting Experiences (CORE) score based on the rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors.
Source:	Mayor's Office of Operations

Indicator name: Violations issued to private waste haulers—Total
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: Investigations Unit and Legal Unit

Indicator name: Violations issued to legally operating private waste haulers
Description: The number of violations issued to parties who are licensed or registered by BIC, for violating the City's laws and rules covering private waste hauling.
Source: Investigations Unit and Legal Unit

Indicator name: Violations issued to illegally operating private waste haulers
Description: The number of violations issued to parties who are not licensed or registered by BIC, for violating the City's laws and rules covering private waste hauling.
Source: Investigations Unit and Legal Unit

Indicator name: Private Waste Hauler Violations admitted to or upheld at OATH (%)
Description: The number of notices of violation paid without a hearing and the number upheld upon a hearing at OATH as a percentage of all notices of violation issued by BIC to private waste haulers.
Source: Investigations Unit and Legal Unit

Indicator name: Waste hauling license and registration applications denied or revoked
Description: The number of new and renewal trade waste hauling license and registration applications denied or revoked after background and other investigations of the applicant companies and principals, pursuant to the applicable laws and regulations.
Source: Licensing Unit/Legal Unit/Background Investigations Unit

Indicator name: Waste hauling complaints received
Description: The number of waste hauling complaints received.
Source: Investigations Unit

Indicator name: Waste hauling applications pending—New
Description: The number of new waste hauling license and registration applications pending, from the date of the filing, at the end of the current reporting period. This does not include applications slated for denial or under long-term investigation.
Source: Licensing Unit/Legal Unit/Background Investigations Unit

Indicator name: Average age of pending waste hauling applications (days)—New
Description: The average number of days new waste hauling license and registration applications are pending, from the date of the filing through the current reporting period. This does not include applications slated for denial or under long-term investigation.
Source: Licensing Unit/Legal Unit/Background Investigations Unit

Indicator name: Waste hauling applications approved—New
Description: The number of new waste hauling license and registration applications approved after completion of background investigations of the applicant company, principals and key employees.
Source: Licensing Unit/Legal Unit/Background Investigations Unit

Indicator name: Average time to approve waste hauling applications (days)—New
Description: The average number of days to process and approve new waste hauling license and 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: Licensing Unit/Legal Unit/Background Investigations Unit

Indicator name: Waste hauling applications pending—Renewal
Description: The number of renewal waste hauling license and registration applications pending, from the date of the filing, at the end of the current reporting period. This does not include renewal applications slated for denial or under long-term investigation.
Source: Licensing Unit/Legal Unit/Background Investigations Unit

Indicator name: Average age of pending waste hauling applications (days)—Renewal
Description: The average number of days renewal waste hauling license and registration applications are pending, from the date of the filing through the current reporting period. This does not include renewal applications slated for denial or under long-term investigation.
Source: Licensing Unit/Legal Unit/Background Investigations Unit

Indicator name: Waste hauling applications approved—Renewal
Description: The number of renewal waste hauling license and registration applications approved after completion of background investigations of the applicant company, principals and key employees.
Source: Licensing Unit/Legal Unit/Background Investigations Unit

Indicator name: Average time to approve waste hauling applications (days)—Renewal
Description: The average number of days to process and approve waste hauling license and registration renewal 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: Licensing Unit/Legal Unit/Background Investigations Unit

Indicator name: Violations issued to public wholesale markets and businesses
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: Markets Enforcement Unit

Indicator name: Public Wholesale Markets Violations admitted to or upheld at OATH (%)
Description: The number of notices of violation paid without a hearing and the number upheld upon a hearing at OATH as a percentage of all notices of violation issued by BIC at public markets.
Source: Markets Enforcement Unit

Indicator name: Public wholesale market license and registration applications denied or revoked
Description: The number of new and renewal public wholesale market license and registration applications denied or revoked after background and other investigations of the applicant companies and principals, pursuant to the applicable laws and regulations.
Source: Licensing Unit/Legal Unit/Background Investigations Unit

Indicator name: Public wholesale market applications pending—New
Description: The number of new public wholesale market registration applications pending at the end of the current reporting period. This does not include applications slated for denial or under long-term investigation.
Source: Licensing Unit/Legal Unit/Background Investigations Unit

Indicator name: Average age of pending public wholesale market applications (days)—New
Description: The average number of days new public wholesale market registration applications are pending, from the date of the filing to the end of the current reporting period. This does not include applications slated for denial or under long-term investigation.
Source: Licensing Unit/Legal Unit/Background Investigations Unit

Business Integrity Commission

Indicator name: Public wholesale market applications approved—New
Description: The number of new public wholesale market applications approved after completion of background investigations.
Source: Licensing Unit/Legal Unit/Background Investigations Unit

Indicator name: Average time to approve public wholesale market applications (days)—New
Description: The average number of days to process and approve new public wholesale market 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.
Source: Licensing Unit/Legal Unit/Background Investigations Unit

Indicator name: Public wholesale market applications pending—Renewal
Description: The number of renewal public wholesale market registration applications pending at the end of the current reporting period. This does not include applications slated for
Source: Licensing Unit/Legal Unit/Background Investigations Unit

Indicator name: Average age of pending public wholesale market applications (days)—Renewal
Description: The average number of days renewal public wholesale market registration applications are pending, from the date of the filing to the end of the current reporting period. This does not include renewal applications slated for denial or under long-term investigation.
Source: Licensing Unit/Legal Unit/Background Investigations Unit

Indicator name: Public wholesale market applications approved—Renewal
Description: The number of renewal public wholesale market applications approved. This does not include renewal applications that were approved subsequent to undergoing long-term investigations.
Source: Licensing Unit/Management Information System

Indicator name: Average time to approve public wholesale market applications (days)—Renewal
Description: The average number of days to process and approve renewal public wholesale markets applications, from the date of the filing of the application to the date of approval by the Legal Unit. This does not include renewal applications that undergo long-term investigation.
Source: Licensing Unit/Legal Unit/Background Investigations Unit

Indicator name: Letters responded to within 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action by the agency, an acknowledgement including a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14-day response. Agencies must track internally the additional time until a customer has a full and complete response.
Source: Business Integrity Commission

Indicator name: E-mails responded to within 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action by the agency, an acknowledgement including a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14-day response. Agencies must track internally the additional time until a customer has a full and complete response.
Source: Business Integrity Commission

Indicator name: Completed 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: Business Integrity Commission

Indicator name: CORE facility rating
Description: CORE facility rating: An average Customers Observing and Reporting Experiences (CORE) score based on the rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations

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Department of Parks & Recreation p 103

311 Customer Service Center p 123

Department of Cultural Affairs p 113

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Department of Sanitation

Indicator name: Vacant lot cleaning requests
Description: The total number of vacant lot cleaning requests received via 311, elected officials, executive correspondences, interagency & internal referrals.
Source: 311 Customer Service Center; DSNY Bureau of Cleaning & Collection.

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

Indicator name: Needles removed
Description: The total number of discarded, improperly disposed needles removed by DSNY.
Source: Environmental Police Unit

Indicator name: Litter baskets serviced (000)
Description: The total number of litter baskets serviced based on assigned routes during the reporting period.
Source: Operations Management Division; Bureau of Cleaning & Collection

Indicator name: Targeted Neighborhood Taskforce locations cleaned
Description: The number of walkways, medians, step streets, overpasses and other areas cleaned by DSNY's Targeted Neighborhood Taskforce.
Source: Bureau of Cleaning & Collection

Indicator name: Distance of Targeted Neighborhood Taskforce locations cleaned (miles)
Description: The miles of walkways, medians, step streets, overpasses and other areas cleaned by DSNY's Targeted Neighborhood Taskforce.
Source: Bureau of Cleaning & Collection

Indicator name: Miles of highway cleaned
Description: The total linear distance of highways cleaned as part of DSNY's litter picking, street sweeping and on/off ramp cleaning efforts.
Source: Bureau of Cleaning & Collection

Indicator name: Graffiti service requests received
Description: The total number of graffiti complaints received via 311, elected officials, executive correspondences, interagency & internal referrals.
Source: Bureau of Cleaning & Collection

Indicator name: Graffiti service requests closed
Description: The number of graffiti complaints closed after dispatching a cleaning crew to the location or closure due to incomplete or insufficient property information provided.
Source: Bureau of Cleaning & Collection

Indicator name: Cleanliness violations issued
Description: The number of violations that have an impact on the cleanliness and overall quality of life issues throughout the City.
Source: Enforcement Division and Bureau of Cleaning & Collection

Indicator name: Alternate side parking and other parking violations issued
Description: The number of violations issued by DSNY for failure to follow parking regulations.
Source: Enforcement Division

Indicator name: Recycling summonses and warnings issued
Description: Summonses and warnings issued to residents and commercial establishments for violating recycling regulations.
Source: Enforcement

Indicator name: Containerization summonses and warnings issued
Description: The number of summonses and warnings issued to residences and commercial establishments for violating containerization requirements.
Source: Enforcement Division and Bureau of Cleaning & Collection

Indicator name: Illegal dumping cameras deployed
Description: The cumulative number of illegal dumping enforcement cameras installed at the end of the reporting period.
Source: Enforcement

Indicator name: Illegal dumping summonses issued
Description: Number of summonses issued for illegal dumping. Illegal dumping is the disposal of any type of material or debris by vehicle on any street, lot, park, public space—public or private.
Source: Enforcement Division

Indicator name: Illegal dumping vehicles impounded
Description: The number of vehicles impounded for illegal dumping. Illegal dumping is the disposing of any type of material or debris by vehicle on any street, lot, park, public space—public or private.
Source: Enforcement Division

Indicator name: Abandoned vehicles removed from City streets
Description: The number of vehicles removed from NYC streets as part of DSNY only and joint DSNY/NYPD removal operations.
Source: Enforcement

Indicator name: Illegal vending summonses and warnings issued
Description: The number of summonses and warnings issued for illegal vending which includes violations associated with permitting, dirty conditions, safety issues, items being left out overnight, and setups that block public access to sidewalks, mass transit, and store entrances.
Source: Enforcement Division and Bureau of Cleaning and Collection

Indicator name: Illegal mobile car wash summonses issued
Description: The number of summonses issued for illegal mobile car washes which includes violations associated with permitting, street obstruction, illegal parking, and the spillage of noxious liquids.
Source: Enforcement Division

Indicator name: Residential curbside tons per truck-shift
Description: Average residential curbside tons collected by each truck working an eight-hour shift.
Source: Operations Management Division

Indicator name: Residential curbside trucks dumped on shift (%)
Description: Percentage of all curbside residential trucks that collect and dispose of their materials at their designated transfer stations within their eight-hour shifts.
Source: Operations Management Division

Department of Sanitation

Indicator name: Average outage rate for all collection trucks (%)
Description: The number of collection trucks that are inoperable due to mechanical failure divided by the total number of collection trucks in the fleet. Combined average for rear loader, dual bin, and front-loading collection trucks.
Source: Bureau of Motor Equipment

Indicator name: Refuse serviced after scheduled day (%)
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

Indicator name: Recycling serviced after scheduled day (%)
Description: Percentage of curbside and containerized recycling tonnage scheduled for collection but not removed by midnight. Excludes holiday weeks and missed collections due to snow events.
Source: Operations Management Division

Indicator name: Empire Bins installed
Description: The number of Empire Bins installed on City streets as of the end of the reporting period. Empire Bins are on street, sealed, trash containers for larger apartment buildings and schools. These bins are assigned to specific properties and are opened with key cards and emptied using new DSNY side-loading collection trucks.
Source: Operations Management Division

Indicator name: Tons of refuse disposed (000)
Description: Total refuse tonnage disposed by the Department.
Source: Bureau of Waste Disposal

Indicator name: DSNY-collected recycled tons (000)
Description: Tonnage (in thousands) of recyclables (paper, metal/glass/plastic, and organics) collected by the New York City Department of Sanitation from New York City residences and institutions.
Source: Operations Management Division

Indicator name: DSNY-collected diversion rate (%)
Description: Percentage of material collected by the New York City Department of Sanitation from New York City residences and institutions that is recycled.
Source: Operations Management Division

Indicator name: Overall tons recycled (000)
Description: Tonnage (in thousands) of the City's total waste stream managed by DSNY that is recycled. This includes curbside and containerized recycling plus other DSNY-managed diversion programs for used materials donations, e-waste, hazardous waste, other organics collections, redeemed bottle and can deposit containers, and other take-back and diversion programs. Because of the dependency on outside vendors, this figure is only reported on an annual basis.
Source: Solid Waste Management and Operations Management Division

Indicator name: Overall recycling diversion rate (%)
Description: Percentage of the City's total waste stream managed by DSNY that is recycled. This includes curbside and containerized recycling plus other DSNY-managed diversion programs for used materials donations, e-waste, hazardous waste, other organics collections, redeemed bottle and can deposit containers, and other take-back and diversion programs. Because of the dependency on outside vendors, this figure is only reported on an annual basis.
Source: Solid Waste Management and Operations Management Division

Indicator name: Tons of organics diverted (000)
Description: Tonnage (in thousands) of organics collected through curbside collections (residential and schools), Smart Composting Bins, City-funded Food Scrap Drop-off sites, private landscaper waste received at the Staten Island Compost Facility, and City Agency organics delivered to DSNY programs. This metric also includes tonnages of food donations diverted through or in partnership with the donateNYC program.
Source: Solid Waste Management

Indicator name: Smart composting bins deployed
Description: The cumulative number of organic SmartBins deployed.
Source: Bureau of Cleaning & Collection

Indicator name: Smart composting bin unlocks
Description: The number of user organic SmartBin unlocks.
Source: Bureau of Cleaning & Collection

Indicator name: Tons of textiles recycled (000)
Description: Tonnage (in thousands) of textile waste diverted through DSNY-managed programs, including but not limited to DSNY's Textile Recycling Program. This metric also includes tonnages (in thousands) of textile waste diverted through non-DSNY managed programs, including but not limited to collections from donateNYC Partnership organizations and public, registered clothing bins.
Source: Solid Waste Management

Indicator name: Tons of e-waste recycled (000)
Description: Tonnage (in thousands) of electronic waste diverted through DSNY-managed programs, including but not limited to ecycleNYC, SAFE Events, Special Waste Sites, and Community Recycling Events. This metric also includes tonnages (in thousands) of electronic waste diverted through non-DSNY managed programs.
Source: Solid Waste Management

Indicator name: Tons of harmful household products recycled (000)
Description: Tonnage (in thousands) of harmful household products (HHP) diverted through DSNY-managed programs, including but not limited to SAFE Events and Special Waste Sites. This metric also includes tonnages (in thousands) of HHP diverted through non-DSNY managed programs, including but not limited to New York State's PaintCare paint recovery program.
Source: Solid Waste Management

Indicator name: Snowfall (total inches)
Description: Total amount of snow, in inches, that has fallen during the reporting period.
Source: Bureau of Operations

Indicator name: Snow activation events
Description: The number of times that the agency needed to mobilize for a snow event.
Source: Bureau of Operations

Indicator name: Salt used (tons)
Description: Amount of salt used, in tons, due to snowfall and icy conditions.
Source: Bureau of Operations

Indicator name: Brine used (gallons)
Description: Amount of brine used, in gallons, due to snowfall and icy conditions.
Source: Bureau of Operations

Indicator name: Cases commenced against the City in State and federal court—Sanitation
Description: The number of state court and federal court matters assigned a litigation start date. In cases with payout, it will be paid from the judgment and claims account in the City's General Fund.
Source: Law Department Matter Management System (Tort, Special Federal Litigation, General Litigation and Labor and Employment Divisions)

Indicator name: Payout ($000)—Sanitation
Description: The judgment and claims amount, in thousands of dollars, paid by the City from the judgment and claims account in the City's General Fund to resolve cases against DSNY through settlement or verdict. This includes both pre-litigation claims dispositions approved by the Comptroller, and, in cases where the Comptroller denies liability or is unable to reach a settlement with the claimant, settlements reached in court with the Law Department defending the City in most cases (H+H defends most of its own medical malpractice actions). Settlements are included in this figure once entered into the Comptroller's OASIS data system, which may take time after the settlement is reached due to various factors including the length of time it takes the plaintiff to submit settlement paperwork.
Source: Comptroller's OASIS system

Indicator name: Private transfer station permits
Description: The number of private transfer station permits issued by the Department.
Source: Permit Inspection Unit

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

Indicator name: Office of Administrative Trials and Hearings violations issued
Description: The number of notices of violation issued by DSNY that fall under the jurisdiction of the Environmental Control Board (ECB).
Source: Bureau of Planning & Budget

Indicator name: Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)
Description: For all violations returnable to ECB, the number of violations where the respondent admitted to the violation and paid the penalty without a hearing or where the violation was upheld following an ECB hearing as a percent of all violations resolved (violations admitted to plus violations where ECB issued decisions) during the reporting period.
Source: Office of Administrative Trials and Hearings, ECB

Indicator name: Refuse collection cost per ton ($)
Description: Cost of collecting curbside and containerized refuse on a per ton basis. Full fiscal year data is available seven to nine months after the close of the fiscal year.
Source: 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. Full fiscal year data is available seven to nine months after the close of the fiscal year.
Source: Bureau of Planning & Budget

Indicator name: Disposal cost per ton ($)
Description: Cost of curbside and containerized refuse disposal on a per ton basis. Full fiscal year data is available seven to nine months after the close of the fiscal year.
Source: Bureau of Planning & 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. Full fiscal year data is available seven to nine months after the close of the fiscal year.
Source: Bureau of Planning & Budget

Indicator name: Recycling collection cost per ton ($)
Description: Cost of collecting curbside and containerized recyclables on a per ton basis. Full fiscal year data is available seven to nine months after the close of the fiscal year.
Source: Bureau of Planning & Budget

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: Solid Waste Management

Indicator name: Workplace injuries reported (uniform and civilian)
Description: All incidents (uniform and civilian) resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source: Medical Division

Indicator name: Completed 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: Bureau of Public Affairs

Indicator name: Letters responded to within 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14-day response. Agencies track the additional time until a customer has a complete and full response.
Source: Bureau of Public Affairs

Indicator name: E-mails responded to within 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14-day response. Agencies track the additional time until a customer has a complete and full response.
Source: Bureau of Public Affairs

Indicator name: Percent meeting time to close—Missed Collection (5 days)
Description: Percentage of missed collection service requests for all types reported to 311 that were closed within the five-day service level agreements (SLA) between 311 and DSNY.
Source: Mayor's Office of Operations, Citywide Performance Reporting

Indicator name: Percent meeting time to close—Dirty Conditions—Trash (7 days)
Description: Percentage of trash on public property reported to 311 that were closed within the seven-day service level agreements (SLA) between 311 and DSNY.
Source: Mayor's Office of Operations, Citywide Performance Reporting

Indicator name: Citywide acceptability rating for the overall condition of small parks and playgrounds, large parks & greenstreets (%)
Description: The percent of park sites that pass an inspection based on up to 16 individual features. If three or more features are rated unacceptable based on the Parks Inspection Program's standards, or if one condition is judged a serious safety hazard, the entire site is rated unacceptable. Additionally, a failed cleanliness rating will automatically result in an unacceptable rating for overall condition. Park sites included in this rating are playgrounds, small parks, large parks, and greenstreets (street triangles and medians landscaped with horticultural installations).
Source: Operations & Management Planning Division

Indicator name: Citywide acceptability rating for the overall condition of small parks and playgrounds, large parks & greenstreets (%)
Description: The percent of park sites that pass an inspection based on up to 16 individual features. If three or more features are rated unacceptable based on the Parks Inspection Program's standards, or if one condition is judged a serious safety hazard, the entire site is rated unacceptable. Additionally, a failed cleanliness rating will automatically result in an unacceptable rating for overall condition. Park sites included in this rating are playgrounds, small parks, large parks, and greenstreets (street triangles and medians landscaped with horticultural installations).
Source: Operations & Management Planning Division

Indicator name: Citywide acceptability rating for the overall condition of small parks and playgrounds (%)
Description: The percent of small parks (six acres or less) and playgrounds that pass an inspection based on up to 16 individual features. If three or more features are rated unacceptable based on the Parks Inspection Program's standards, or if one condition is judged a serious safety hazard, the entire site is rated unacceptable. Additionally, a failed cleanliness rating will automatically result in an unacceptable rating for overall condition.
Source: Operations & Management Planning Division

Indicator name: Citywide acceptability rating for the overall condition of large parks (%)
Description: The percent of large parks (more than six acres) that pass an inspection based on up to 16 individual features. If three or more features are rated unacceptable based on the Parks Inspection Program's standards, or if one condition is judged a serious safety hazard, the entire site is rated unacceptable. Additionally, a failed cleanliness rating will automatically result in an unacceptable rating for overall condition.
Source: Operations & Management Planning Division

Indicator name: Citywide acceptability rating for the overall condition of greenstreets (%)
Description: The percent of greenstreets (street triangles and medians landscaped with horticultural installations) that pass an inspection based on up to 16 individual features. If three or more features are rated unacceptable based on the Parks Inspection Program's standards, or if one condition is judged a serious safety hazard, the entire site is rated unacceptable. Additionally, a failed cleanliness rating will automatically result in an unacceptable rating for overall condition.
Source: Operations & Management Planning Division

Indicator name: Citywide acceptability rating for the cleanliness of small parks and playgrounds, large parks & greenstreets (%)
Description: The percent of park sites with acceptable cleanliness based on the acceptability of litter, broken glass, graffiti, and weeds or ice (depending on the season) at a site. A park will fail for cleanliness if two of the four cleanliness features are unacceptable or if conditions for one feature are egregious based on the Parks Inspection Program's standards. Park sites included in this rating are playgrounds, small parks, large parks, and greenstreets (street triangles and medians landscaped with horticultural installations).
Source: Operations & Management Planning Division

Indicator name: Citywide acceptability rating for the cleanliness of small parks and playgrounds (%)
Description: The percent of small parks (six acres or less) and playgrounds with acceptable cleanliness based on the acceptability of litter, broken glass, graffiti, and weeds or ice (depending on the season) at a site. A park will fail for cleanliness if two of the four cleanliness features are unacceptable or if conditions for one feature are egregious based on the Parks Inspection Program's standards.
Source: Operations & Management Planning Division

Indicator name: Citywide acceptability rating for the cleanliness of large parks (%)
Description: The percent of large parks (more than six acres) with acceptable cleanliness based on the acceptability of litter, broken glass, graffiti, and weeds or ice (depending on the season) at a site. A park will fail for cleanliness if two of the four cleanliness features are unacceptable or if conditions for one feature are egregious based on the Parks Inspection Program's standards.
Source: Operations & Management Planning Division

Indicator name: Citywide acceptability rating for the cleanliness of greenstreets (%)
Description: The percent of greenstreets (street triangles and medians landscaped with horticultural installations) with acceptable cleanliness based on the acceptability of litter, broken glass, graffiti, and weeds or ice (depending on the season) at a site. A park will fail for cleanliness if two of the four cleanliness features are unacceptable or if conditions for one feature are egregious based on the Parks Inspection Program's standards.
Source: Operations & Management Planning Division

Indicator name: Acceptable by feature small parks, large parks & greenstreets (%)—Play equipment
Description: The percent of play equipment in all parks, playgrounds and greenstreets rated acceptable based on the Parks Inspection Program's standards. Play equipment includes, but is not limited to, slides and jungle gyms, handball court walls, and chess and checkers tables.
Source: Operations & Management Planning Division

Indicator name: Acceptable by feature small parks, large parks & greenstreets (%)—Safety surface
Description: The percent of safety surfaces (impact-absorbing material placed on the ground) in all parks, playgrounds and greenstreets rated acceptable based on the Parks Inspection Program's standards. This includes safety matting under playground equipment and wood chipping under adult exercise equipment.
Source: Operations & Management Planning Division

Indicator name: Public restrooms in service (in season only) (%)
Description: From April 1st to October 31st, the percent of public restrooms 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 inspection. 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 inspection.
Source: Operations & Management Planning Division

Department of Parks & Recreation

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: 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: Major felonies reported on NYC Parks properties—Crimes against persons
Description: The total number of major felony crimes reported within seven categories as these correspond to New York State Penal Law. Crimes against persons include murder and non-negligent manslaughter, rape, robbery, and felonious assault. Data are provided on a quarterly basis by NYPD, and includes parks, playgrounds, pools and recreation centers. Note: Data reported in the Preliminary Mayor's Management Report are for the quarter ending in September.
Source: NYPD

Indicator name: Major felonies reported on NYC Parks properties—Crimes against property
Description: The total number of major felony crimes reported within seven categories as these correspond to New York State Penal Law. Crimes against property include burglary, grand larceny and grand larceny auto. Data are provided on a quarterly basis by NYPD and includes parks, playgrounds, pools and recreation centers. Note: Data reported in the Preliminary Mayor's Management Report are for the quarter ending in September.
Source: NYPD

Indicator name: Summons issued (PEP) (Grand Total)
Description: The number of summonses 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: Urban Park Service/Parks Enforcement Patrol

Indicator name: Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)
Description: For all violations returnable to OATH, the number of violations where the respondent admitted to the violation and paid the penalty without a hearing or where the violation was upheld following a hearing as a percent of all violations resolved
Source: Environmental Control Board

Indicator name: Street 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: Street trees pruned as a percent of pruning eligible trees
Description: The number of pruning eligible street trees (trees 5 inches and larger in diameter) that were pruned using block pruning contracts divided by the total number of pruning eligible trees (490,417) as determined by the 2005–2006 street tree census.
Source: Forestry Division

Indicator name: Total trees removed (street and parks)
Description: The total number of street and park trees removed annually, including downed trees.
Source: Forestry Division

Indicator name: Tree inspections
Description: The number of tree inspections performed on street and non-forest park trees. Includes all inspections that yield any risk priority category. Prior to Fiscal 2019 this indicator included inspections by DPR staff only.
Source: Forestry Division

Indicator name: Immediate priority tree work resolved within 7 days (%)
Description: The percentage of immediate priority work orders completed in a seven day period following a field inspection. Immediate priority is the most urgent priority category. These work orders meet the following risk criteria: the likelihood of tree failure over a period of seven days is imminent, the chance of impacting a target is high and the consequences if failure and impact occur are severe.
Source: Forestry DIvision

Indicator name: High-priority tree work resolved within 28 days (%)
Description: The percentage of high-priority work orders completed within a 28 day period following a field inspection. High-priority is the second highest priority category after immediate priority. These work orders meet the following risk criteria: the likelihood of tree failure over the period of one year is probable, the chance of impacting a target is medium and the consequences if failure and impact occur are significant.
Source: Forestry Division

Indicator name: Trees planted
Description: The total number of street and forestry trees planted by DPR and the number of street trees planted by non-DPR entities. This includes trees planted by NYC Parks' Capital Projects and Operations Divisions; street trees planted by Central Forestry and Horticulture; forest restoration trees planted by the Natural Resources Group; and street trees planted by other City agencies and individuals, community groups, and non-government organizations.
Source: Forestry Division

Department of Parks & Recreation

Indicator name: Trees planted along City streets
Description: The total number of street trees and forestry trees planted by DPR and the number of street trees planted by non-DPR entities. This includes trees planted by NYC Parks' Capital Projects and Operations Divisions; street trees planted by Central Forestry and Horticulture; forest restoration trees planted by the Natural Resources Group; and street trees planted by other City agencies and individuals, community groups, and non-government organizations.
Source: Forestry Division

Indicator name: Trees planted on landscaped areas of parks
Description: The total number of street trees and forestry trees planted by DPR and the number of street trees planted by non-DPR entities. This includes trees planted by NYC Parks' Capital Projects and Operations Divisions; street trees planted by Central Forestry and Horticulture; forest restoration trees planted by the Natural Resources Group; and street trees planted by other City agencies and individuals, community groups, and non-government organizations.
Source: Forestry Division

Indicator name: Trees planted in natural areas of parks
Description: The total number of street trees and forestry trees planted by DPR and the number of street trees planted by non-DPR entities. This includes trees planted by NYC Parks' Capital Projects and Operations Divisions; street trees planted by Central Forestry and Horticulture; forest restoration trees planted by the Natural Resources Group; and street trees planted by other City agencies and individuals, community groups, and non-government organizations.
Source: Forestry Division

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 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 date 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 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 Division

Indicator name: Eligible capital projects including accessibility improvements (%)
Description: Percent of completed eligible capital projects that included accessibility improvements. Projects that construct or reconstruct a property that is open to the public and facilitates pedestrian mobility are eligible. This includes facilities such as parks and playgrounds, public restrooms and recreation centers, and also includes features such as pavements, pathways, and benches.
Source: Capital Division

Indicator name: New Yorkers living within walking distance of a park (%)
Description: The percent of people living within a quarter mile of a small, publicly accessible park or a half of a mile of a larger park.
Source: OneNYC

Indicator name: Acres of natural areas cared for
Description: Non-overlapping acreage of management activities occurring in NYC Parks' natural areas, including invasive species removal, debris removal, clean-up, trail improvement, and native species planting.
Source: Environment & Planning Division

Indicator name: Number of native plants (non-trees) planted in natural areas
Description: Quantity of shrubs and herbaceous plants (grasses and wildflowers) planted in habitat restoration activities across NYC Parks' natural areas.
Source: Environment & Planning Division

Indicator name: Recreation center memberships—Total
Description: The total number of active memberships as of the end of the reporting period. This includes all senior, adult, youth and young adult, persons with disabilities, and veteran memberships.
Source: Public Programs

Indicator name: Recreation center memberships—Seniors
Description: The total number of active senior (ages 62 and up) memberships as of the end of the reporting month.
Source: Public Programs

Indicator name: Recreation center memberships—Adults
Description: The total number of active adult (ages 18 through 61) memberships as of the end of the reporting month. This includes all full-year adult memberships and all 6-month adult memberships.
Source: Public Programs

Indicator name: Recreation center memberships—Young adults (subset of adult membership)
Description: The total recreation center membership for members between the ages of 18 and 24.
Source: Public Programs

Indicator name: Recreation center memberships—Youth and children
Description: The total number of active child and youth (under age 18) memberships as of the end of the reporting month.
Source: Public Programs

Indicator name: Recreation center attendance—Total
Description: The total recreation center attendance for seniors, adults, youths and children, and visitors.
Source: Public Programs

Indicator name: Recreation center attendance—Seniors
Description: The total recreation center attendance for seniors (ages 62 and up).
Source: Public Programs

Indicator name: Recreation center attendance—Adults
Description: The total recreation center attendance for adults (ages 18 through 61).
Source: Public Programs

Indicator name: Recreation center attendance—Young adults (subset of adult attendance)
Description: The total recreation center attendance for members between the ages of 18 and 24.
Source: Public Programs

Indicator name: Recreation center attendance—Youth and children
Description: The total recreation center attendance for youth and children (under age 18).
Source: Public Programs

Indicator name: Recreation center attendance—Visitors
Description: The total recreation center attendance for visitors.
Source: Public Programs

Indicator name: Attendance at outdoor Olympic and intermediate pools (pool season)
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 2022 covers the relevant period of June 2022 through September 2022.
Source: Office of First Deputy Commissioner

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: Attendance at skating rinks
Description: The number of people in attendance at DPR skating rinks, not including off-season programming, during the reporting period.
Source: Revenue Division

Indicator name: Attendance at non-recreation center programs—Total
Description: Total attendance at structured youth, adult fitness and Urban Park Ranger programming, as well as attendance at nature centers. Youth programming includes the number of attendees at mobile units, including movie vans, and Kids in Motion (KIM) programming. Adult fitness reports the number of attendees at Shape up classes not held in recreation centers. Urban Park Ranger programming includes the number of attendees at the Natural Classroom/Custom Adventures, Explorers/Weekend Adventures, Alley Pond Park adventure course and nature centers.
Source: Public Programs Division

Indicator name: Community partner groups engaged by Partnerships for Parks
Description: The number of groups or organizations supporting DPR and green spaces that have actively engaged with Partnerships for Parks (PfP) resources. Engagements can include hosting an It's My Park project, utilizing any of PfP's resources (grants and training programs which include public workshops, community visioning, coaching, etc.), and/or receiving support from PfP's field staff.
Source: Partnerships for Parks

Indicator name: Volunteer turnout
Description: The number of volunteer attendees at DPR administered programs and events. The following programs/events are captured in this number: It's My Park projects, planting and tree care events, natural area care projects and trainings, and the number of classes taught by volunteer Shape Up instructors.
Source: Partnerships for Parks, MillionTreesNYC, Natural Resources Group and Recreation Division

Indicator name: Cases commenced against the City in State and federal court—Parks & Recreation
Description: The number of state court and federal court matters assigned a litigation start date. In cases with payout, it will be paid from the judgment and claims account in the City's General Fund.
Source: Law Department Matter Management System (Tort, Special Federal Litigation, General Litigation and Labor and Employment Divisions)

Indicator name: Payout ($000)—Parks & Recreation
Description: The judgment and claims amount, in thousands of dollars, paid by the City from the judgment and claims account in the City's General Fund to resolve cases against DPR through settlement or verdict. This includes both pre-litigation claims dispositions approved by the Comptroller, and, in cases where the Comptroller denies liability or is unable to reach a settlement with the claimant, settlements reached in court with the Law Department defending the City in most cases (H+H defends most of its own medical malpractice actions). Settlements are included in this figure once entered into the Comptroller's OASIS data system, which may take time after the settlement is reached due to various factors including the length of time it takes the plaintiff to submit settlement paperwork.
Source: Comptroller's OASIS system

Indicator name: Workplace injuries reported
Description: All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source: Benefits Division

Indicator name: E-mails responded to within 14 days (%)
Description: Of the e-mails that were routed, the percentage answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Office of the Commissioner

Indicator name: Letters responded to within 14 days (%)
Description: Of the letters that were routed, the percentage answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Office of the Commissioner

Indicator name: Completed 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: Community Outreach

Indicator name: CORE facility rating
Description: CORE facility rating: An average Customers Observing and Reporting Experiences (CORE) score based on the rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations—SCOUT

Indicator name: Public service requests received—Total (Forestry)
Description: The total number of public service requests received from 311 and the Department's internet request form for forestry work during the reporting period. Examples include requests for the removal of dead trees, hanging limbs or tree stumps, and tree emergencies.
Source: Forestry Division

Indicator name: Downed trees, downed limbs, and hanging limbs
Description: Service requests received from 311 and the Department's internet request form for downed trees, downed limbs, and hanging limbs. This indicator has been historically used as a proxy to document severe weather activity.
Source: Forestry Division

Indicator name: Damaged Tree—Branch or Limb Has Fallen Down—% of SRs Meeting Time to First Action (8 days)
Description: The percentage of service requests for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations/Citywide Performance Reporting

Indicator name: Dead Tree—Dead/Dying Tree—% of SRs Meeting Time to First Action (30 days for trees planted within a 2 year period, 7 days for all other trees)
Description: The percentage of service requests for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations/Citywide Performance Reporting

Indicator name: Overgrown Tree/Branches—Hitting Building—% of SRs Meeting Time to First Action (30 days)
Description: The percentage of service requests for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations/Citywide Performance Reporting

Indicator name: Root/Sewer/Sidewalk Condition—Trees and Sidewalks Program—% of SRs Meeting Time to First Action (30 days)
Description: The percentage of service requests for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations/Citywide Performance Reporting

Indicator name: Program organizations awarded Cultural Development Fund payments
Description: The number of eligible organizations awarded Cultural Development Fund grants. Grantee organizations must satisfactorily comply with the City's grant procedures and requirements, including compliance with Local Law 34 of 2007, which requires disclosures from principal officers, owners and senior managers of groups receiving DCLA funds; current registration with New York State's Charities Bureau; and other requisites.
Source: Grants Management Tracking System

Indicator name: Average days to issue final Cultural Development Fund payments
Description: The average number of business days to issue payments to grantee organizations following receipt of a complete and satisfactory payment request form.
Source: Grants Management Tracking System

Indicator name: Average days to issue initial Cultural Development Fund payments after complying with all City requirements
Description: The average number of business days to issue a grantee organization its initial Cultural Development Fund payment following the organization's satisfactory compliance with the City's grant procedures and requirements, including compliance with Local Law 34 of 2007, which requires disclosures from principal officers, owners and senior managers of groups receiving DCLA funds; current registration with New York State's Charities Bureau; and other requisites.
Source: Grants Management Tracking System

Indicator name: Operational support to Cultural Institutions Group ($000,000)
Description: The total amount of financial support provided to the coalition of 39 nonprofit museums, performing arts centers, historical societies, zoos, and botanical gardens that make up the Cultural Institutions Group.
Source: Finance Unit

Indicator name: Operating support payments made to Cultural Institutions Group by the 5th day of each month (%)
Description: The 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 39 City-owned institutions.
Source: Cultural Institutions Unit

Indicator name: Financial support provided to qualifying organizations ($000,000)
Description: The total amount of financial support provided to qualifying organizations. This includes monies awarded to the Cultural Institutions Group for operating and energy costs, awards to program organizations, and monies awarded to cultural organizations in support of the Cultural After School adventures program (CASA).
Source: Finance Unit

Indicator name: Capital projects authorized to proceed
Description: The number of all capital projects sent to the managing agency for which a full scope of work has been approved to proceed to be funded.
Source: Database files maintained by Capital Projects Unit

Indicator name: Capital projects planned that were 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

Indicator name: Value of contributed Materials for the Arts materials and equipment ($000,000)
Description: The estimated dollar value of reusable material and equipment donated to the MFTA Program, as determined by the donor.
Source: Database files maintained by MFTA

Indicator name: Schools, non-profits and City/State agencies served by Materials for the Arts
Description: The total number of public schools, non-profits and City/State agencies provided free materials and equipment through the MFTA Program, and the number served in each of the two reporting categories.
Source: Materials for the Arts

Indicator name: Materials for the Arts transactions
Description: The number of times MFTA recipients—not-for-profit organizations, public schools and City/State 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: Materials for the Arts

Indicator name: Materials for the Arts donors
Description: The number of individuals and businesses that donated reusable materials to the MFTA Program.
Source: Materials for the Arts

Indicator name: Visitors to the Cultural Institutions Group (000)
Description: The total number of visitors (onsite attendance)at the 39 organizations that comprise the Cultural Institutions Group. Attendance is reported to DCLA by each funded organization.
Source: Cultural Institutions Unit

Indicator name: Visitors to CIG using free admission and/or tickets (%)
Description: Of the total number of visitors to the 34 City-owned cultural institutions (CIG), the percentage utilizing free admission hours/tickets.
Source: Cultural Institutions Unit

Indicator name: Cultural Development Fund seminar views
Description: Total number of views on CDF seminars posted online via Youtube.
Source: Programs Unit

Indicator name: E-mails responded to within 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Database files maintained by Commissioner's Unit

Indicator name: Letters responded to within 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Database files maintained by Commissioner's Unit

Indicator name: Median days to close mediations
Description: The median number of calendar days measured from the time the case is referred to mediation to the time the mediation case is closed. Mediations can be resolved or closed in several ways—agreement between the consumer and vendor is reached, a referral to DCWP's General Counsel Division (GCD), referrals to other City agencies, and referrals to external entities such as New York State agencies.
Source: General Counsel Division

Indicator name: Complaints entering mediation
Description: The number of complaints referred to mediation. Before a complaint can enter mediation, the complainant must request the complaint be mediated and submit documentation substantiating their claim, and DCWP must determine that it has oversight authority over the nature of the complaint.
Source: General Counsel Division

Indicator name: Mediated complaints resolved
Description: The number of mediated complaints that have been closed based on the date the mediator enters an outcome. Mediations can be closed in several ways—agreement between the consumer and vendor is reached, a referral to DCWP's General Counsel Division (GCD), referrals to other City agencies, and referrals to external entities such as New York State agencies.
Source: General Counsel Division

Indicator name: Mediations completed within 28 days (%)
Description: The percent of mediations closed within 28 days of being referred to mediation. This is calculated by dividing the total number of mediations completed during the reporting period within 28 days of starting mediation by the total number of mediations completed during the reporting period.
Source: General Counsel Division

Indicator name: Mediations completed within 50 days (%)
Description: The percent of mediations closed within 50 days of being referred to mediation. This is calculated by dividing the total number of mediations completed during the reporting period within 50 days of starting mediation by the total number of mediations completed during the reporting period.
Source: General Counsel Division

Indicator name: Mediations completed within 90 days (%)
Description: The percent of mediations closed within 90 days of being referred to mediation. This is calculated by dividing the total number of mediations completed during the reporting period within 90 days of starting mediation by the total number of mediations completed during the reporting period.
Source: General Counsel Division

Indicator name: Consumer restitution awarded ($)
Description: The dollar value of restitution awarded to consumers. Restitution comes from two main sources: first, amounts negotiated by the General Counsel Division (GCD) after mediation or as part of a settlement with GCD attorneys, and second, amounts awarded by the Office of Administrative Trials and Hearings (OATH) or any other court.
Source: General Counsel Division and Office of Administrative Trials and Hearings

Indicator name: Complaints referred for inspection
Description: Complaints referred to the Enforcement Division for inspection. Before a complaint can be referred for inspection, DCWP must determine that the subject of the complaint is covered by an enforceable law or regulation under DCWP's jurisdiction and have sufficient information to identify the business location.
Source: General Counsel Division

Indicator name: Median days to respond to inspection referrals
Description: The median number of days between the time a consumer complaint requesting an inspection is received in the system and the time the inspection result is recorded.
Source: General Counsel Division and Enforcement Division

Indicator name: Inspections—Total
Description: The number of inspections conducted by DCWP inspectors, including the borough units, the petroleum unit, and the tobacco units, as well as all weights and measures, qualifying vehicle, and qualifying site inspections. The number does not include courtesy "Business Education" inspections.
Source: Enforcement Division

Indicator name: Licensed business category inspections
Description: The number of inspections of businesses operating in a business category that requires a DCWP-issued license. This count excludes Tobacco Retail Dealer and Electronic Cigarette Dealer, which are counted under Tobacco program inspections.
Source: Enforcement Division

Indicator name: Non-licensed business category inspections
Description: The number of inspections of businesses operating in business categories that do not require a DCWP-issued license. Examples of this include gas stations, grocery stores, and general retail stores. This count excludes Tobacco Retail Dealer and Electronic Cigarette Dealer, which are counted under Tobacco program inspections.
Source: Enforcement Division

Indicator name: Tobacco program inspections
Description: Total number of inspections of Tobacco Retail Dealer and Electronic Cigarette Dealer businesses.
Source: Enforcement Division

Indicator name: Summonses—Total
Description: The total number of summonses issued during all inspections. If an inspection includes more than one business category it can result in more than one summons being issued.
Source: Enforcement Division

Indicator name: Licensed business category summonses
Description: The number of summonses resulting from inspections of businesses requiring a DCWP-issued license. If an inspection includes more than one business category it can result in more than one summons being issued. This count excludes Tobacco Retail Dealer and Electronic Cigarette Dealer, which are counted under Tobacco program inspections.
Source: Enforcement Division

Indicator name: Non-licensed business category summonses
Description: The number of summonses resulting from non-licensed business category inspections. If an inspection includes more than one business category it can result in more than one summons being issued. This count excludes Tobacco Retail Dealer and Electronic Cigarette Dealer, which are counted under Tobacco program inspections.
Source: Enforcement Division

Indicator name: Tobacco program summonses
Description: The number of summonses issued during inspections of Tobacco Retail Dealer and/or Electronic Cigarette Dealer businesses. A single inspection can result in two summonses if violations are found in each business category.
Source: Enforcement Division

Indicator name: License Law—License requirement compliance rate (%)
Description: The percentage of businesses that are required to hold a DCWP-issued license that have an active license at the time of inspection. This is calculated by dividing the total number of inspections not resulting in a violation for unlicensed activity by the total number of inspections of businesses required to hold a DCWP-issued license.
Source: Enforcement Division

Indicator name: Tobacco and Electronic Cigarette Retail Dealer compliance rate (%)
Description: The percentage of Tobacco Retail Dealer and Electronic Cigarette Dealer businesses that are required to hold a DCWP-issued license that have an active license at the time of inspection. This is calculated by dividing the total number of inspections not resulting in a violation for unlicensed activity by the total number of inspections of businesses required to hold a DCWP-issued license.
Source: Enforcement Division

Indicator name: All Other License Categories compliance rate (%)
Description: The percentage of all non-Tobacco Retail Dealer and Electronic Cigarette Dealer businesses that are required to hold a DCWP-issued license that have an active license at the time of inspection. This is calculated by dividing the total number of inspections not resulting in a violation for unlicensed activity by the total number of inspections of businesses required to hold a DCWP-issued license.
Source: Enforcement Division

Indicator name: License Law—Licensee compliance rate (%)
Description: The percentage of licensed businesses found in compliance with the laws, rules and regulations specific to their license(s). This is calculated by dividing the number of inspections of DCWP-licensed businesses having no violations of licensing laws, rules and regulations, by the total number of inspections of businesses having a DCWP-issued license. Inspections where a business did not have a required license (unlicensed activity) are not included in these counts.
Source: Enforcement Division

Indicator name: Consumer protection law compliance rate (%)
Description: Percentage of inspected business in compliance with Consumer Protection Laws, Rules and Regulations during each inspection performed, calculated by dividing the number of businesses not issued a summons with a Consumer Protection Law violation by the total number of businesses inspected for compliance with a Consumer Protection Law regulation.
Source: Enforcement Division

Indicator name: Weights and measures law compliance rate—Gasoline pumps (%)
Description: The percent of gasoline pumps that accurately dispensed indicated amounts during inspections of meters, calculated by dividing the number of passed inspections by the number of gasoline pump inspections.
Source: Enforcement Division

Indicator name: Weights and measures law compliance rate—Fuel trucks (%)
Description: The percent of fuel trucks that accurately dispensed indicated amounts during inspections of meters, calculated by dividing the number of passed inspections by the total number of inspections.
Source: Enforcement Division

Indicator name: Tobacco Program—Sale to youth compliance rate (%)
Description: The percentage of tobacco and electronic cigarette retail dealers in compliance with laws prohibiting the sale of tobacco and e-cigarette products to underage youth calculated by dividing the number of businesses not issued a violation for sale to underage youth by the total number of businesses receiving a tobacco program inspection.
Source: Enforcement Division

Indicator name: Tobacco Program—Out of package sales compliance rate (%)
Description: The percentage of Tobacco and Electronic Cigarette retail dealers found in compliance with laws prohibiting the sale of tobacco products outside of its packaging calculated by dividing the number of businesses not issued a violation for an out of package sale by the total number of businesses receiving a tobacco program inspection.
Source: Enforcement Division

Indicator name: Tobacco Program—Flavored tobacco and e-cigarette compliance rate (%)
Description: The percentage of Tobacco and Electronic Cigarette retail dealers found in compliance with laws prohibiting the sale of flavored tobacco and e-cigarette products calculated by dividing the number of businesses issued a violation for flavored product sales by the total number of businesses receiving a tobacco program inspection.
Source: Enforcement Division

Indicator name: Civil penalties collected from settlements ($)
Description: Total amount of civil penalties collected through settlement and pleading offers. The amount includes all payments received for civil penalties resulting from summonses issued by inspectors and, payments received for civil penalties resulting from proactive investigations by the General Counsel Division. It does not include civil penalties resulting from worker protection violations, which are reported under Service Area 4.
Source: General Counsel Division and Fiscal Services

Indicator name: Cases settled prior to original hearing date (%)
Description: The percentage of scheduled hearings during the reporting period where the respondent entered into a settlement or pleading agreement prior to their original hearing date. A case is considered settled if the respondent entered into a settlement agreement, pled guilty to the charges, or submitted a cure certification, on or before the date of the original hearing. This count is divided by the total number of summonses whose original hearing date occurred during the reporting period. Excluded from the denominator are withdrawn summonses and cases where settlement and pleading offers were not available to the respondent.
Source: General Counsel Division

Indicator name: Applications received
Description: The number of new and renewal applications received for DCWP-issued licenses.
Source: Licensing Division

Indicator name: Median processing time (days)
Description: The median number of calendar days required to process new and renewal applications for DCWP-issued licenses. Licenses requiring approval by outside agencies, special inspections, mandatory waiting periods, or extensive legal review are excluded from this calculation. Days where the renewal is pending additional information from the applicant or clearance of certain requirements, such as passing a qualifying exam or being fingerprinted or acquiring a commercial driver's license, are not included in the processing time.
Source: Licensing Division

Indicator name: Applications approved within 10 days (%)
Description: The percent of new and renewal applications for DCWP-issued licenses approved within 10 calendar days. Licenses requiring approval by outside agencies, special inspections, mandatory waiting periods, or extensive legal review are excluded from this calculation.
Source: Licensing Division

Department of Consumer and Worker Protection

Indicator name: Applications approved within 30 days (%)
Description: The percent of new and renewal applications for DCWP-issued licenses approved within 30 calendar days. 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: Applications submitted online (%)
Description: The percentage of new and renewal applications for DCWP-issued licenses submitted online, calculated by dividing the number of new and renewal applications for DCWP-issued licenses submitted online by the total number of applications submitted.
Source: Licensing Division

Indicator name: Average Licensing Center wait time (minutes)
Description: The average number of minutes a customer waits to speak with a customer service representative who processes applications at all DCWP Licensing Centers, measured from the time the customer receives a Q-matic ticket to the time the customer reaches their first service window.
Source: Licensing Division

Indicator name: Customer service requests processed at the DCWP Licensing Center
Description: The total number of visits made to DCWP Licensing Centers. This is determined by the count of service requests processed by customer service agents.
Source: Licensing Division

Indicator name: Businesses engagement and outreach events
Description: The number of business education days and virtual and in-person outreach events held.
Source: External Affairs

Indicator name: Businesses participating in engagement and outreach events
Description: The number of businesses attending business education days and participating in and outreach events.
Source: External Affairs

Indicator name: Business education inspections
Description: The number of businesses receiving a Business Education inspection during the reporting period. Under the Visiting Inspector Program (VIP), brick-and-mortar businesses applying a DCWP license are offered the opportunity to schedule a free, and violation-free, educational inspection so they can better understand the laws and regulations that apply to their business, where they are not in compliance, and how to make corrections so they can avoid violations and fines during future inspections.
Source: Enforcement Division

Indicator name: Clients served
Description: The number of clients receiving financial counseling through the Office of Financial Empowerment financial counseling programs. The FYTD value will be the number of unique client ID's for the Fiscal Year, not the sum of each individual month.
Source: Office of Financial Empowerment

Indicator name: First-time clients
Description: The number of newly enrolled clients participating in their first financial counseling session through the Office of Financial Empowerment.
Source: Office of Financial Empowerment

Indicator name: Clients achieving a financial goal within their first year of receiving counseling (%)
Description: The percent of Office of Financial Empowerment financial counseling program clients that, within one year of entering the program, achieved at least one financial behavioral change/outcome during the fiscal year (i.e., open or transition to a safe and affordable bank account; or keep bank account open for at least 6 months), credit (i.e., establish credit score; or increase credit score by at least 35 points), debt (i.e., decrease debt by at least 10%; or reduce over payment to SSA), savings (i.e., actively maintains a new savings behavior for at least three months; or increase savings by the equivalent of at least one week's net income), or goal achievement outcome.
Source: Office of Financial Empowerment (OFE)

Indicator name: Cumulative financial counseling program clients served
Description: The total number of Office of Financial Empowerment financial counseling program clients served from the start of the program in 2008 through the end of the current reporting period, measured from the point the client began participating in the program.
Source: Office of Financial Empowerment (OFE)

Indicator name: Cumulative debt reduced ($)
Description: The cumulative amount of debt reduction achieved by clients measured from the point the client began participating in the program.
Source: Office of Financial Empowerment

Indicator name: Cumulative savings increase ($)
Description: The cumulative amount of savings increases achieved by clients measured from the time the client began participating in the program.
Source: Office of Financial Empowerment

Indicator name: Tax returns filed through the NYC Free Tax Preparation Program
Description: The number of tax returns filed through the NYC Free Tax Preparation Program. DCWP's Office of Financial Empowerment coordinates with community partners to provide free tax preparation services to low- and middle-income New Yorkers. This indicator is a count of all tax returns filed through these contracted service providers.
Source: Office of Financial Empowerment

Indicator name: Estimated tax preparation fees saved through the NYC Free Tax Preparation Program ($)
Description: The estimated amount in tax preparation fees saved by clients of the NYC Free Tax Prep program in the fiscal year, using the Bureau of Labor Statistics Consumer Price Index for All Urban Consumers (CPI-U) seasonally-adjusted data for the U.S. city average for tax return preparation and other accounting fees.
Source: Office of Financial Empowerment (OFE)

Indicator name: Complaints received—worker protection law
Description: The number of complaints filed with DCWP alleging violations of worker protection laws. Typical complaints are about failure to honor an employee's schedule or pay required pay-differentials, and refusing to allow use of paid family and sick leave to qualified employees as required under the laws.
Source: Office of Labor Policy and Standards

Indicator name: Investigations opened—worker protection law
Description: The number of investigations into compliance with NYC worker protection laws opened by DCWP's Office of Labor Policy and Standards (OLPS).
Source: Office of Labor Policy and Standards

Department of Consumer and Worker Protection

Indicator name: Median days to assess complaints and open investigations—worker protection law
Description: The median number of calendar days it takes to open an investigation into a violation alleged in a complaint. Time is measured from the date a complaint is received to the date it is associated with an investigation, whether new or ongoing.
Source: Office of Labor Policy and Standards

Indicator name: Investigations closed—worker protection law
Description: The number of investigations into compliance with NYC worker protection laws closed by DCWP.
Source: Office of Labor Policy and Standards

Indicator name: Median days to close investigations—worker protection law
Description: The median number of calendar days it takes to close an investigation into compliance with NYC worker protection laws. Time is measured from the date the investigation is opened to the date it is closed.
Source: Office of Labor Policy and Standards

Indicator name: Workers entitled to restitution
Description: The number of workers entitled to restitution because of a settlement agreement or a trial resulting from a DCWP investigation into compliance with NYC worker protection laws.
Source: Office of Labor Policy and Standards

Indicator name: Worker restitution assessed ($)
Description: The dollar value of restitution assessed through a settlement agreement or trial resulting from a DCWP investigation into compliance with NYC worker protection laws.
Source: Office of Labor Policy and Standards

Indicator name: Civil penalties collected ($)
Description: The total amount of civil penalties collected for violations of NYC's worker protection laws.
Source: Office of Labor Policy and Standards (OLPS)

Indicator name: Complaints received—Freelance Isn't Free
Description: The number of complaints from freelance workers that were received by DCWP under the Freelance Isn't Free program.
Source: Office of Labor Policy and Standards

Indicator name: Navigation cases opened—Freelance Isn't Free
Description: The number of Freelance Isn't Free cases opened.
Source: Office of Labor Policy and Standards

Indicator name: Navigation cases closed—Freelance Isn't Free
Description: The number of Freelance Isn't Free cases closed.
Source: Office of Labor Policy and Standards

Indicator name: Amount recovered by complainants ($)—Freelance Isn't Free
Description: The amount of money recovered by freelancers through the City's administration of the Freelance Isn't Free Law. Amounts recovered are self-reported by the freelancers and may not reflect the total recovered.
Source: Office of Labor Policy and Standards

Indicator name: Average wait time to speak with a customer service agent (minutes:seconds)
Description: The average wait time for customers visiting the Licensing Centers. The time is calculated from the time the customer receives a Q-matic ticket to the time the customer reaches a service window to speak with a Licensing Center representative.
Source: Licensing Division

Indicator name: Completed 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: External Affairs

Indicator name: CORE facility rating
Description: CORE facility rating: An average Customers Observing and Reporting Experiences (CORE) score based on the rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations—SCOUT

Indicator name: Consumer Complaint—Exchange, refund, or return (% of SRs meeting time to first action within 4 days)
Description: The percentage of closed service requests for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations/Citywide Performance Reporting

Indicator name: Consumer Complaint—False advertising (% of SRs meeting time to first action within 4 days)
Description: The percentage of closed service requests for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations/Citywide Performance Reporting

Indicator name: Consumer Complaint—Non-delivery goods/services (% of SRs meeting time to first action within 4 days)
Description: The percentage of closed service requests for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations/Citywide Performance Reporting

Indicator name: Consumer Complaint—Overcharge (% of SRs meeting time to first action within 4 days)
Description: The percentage of closed service requests for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations/Citywide Performance Reporting

311 Customer Service Center

Indicator name: 311 calls (000)
Description: The number of calls 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 Spanish language calls (000)
Description: The full volume of calls received by the Customer Service Center in Spanish that were resolved by automated messaging in the interactive voice response (IVR) system, bilingual representatives and representatives using a language translation service.
Source: 311 Customer Service Center

Indicator name: 311 calls in languages other than English or Spanish (000)
Description: The full volume of calls received by the Customer Service Center in languages other than English or Spanish that were resolved by automated messaging in the interactive voice response (IVR) system, plus those handled by representatives using a translation service.
Source: 311 Customer Service Center

Indicator name: 311 mobile app contacts (000)
Description: Number of contacts, in thousands, for information or service made to 311 through the mobile application.
Source: 311 Customer Service Center

Indicator name: 311-NYC (text) contacts (000)
Description: Number of text contacts, in thousands, for information or service made to 311 via 311-NYC (311-692). Each conversation with a text caller only counts as one contact, even if multiple messages are exchanged.
Source: 311 Customer Service Center

Indicator name: 311 Online site visits (000)
Description: The number of visits, including requests for information or services, in thousands, made to 311 Online via the City's website (www.nyc.gov/311).
Source: 311 Customer Service Center

Indicator name: Calls answered within 30 seconds (%)
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 (tier 1 calls) (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

Indicator name: Completed service requests (000)
Description: Number of service requests to 311 that were completed in that fiscal year.
Source: 311 Customer Service Center

Indicator name: Inquiries from customers (000)
Description: A count of customer inquiries made by the public to 311 in that fiscal year (equal to the number of Knowledge articles accessed).
Source: 311 Customer Service Center

Indicator name: E-mails responded to within 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: 311 Customer Service Center

Indicator name: Customer satisfaction index (311 only)
Description: An index of the customers surveyed who were satisfied with the service they received from 311. The survey is conducted, and the index is calculated by CFI Group, Inc. for 311 using their patented American Customer Satisfaction Index (ACSI) methodology. The overall result reported here is a comparison and weighted metric that triangulates the customer's view on ideal customer experience; desired customer experience; and actual customer experience.
Source: 311 Customer Service Center

Taxi and Limousine Commission

Indicator name: Active medallion taxis that are accesible
Description: The number of medallion taxicabs that are wheelchair accessible and in good standing (statuses current not suspended).
Source: TLC Licensing Division

Indicator name: Active boro taxis that are accessible
Description: The number of Street Hail Liveries that are wheelchair accessible and in good standing (statuses current not suspended).

Indicator name: Active for-hire vehicles that are accessible
Description: The number of FHVs that are wheelchair accessible and in good standing (statuses current not suspended).
Source: TLC Licensing Division

Indicator name: Accessible dispatch median wait time citywide (minutes:seconds)
Description: The median wait time (in hours and minutes) for passengers who requested a wheelchair accessible vehicle through the Accessible Dispatch Program, which utilizes yellow and green taxis. The median wait time includes the time associated with traffic and travel to the passenger's pick-up location and is calculated from the time the request for an accessible taxi is submitted to the time the driver arrives at the passenger's pick-up location.
Source: TLC Policy Division

Indicator name: Accessible dispatch trips fulfilled as a percent of requested trips (%)
Description: The percentage of passenger trips fulfilled through the Accessible Dispatch program as a percent of all requested trips.
Source: TLC Policy Division

Indicator name: Medallion taxi safety and emissions inspections conducted—Total
Description: The total number of completed initial and re-test inspections for medallion taxis. As per a TLC rule, all Medallion Taxis must be inspected three times per year at TLC's Woodside inspections facility. Inspections consist of New York State Department of Motor Vehicles (DMV) required safety and emissions testing and TLC required safety and visual testing.
Source: TLC Safety and Emissions Division

Indicator name: Medallion taxi safety and emissions inspections conducted—Passed
Description: The number of completed initial and re-test safety and emissions inspections performed for medallion taxis in which the vehicle passed. As per a TLC rule, all medallion taxis must be inspected three times per year at TLC's Woodside inspections facility. Inspections consist of New York State Department of Motor Vehicles (DMV) required safety and emissions testing and TLC required safety and visual testing.
Source: TLC Safety and Emissions Division

Indicator name: Medallion taxi safety and emissions inspections conducted—Failed
Description: The number of completed initial and re-test safety and emissions inspections performed for medallion taxis in which the vehicle failed. As per a TLC rule, all Medallion Taxis must be inspected three times per year at TLC's Woodside inspections facility. Inspections consist of New York State Department of Motor Vehicles (DMV) required safety and emissions testing and TLC required safety and visual testing.
Source: TLC Safety and Emissions Division

Indicator name: Medallion taxi safety and emissions failure rate—Initial inspection (%)
Description: The percentage of medallion taxis that failed initial safety and emissions inspection. Vehicles that fail initial inspections must return to TLC's Woodside facility for re-inspection until they are able to pass.
Source: TLC Safety and Emissions Division

Indicator name: Medallion taxi safety and emissions failure rate—Re-Inspection (%)
Description: The percentage of medallion taxis that failed their re-inspections. Medallion taxis that fail their initial inspections must return to TLC's Woodside facility for re-inspection until they are able to pass..
Source: TLC Safety and Emissions Division

Indicator name: Medallion taxi safety and emissions inspections completed on schedule (%)
Description: The percent of medallion taxis that completed a safety and emissions inspection on the scheduled appointment date.
Source: Safety and Emissions

Indicator name: For-hire vehicles safety and emissions inspections conducted at TLC facility—Total
Description: The total number of completed initial and re-test inspections of for-hire vehicles (FHVs). As per a TLC rule, FHVs must be inspected once every two years at TLC's Woodside inspections facility. Inspections consist of New York State (NYS) Department of Motor Vehicles (DMV) required safety and emissions testing and TLC required safety and visual testing. Other required safety and emissions inspections (an additional five during the two year license period) can be completed at any NYS DMV registered facility.
Source: Safety and Emissions Division

Indicator name: For-hire vehicles safety and emissions failure rate—Initial inspection (%)
Description: The percentage of for-hire vehicles (FHVs) that failed initial safety and emissions inspections. FHVs that fail initial inspections must return to TLC's Woodside facility for re-inspection until they are able to pass.
Source: Safety and Emissions Division

Indicator name: For-hire vehicles safety and emissions failure rate—Re-Inspection (%)
Description: The percentage of for-hire vehicles (FHVs) that failed their re-inspections. FHVs that fail their initial inspections must return to TLC's Woodside facility for re-inspection until they are able to pass.
Source: Safety and Emissions Division

Indicator name: For-hire vehicles safety and emissions inspections completed on schedule (%)
Description: The percent of for-hire vehicles (FHVs) that completed a safety and emissions inspection on the scheduled appointment date.
Source: Safety and Emissions Division

Indicator name: Boro taxi safety and emissions inspections conducted—Total
Description: The total number of completed initial and re-test inspections for boro taxis. As per a TLC rule, all boro taxis must be inspected two times per year at TLC's Woodside inspections facility. Inspections consist of New York State Department of Motor Vehicles (DMV) required safety and emissions testing and TLC required safety and visual testing.
Source: TLC Safety and Emissions Division

Indicator name: Boro taxi safety and emissions failure rate—Initial inspection (%)
Description: The percent of boro taxis that failed initial inspection. Vehicles that fail initial inspections must return to TLC's Woodside facility for re-inspection until they are able to pass.
Source: TLC Safety and Emissions Division

Taxi and Limousine Commission

Indicator name: Boro taxi safety and emissions failure rate—Re-inspection (%)
Description: The percentage of boro taxis that failed their re-inspections. For-hire vehicles that fail their initial inspections must return to TLC's Woodside facility for re-inspection until they are able to pass.
Source: TLC Safety and Emissions Division

Indicator name: Patrol summonses issued to drivers
Description: The total number of patrol summonses issued to drivers of TLC licensed vehicles for not complying with TLC's rules and regulations and the number issued to unlicensed operators that offer street hail service to passengers. A patrol summons is a field summons issued while an inspector is on patrol.
Source: Enforcement

Indicator name: Patrol summonses issued to owners/agents/bases
Description: The total number of patrol summonses issued to vehicle owners, agents and bases for not complying with TLC's rules and regulations. A patrol summons is a field summons issued while an inspector is on patrol.
Source: Enforcement

Indicator name: Patrol summonses issued for illegal street hails for drivers and vehicle owners
Description: The number of summonses issued to licensed vehicle drivers, and vehicle owners, who are not authorized to pick up street hails yet do so—i.e., 1) drivers/vehicle owners of commuter and paratransit vans; 2) drivers/vehicle owners of street hail liveries (Boro taxis) that pick up street hails in the Exclusionary Zone; and 3) any other driver/vehicle owner who does not have a medallion and picks up a street hail. (Note: Through June 2013 only medallion drivers were legally allowed to pick up street hails.)
Source: Enforcement

Indicator name: Patrol summonses issued for unlicensed activity for drivers and vehicle owners
Description: The total number of patrol summonses issued to unlicensed drivers, as well as to the owners of those vehicles, that offer street hail service to passengers.
Source: Enforcement

Indicator name: Administrative summonses issued to drivers
Description: The total number of administrative summonses issued to TLC drivers for not complying with TLC's rules and regulations. Whereas patrol summonses are issued by inspectors in the field, administrative summonses are generated based on violations observable in secure TLC databases, such as licensing records.
Source: Enforcement

Indicator name: Administrative summonses issued to owners/agents/bases
Description: The total number of administrative summonses issued to vehicle owners, agents and bases for not complying with TLC's rules and regulations. Administrative summonses are generated based on violations observable in secure TLC databases, such as licensing records
Source: Enforcement

Indicator name: Violations admitted to or upheld at the Taxi and Limousine Tribunal at the OATH (%)
Description: The number of violations where the respondent admitted to the rule violation and/or paid the penalty without a hearing (referred to as a stipulation) or where the rule violation was upheld following a hearing as a percent of all violations resolved (stipulations, plus violations upheld and dismissed).
Source: Prosecution

Indicator name: Vision Zero summonses issued
Description: Total summonses for moving traffic hazardous violation such as speeding; Failure to stop for a school bus; Following a vehicle too closely (tailgating); Failure to yield; Failure to obey traffic signal; Stop Sign violation; Improper Passing; Unsafe Lane Change; Driving in the wrong direction; Use of an electronic communication device; Reckless driving; Driving left of center; Inadequate brakes (own vehicle); Leaving scene of an accident involving property damage or injury to animal; No seat belt; and Illegal U-Turn; Tint Violation.
Source: Enforcement

Indicator name: Service Refusal summonses issued
Description: Total summonses for Refusing Passengers. Driver must not refuse to transport in any passengers.
Source: Enforcement

Indicator name: Administrative settlements accepted by drivers
Description: The total number of administrative settlements accepted by TLC drivers. TLC Prosecution Division handles settlements. Prosecution may issue a settlement before an administrative summons, at the same time as a summons or after a summons issuance. Once accepted it is considered settled by a licensee. While most settlements carry a monetary fine, some do not and instead may carry a fine of TLC points. These settlements are issued by the Administrative Summonsing Unit. Total volume issued and total amounts are tracked by the same unit.

Indicator name: Administrative settlements accepted by owners/agents/bases
Description: The total number of administrative settlements accepted by vehicle owners, agents and bases. TLC Prosecution Division handles settlements. Prosecution may issue a settlement before an administrative summons, at the same time as a summons or after a summons issuance. Once accepted it is considered settled by a licensee. While most settlements carry a monetary fine, some do not and instead may carry a fine of TLC points. These settlements are issued by the Administrative Summonsing Unit. Total volume issued and total amounts are tracked by the same unit.
Source: TLC Enforcement

Indicator name: Average wait time at Long Island City facility (hours:minutes)
Description: Average number of hours/minutes a licensee/applicant waited at the Long Island City facility from time of arrival to the start of service by a TLC customer representative.
Source: TLC Licensing Division

Indicator name: TLC driver licenses issued
Description: The total number of TLC driver licenses issued/processed during reporting period; both initial (new) and renewal licenses issued/processed to applicants who met TLC standards and completed all requirements.
Source: Licensing Division

Indicator name: TLC driver licenses issued—New licenses
Description: The total number of new TLC driver licenses issued/processed during reporting period to applicants who met TLC standards and completed all requirements.
Source: Licensing Division

Indicator name: Average time to issue a new driver license from initial application (calendar days)
Description: The average time, measured in calendar days, to issue a new TLC driver license from the date the applicant initiated the application process to the time the license is issued. This includes the time needed by an applicant to complete all requirements as well as the time by TLC to process the application.
Source: Licensing Division

Taxi and Limousine Commission

Indicator name: Average agency processing time to issue a new driver license (calendar days)
Description: The average time, measured in calendar days, to issue a new TLC driver license from the date the applicant submitted all completed requirements. This counts only the time TLC requires to process the application and excludes time needed by applicants to complete all requirements. The clock is stopped and started as necessary.
Source: Licensing Division

Indicator name: Owners approved for the Medallion Relief Program
Description: The total number of medallion owners approved to receive a loan.
Source: Medallion Relief Program

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 of a medallion taxi; includes the time spent waiting for the inspection and the time spent on the inspection.
Source: Safety and Emissions

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

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

Indicator name: TLC driver complaints received
Description: The total number of complaints customers made to TLC's Call Center and other channels regarding a TLC driver. These complaints can lead to charges being filed against the driver and may lead to a consumer hearing.
Source: Prosecution

Indicator name: TLC driver complaints that were eligible for prosecution
Description: The total number of complaints received against TLC drivers where the customer agreed to participate in TLC's investigation, TLC was able to verify the information provided by the customer, and the information gave TLC reasonable cause to believe the TLC driver violated a TLC rule(s).
Source: Prosecution

Indicator name: Average days to close a TLC driver complaint
Description: The average number of calendar days to close a consumer complaint against a TLC driver, measured from receipt of the complaint to the date the hearing is scheduled or complaint is otherwise resolved.
Source: Prosecution

Indicator name: Medallion vehicles
Description: The current total number of medallion taxis.
Source: TLC Licensing Division

Indicator name: For-hire vehicles active and not suspended
Description: The total number of for-hire vehicles licensed by TLC that are in good standing. This includes medallion taxis as well as boro taxis. Good standing refers to vehicle licenses that are active and not suspended.
Source: TLC Licensing Division

Indicator name: Boro taxis active and not suspended
Description: The total number of boro taxis, also known as green cabs, which operate in all outer boroughs and north of East 96th Street and West 110th Street, that are licensed by TLC and are in good standing. This value excludes Street Hail Livery (SHL) Black Pilot and S2. The SHL Pilot Program utilizes returned green cab permits to test the feasibility of a license that cuts costs traditionally associated with SHLs, while also eliminating the ability to receive street hails. Over a period lasting no longer than two years, it will study potential improvements in pre-arranged non-emergency medical transportation service, outer-borough service, fleet electrification, and wheelchair accessibility of the TLC fleet.
Source: TLC Licensing Division

Indicator name: Electric vehicles that are medallion taxis
Description: The total number of Electric vehicles that are medallion taxis.
Source: Licensing

Indicator name: Electric vehicles that are for-hire vehicles
Description: The total number of electric vehicles that are for-hire vehicles (FHVs).
Source: Licensing

Indicator name: E-mails responded to within 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Licensing Division

Indicator name: Letters responded to within 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Commissioner's Office

Indicator name: Average call wait time (minutes:seconds)
Description: The average time, measured in minutes and seconds, from the time the Interactive Voice Response (IVR) transfers to Queue/Agent to the time that a Call Center Agent answers the call.
Source: TLC Licensing Division

Taxi and Limousine Commission

Indicator name: Completed 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: TLC Licensing Division

Indicator name: Visits to Long Island City facility
Description: The number of visits to TLC's Licensing Center.
Source: TLC Licensing Division

Indicator name: CORE facility rating
Description: CORE facility rating: An average Customers Observing and Reporting Experiences (CORE) score based on the rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations—SCOUT

Indicator name: Lost Property—% of SRs Meeting Time to Action (7 days)
Description: The percentage of service requests for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations/Citywide Performance Reporting

Indicator name: Taxi Complaint—% of SRs Meeting Time to First Action (14 days)
Description: The percentage of service requests for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations/Citywide Performance Reporting

Health and Human Services

Health and Human Services

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Indicator name: New HIV diagnoses (CY)
Description: The number of new HIV diagnoses cases reported to the NYC Department of Health and Mental Hygiene. HIV surveillance data—including data on new HIV diagnoses—are reported annually on the calendar year (i.e. FY24 = CY23). Data for the previous full calendar year are embargoed until the release of the HIV Surveillance Annual Report in early December.
Source: Bureau of Hepatitis, HIV, and Sexually Transmitted Infections

Indicator name: Infectious syphilis cases (CY)
Description: The number of primary and secondary syphilis cases reported to the NYC Department of Health and Mental Hygiene. STI surveillance data—including data on syphilis—are reported annually on the calendar year (i.e. FY24 = CY23).
Source: Bureau of Hepatitis, HIV, and Sexually Transmitted Infections

Indicator name: Congenital syphilis cases (CY)
Description: The number of congenital syphilis cases (disease acquired before or at birth) reported to the NYC Department of Health and Mental Hygiene. STI surveillance data—including data on syphilis—are reported annually on the calendar year (i.e. FY24 = CY23).
Source: Bureau of Hepatitis, HIV, and Sexually Transmitted Infections

Indicator name: HIV viral suppression (%) (CY)
Description: The proportion of people with HIV in medical care who were virally suppressed (< 200 copies per milliliter)—indicating effective treatment and minimal risk of transmission—on the last viral load measurement of the calendar year. HIV surveillance data—including data on HIV viral suppression—are reported annually on the calendar year (i.e., FY24 = CY23). Data for the previous full calendar year are embargoed until the release of the HIV Surveillance Annual Report in early December.
Source: Bureau of Hepatitis, HIV, and Sexually Transmitted Infections

Indicator name: New tuberculosis cases (CY)
Description: The number of new tuberculosis cases reported and confirmed by the NYC Department of Health and Mental Hygiene. This data is reported by calendar year, not fiscal year. The MMR reports data from the previous calendar year (i.e FY24 = CY23). Because of this, MMR data through June FY24 accounts for CY23 data through December.
Source: Bureau of Tuberculosis Control

Indicator name: Seniors, age 65+, who reported receiving a flu shot in the last 12 months (%) (CY)
Description: The percentage of seniors, age 65+, who reported being immunized against influenza in the last 12 months as noted in the NYC Community Health Survey. The 12 month period surveyed depends on the time period that the CHS is being conducted. Data usually reflect two, and sometimes three, influenza seasons. This data is reported by calendar year, not fiscal year.
Source: Bureau of Epidemiology Services, NYC Department of Health and Mental Hygiene Community Health Survey

Indicator name: Hepatitis C cleared or cured (%) (CY)
Description: The percentage of people with confirmed hepatitis C and a positive HCV RNA lab since 2014—the year electronic laboratory reporting of all negative HCV RNA results began—who were cleared or cured of the hepatitis C virus [the last hepatitis C RNA result was negative, indicating that they had cleared hepatitis C infection, either spontaneously (i.e., without the need for medical intervention) or through treatment]. This data is reported by calendar year, not fiscal year. The MMR reports data from the previous calendar year (i.e. FY24 = CY23).
Source: BCD Maven, Viral Hepatitis Registry/Disease Control

Indicator name: Children ages 24–35 months with up-to-date immunizations (%)
Description: The number of NYC children ages 2 years old (ages 24 to 35 months) who are reported as receiving 4 or more doses of DTaP, 3 or more doses of poliovirus vaccine, 1 or more doses of MMR, 3 or more doses of Hib, 3 or more doses of HepB, 1 or more doses of varicella vaccine, and 4 or more doses of pneumococcal vaccine by the date of their second birthday according to the Citywide Immunization Registry. The denominator is the total number of NYC children ages 2 years (24–35 months) according to the DOHMH 2024 Vintage population estimates. Quarterly data (first three months of fiscal year) is reported for the PMMR.
Source: Bureau of Immunization, Citywide Immunization Registry

Indicator name: Children in public schools who are in compliance with required immunizations (%)
Description: The number of children in public schools who are in compliance with all immunizations required by State public health law, divided by the number of children in grades K–12 enrolled in NYC public schools. Data is not reported during July and August because these months are outside of the usual school year. Data for September and October is reported for the PMMR.
Source: Bureau of Immunization

Indicator name: HPV vaccine series completion (%)
Description: The number of 13-year-olds who completed the HPV vaccination series by the 13th birthday divided by the total number of 13-year-old adolescents according to the 2024 Vintage population estimates. The HPV vaccine series can be completed with 2 or 3 doses depending on the age at initiation and the amount of time elapsed between the 1st and 2nd dose. Quarterly data (first three months of fiscal year) is reported for the PMMR.
Source: Bureau of Immunization

Indicator name: Adult New Yorkers without any type of health insurance (%) (CY)
Description: The age-adjusted percentage of adults that reported not having any type of health insurance. This data is reported by calendar year, not fiscal year. The MMR reports data from the previous calendar year (i.e. FY24 = CY23).
Source: Bureau of Epidemiology Services, NYC Department of Health and Mental Hygiene Community Health Survey

Indicator name: Health Bucks distributed ($000,000)
Description: Dollar value of government-funded Health Bucks distributed per fiscal year. Each Health Bucks coupon is worth $2.
Source: Center for Health Equity and Community Wellness

Indicator name: Adults who smoke (%) (CY)
Description: The percentage of adult New Yorkers who currently smoke cigarettes, per the NYC Community Health Survey. This data is reported by calendar year, not fiscal year. The MMR reports data from the previous calendar year (i.e. FY24 = CY23). Because of this, MMR data through June FY24 accounts for CY23 data through December.
Source: Bureau of Epidemiology Services, NYC Department of Health and Mental Hygiene Community Health Survey

Indicator name: Adults who consume one or more servings of sugar-sweetened beverages per day (%) (CY)
Description: The percentage of adults who consume an average of one or more servings of sugar-sweetened beverages 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. This data is reported by calendar year, not fiscal year. The MMR reports data from the previous calendar year (i.e. FY24 = CY23). Because of this, MMR data through June FY24 accounts for CY23 data through December.
Source: Bureau of Epidemiology Services, NYC Department of Health and Mental Hygiene Community Health Survey

Indicator name: Adults, ages 45–75, screened for colorectal cancer (%) (CY)
Description: The percentage of adults, ages 45–75, screened for colorectal cancer (colonoscopy in the past ten years or stool-based test in the last year). This data is reported by calendar year, not fiscal year. The MMR reports data from the previous calendar year (i.e. FY24 = CY23). Because of this, MMR data through June FY24 accounts for CY23 data through December.
Source: Bureau of Epidemiology Services, NYC Department of Health and Mental Hygiene Community Health Survey

Indicator name: Asthma-related emergency department visits among children ages 5–17 (per 10,000 children) (CY) (preliminary)
Description: The number of asthma-related emergency department visits among children ages 5–17 (per 10,000 children). Data is preliminary and by calendar year. The MMR reports data from the previous calendar year (i.e. FY24 = CY23). Because of this, MMR data through June FY24 accounts for CY23 data through December.
Source: New York State Department of Health, Statewide Planning and Research Cooperative System (SPARCS)

Indicator name: Diabetes management among adult New Yorkers (%) (CY)
Description: The proportion of NYC adults with likely diabetes (history of two or more A1C test values of 6.5% or greater as of 2020) who had a test result reported to the NYC A1C Registry in the year of interest whose latest test result is <8.0%. The denominator for this analysis is persons with likely diabetes (as described above) with a test result reported to the Registry (~620,000). This data is reported by calendar year, not fiscal year. The MMR reports data from the previous calendar year (i.e. FY24 = CY23). Because of this, MMR data through June FY24 accounts for CY23 data through December.
Source: Bureau of Epidemiology Services, NYC Department of Health and Mental Hygiene A1C Registry

Indicator name: Infant mortality rate (per 1,000 live births) (CY) (provisional)
Description: The number of deaths of infants under one year of age per 1,000 live births in NYC. Data is provisional and by calendar year. The MMR reports data from the previous calendar year (i.e. FY24 = CY23). Because of this, MMR data through June FY24 accounts for CY23 data through December.
Source: Bureau of Vital Statistics

Indicator name: Pregnancy-associated mortality ratio for Black pregnant New Yorkers (per 100,000 live births) (Five-year averages) (CY)
Description: The number of pregnancy-associated deaths citywide per 100,000 live births. Data is by calendar year. To address variability caused by small numbers of deaths, pregnancy-associated mortality ratios are presented as five-year rolling averages. There is a data lag time of 143 weeks due to Health Department protocol and CDC guidance on the case identification and review process timeline to accurately evaluate each death.
Source: Bureau of Maternal Infant and Reproductive Health, MMRIA database

Indicator name: Pregnancy-associated mortality ratio (per 100,000 live births) (Five-year averages) (CY)
Description: The number of pregnancy-associated deaths among Black women and birthing people per 100,000 live births. Data is by calendar year. To address variability caused by small numbers of deaths, pregnancy-associated mortality ratios are presented as five-year rolling averages. There is a data lag time of 143 weeks due to Health Department protocol and CDC guidance on the case identification and review process timeline to accurately evaluate each death.
Source: Bureau of Maternal Infant and Reproductive Health, MMRIA database

Indicator name: Adult heart failure hospitalizations rate (per 100,000 population) (CY)
Description: Hospitalizations with a principal diagnosis of heart failure per 100,000 population, ages 18 years and older. Numerator: Discharges from an NYC hospital for patients ages 18 years and older with a principal ICD-10-CM diagnosis code for heart failure; excludes hospitalizations with cardiac procedure, obstetric hospitalizations, and transfers from other institutions. Denominator: Population ages 18 years and older residing in NYC. Discharges in the numerator are assigned to the denominator based on the area of patient residence, not the location of the hospital where the discharge occurred. This data is reported by calendar year, not fiscal year. The MMR reports data from the previous calendar year (i.e FY24 = CY23). Because of this, MMR data through June FY24 accounts for CY23 data through December.
Source: Bureau of Epidemiology Services, New York Statewide Planning and Research Cooperative System (SPARCS)

Indicator name: Childhood blood lead levels—number of children younger than age 18 with blood lead levels of 5 micrograms per deciliter or greater (CY) (preliminary)
Description: The number of children younger than age 18 tested in a calendar year with blood lead level of 5 mcg/dL or greater. The number includes children with confirmed (venous test) and non-confirmed (fingerstick/unknown) blood lead levels. The total reflects the number of unique children who were tested and found to have elevated blood lead levels during the year. Each child is counted only once per year, but the same child may be counted multiple times over time if he or she has been tested in multiple calendar years with a blood lead test at or above the reference level. Data is by calendar year. The MMR reports preliminary data from the previous calendar year (i.e. FY24 = CY23). Because of this, MMR data through June FY24 accounts for CY23 data through December.
Source: Bureau of Environmental Disease and Injury Prevention, Healthy Homes Program

Indicator name: Childhood blood lead levels—number of children younger than age 6 with blood lead levels of 5 micrograms per deciliter or greater (CY) (preliminary)
Description: The number of children younger than age 6 tested in a calendar year with blood lead level of 5 mcg/dL or greater. The number includes children with confirmed (venous test) and non-confirmed (fingerstick/unknown) blood lead levels. The total reflects the number of unique children who were tested and found to have elevated blood lead levels during the year. Each child is counted only once per year, but the same child may be counted multiple times over time if he or she has been tested in multiple calendar years with a blood lead test at or above the reference level. Data is by calendar year. The MMR reports preliminary data from the previous calendar year (i.e. FY24 = CY23). Because of this, MMR data through June FY24 accounts for CY23 data through December.
Source: Bureau of Environmental Disease and Injury Prevention, Healthy Homes Program

Indicator name: Active group child care center full inspections
Description: The number of full inspections (initials, monitoring and/or compliance inspections) conducted at active group child care centers.
Source: Bureau of Child Care

Indicator name: Active group child care center initial inspections that do not require a compliance inspection (%)
Description: The percentage of child care facilities that were not cited for a public health hazard, critical violation, or more than 5 minor violations, of the facilities that had an initial inspection in this fiscal year.
Source: Bureau of Child Care

Indicator name: Restaurants inspected (%)
Description: The number of restaurants with at least one full sanitary inspection performed, divided by the number of permitted restaurants in NYC, not including mobile vending units.
Source: Bureau of Food Safety and Community Sanitation

Department of Health and Mental Hygiene

Indicator name: Restaurants scoring an ‘A’ grade (%)
Description: The percentage of restaurants that have an ‘A’ (snapshot taken on the last day of each month). Restaurants with a score between 0 and 13 points on an inspection earn an 'A'.
Source: Bureau of Food Safety and Community Sanitation

Indicator name: Initial pest control inspections (000)
Description: The total number of initial pest control inspections of private properties by the NYC Department of Health and Mental Hygiene citywide. Data is in thousands.
Source: Bureau of Veterinary and Pest Control Services

Indicator name: Initial inspections with active rat signs (ARS) (%)
Description: The number 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: Bureau of Veterinary and Pest Control Services

Indicator name: Compliance inspections found to be rat free (%)
Description: The number of private 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: Bureau of Veterinary and Pest Control Services

Indicator name: Dogs licensed (000)
Description: The number of dogs with an active license. Data is in thousands.
Source: Bureau of Veterinary and Pest Control Services

Indicator name: Animals testing positive for rabies at the Public Health Laboratory (CY)
Description: The number of animals testing positive at the Health Department's Public Health Laboratory (PHL) for rabies. This data is reported by calendar year, not fiscal year. The MMR reports data from the previous calendar year (i.e FY24 = CY23). Because of this, MMR data through June FY24 accounts for CY23 data through December.
Source: Bureau of Communicable Disease

Indicator name: Buprenorphine patients (CY)
Description: The total number of individuals who had a buprenorphine prescription, a medication used to treat opioid use disorder, filled at some point during the year. Data is by calendar year. The MMR reports data from the previous calendar year (i.e. FY24 = CY23). FY24 represents data from January to December of CY23.
Source: NYS DOH Bureau of Narcotics Enforcement

Indicator name: Deaths from unintentional drug overdose (CY) (provisional)
Description: The number of deaths from unintentional drug overdose. Deaths due to use of, or accidental poisoning by, psychoactive substances include deaths with an underlying or multiple cause code for the following listed on death certificates: X40, X41, X42, X43, F111, F141, F191, or F199. Homicides, suicides, and undetermined deaths were excluded. All deaths that occurred in New York City as opposed to limiting to NYC residents. Data is by calendar year. The MMR reports data from the previous calendar year (i.e. FY23 = CY22) and represents provisional data from January to December.
Source: Bureau of Vital Statistics; Office of the Chief Medical Examiner

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 of unique individuals in the program during the fiscal year.
Source: Bureau of Mental Hygiene

Indicator name: Units of supportive housing available to people with or at risk for developing serious mental health and substance use disorders (000)
Description: The number of supportive housing beds, in thousands, in contracts overseen by the Bureau of Mental Health at NYC Department of Health and Mental Hygiene. Supportive housing units provide services that help people with mental illness or substance use or at risk of mental illness or substance use live in community-based settings as independently as possible.
Source: Bureau of Mental Health

Indicator name: New children receiving services from the Early Intervention Program (000)
Description: The number of children, in thousands, who began receiving services for the first time from the Early Intervention Program.
Source: Division of Family and Child Health, NYC Early Intervention Program

Indicator name: Health-led crisis response and community-based de-escalations
Description: The number of community-based de-escalations by Mobile Crisis Team, a team of professionals and paraprofessionals that provide crisis de-escalation, engagement, assessment, and referrals to appropriate services, as needed.
Source: Bureau of Mental Health

Indicator name: Individuals who received services from long-term mobile community-based treatment providers
Description: The number of individuals who received services from long-term mobile community-based treatment providers (includes assertive community treatment (ACT), forensic assertive community treatment (FACT), and intensive mobile treatment (IMT) teams).
Source: Bureau of Mental Health

Indicator name: Individuals contacted by a DOHMH Co-Response Team
Description: The number of individuals referred to Co-Response Teams (CRT) who have had at least one face-to-face or over the phone contact with CRT. Includes re-referrals (meaning individuals can be counted more than once). Services offered by CRT include clinical assessment, supportive counseling, health promotion and awareness, service referral, connection to care or other stabilizing support, or transportation to a hospital.
Source: Bureau of Health Promotion for Justice-Impacted Populations

Indicator name: Services provided by NYC 988
Description: The number of services provided by provided by NYC 988. Services include calls, texts, and chats handled by NYC 988 counselors, contacts handled by NYC 988 peer support specialists, and online referrals to mobile crisis teams handled by NYC 988 staff.
Source: Bureau of Mental Health

Indicator name: Average response time for birth certificates by mail/online/in person (days)
Description: The average response time for birth certificates by mail/online/in person (days) from receipt of necessary documentation to response/issuance. Outlier, voided and canceled orders are excluded.
Source: Office of Vital Records

Department of Health and Mental Hygiene

Indicator name: Average response time for death certificates by mail/online/in person (days)
Description: The average response time for death certificates by mail/online/in person (days) from receipt of necessary documentation to response/issuance, including funeral director orders. Outlier, voided and canceled orders are excluded.
Source: Office of Vital Records

Indicator name: Workplace injuries reported
Description: The number of workers' compensation claims filed during the reporting period.
Source: New York City Law Department

Indicator name: Environmental Control Board violations received at the Office of Administrative Trials and Hearings (OATH)
Description: Total ECB violations issued.
Source: Office of Administrative Trials and Hearings (OATH)

Indicator name: Environmental Control Board violations admitted to or upheld at the Office of Administrative Trials and Hearings (OATH) (%)
Description: For all ECB violations returnable to OATH, the number of violations where the respondent admitted to the violation and paid the penalty without a hearing or where the violation was upheld following a hearing as a percent of all violations resolved.
Source: Office of Administrative Trials and Hearings (OATH)

Indicator name: Human services contracts
Description: The number of human service contracts that were registered by the City Comptroller during the fiscal year. The reported number includes general contracts and task orders issued from master agreements, but excludes awards made using City Council Discretionary funding and Emergency Contracts as defined by the New York City Procurement Policy Board Rules.
Source: Mayor's Office of Contract Services

Indicator name: Human services contract registration within 30 days of the contract start date (%)
Description: The percentage of human service contracts that are registered by the City Comptroller within 30 days of the contract start date. This proportion reflects the contracts that were registered in that fiscal year, regardless of their contract start date. The reported number includes general contracts and task orders issued from master agreements, but excludes awards made using City Council Discretionary funding and Emergency Contracts as defined by the New York City Procurement Policy Board Rules.
Source: Mayor's Office of Contract Services

Indicator name: Total dollars disbursed for human services contracts ($000,000)
Description: The amount of dollars disbursed to providers during the fiscal year. Represents total dollars disbursed within the fiscal year regardless of when the invoice was submitted.
Source: Mayor's Office of Contract Services

Indicator name: Completed requests for interpretation
Description: The number of requests for telephonic, in-person and ASL interpretation services requested by agency staff when providing services to the general public.
Source: Vendor data is from LanguageLine, Geneva and Accurate.

Indicator name: Letters responded to within 14 days (%)
Description: The percentage of letters answered within 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Intranet Quorum (correspondence tracking system)

Indicator name: E-mails responded to within 14 days (%)
Description: The percentage of emails answered within 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Intranet Quorum (correspondence tracking system)

Indicator name: Average wait time to speak with a customer service agent (minutes)
Description: The average time in minutes from the time a customer meets with a greeter or information desk representative until they are met by a customer service representative.
Source: Bureau of Public Health Clinics; Bureau of Immunization

Indicator name: CORE facility rating
Description: The Customers Observing and Reporting Experiences (CORE) score is based on a rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors.
Source: CORE Facility Inspection Program

Indicator name: Calls answered within 30 seconds (%)
Description: The percentage of calls answered by a call center representative within 30 seconds or less. Time begins after initial prerecorded message.
Source: PureConnect

Indicator name: SLA—Rodent (% of SRs Meeting Time to Action)
Description: The percentage of service requests for rodent complaints that the agency responded to within 14 days, its planned time of action to provide the service.
Source: Bureau of Veterinary and Pest Control Services

Indicator name: SLA—Food Establishment (% of SRs Meeting Time to Action)
Description: The percentage of service requests for food service establishment complaints (excluding mobile food vending units) that the agency responded to within 14 days, its planned time of action to provide the service.
Source: Bureau of Food Safety and Community Sanitation

Indicator name: SLA—Food Poisoning (% of SRs Meeting Time to Action)
Description: The percentage of service requests for food poisoning complaints that the agency responded to within 3 days, its planned time of action to provide the service.
Source: Office of Environmental Investigations

Indicator name: SLA—Indoor Air Quality (% of SRs Meeting Time to Action)
Description: The percentage of service requests for indoor air quality complaints that the agency responded to within 14 days, its planned time of action to provide the service.
Source: Office of Environmental Investigations

Indicator name: SLA—Smoking complaint (% of SRs Meeting Time to Action)
Description: The percentage of service requests for smoking complaints that the agency responded to within 14 days, its planned time of action to provide the service.
Source: Bureau of Food Safety and Community Sanitation

Office of Chief Medical Examiner

Indicator name: Median time for scene arrivals by medicolegal investigators to non-health care facilities (hours:minutes)
Description: Median time in hours:minutes from when medicolegal investigators (MLIs) initiate the preliminary review of deaths reported to OCME to arrival at death scenes at non-healthcare facilities, which includes residential areas and any other place in public view.
Source: IT Case Management System

Indicator name: Deaths reported
Description: The number of deaths reported to OCME. Deaths must be reported to OCME and investigated if they occured due to the following circumstances: criminal violence, accident or suicide; suddenly and when in apparent good health; when unattended by a physician; in a correctional facility or in custody of any criminal justice entity; or in any suspicious or unusual manner or threat to public health.
Source: IT Case Management System

Indicator name: Cases where Medical Examiner takes jurisdiction and certifies death at an OCME facility
Description: OCME is responsible for investigating deaths resulting from criminal violence, accident or suicide; that occur suddenly and when in apparent good health; when unattended by a physician; in a correctional facility or in custody of any criminal justice entity; or occurring in any suspicious or unusual manner or threat to public health. These types of cases are referred to as being under Medical Examiner (ME) jurisdiction. This indicator reports the number of cases where OCME takes ME jurisdiction, conducts an investigation as to the cause and manner of death, and the body is examined at an OCME facility.
Source: IT Case Managament System

Indicator name: Cases where Medical Examiner investigates, takes jurisdiction and certifies death at scene or a health care facility
Description: OCME is responsible for investigating deaths resulting from criminal violence, accident or suicide; that occur suddenly and when in apparent good health; when unattended by a physician; in a correctional facility or in custody of any criminal justice entity; or occurring in any suspicious or unusual manner or threat to public health. These types of cases are referred to as being under Medical Examiner (ME) jurisdiction. This indicator reports the number of cases where OCME takes ME jurisdiction, conducts an investigation as to the cause and manner of death, and the body is not physically examined at an OCME facility but instead is examined at the location where the death occured or a health care facility.
Source: IT Case Management System

Indicator name: Cases where Medical Examiner declines jurisdiction
Description: OCME is responsible for investigating deaths resulting from criminal violence, accident or suicide; that occur suddenly and when in apparent good health; when unattended by a physician; in a correctional facility or in custody of any criminal justice entity; or occurring in any suspicious or unusual manner or threat to public health. These types of cases are referred to as being under Medical Examiner (ME) jurisdiction. This indicator reports the number of cases where a death is reported to OCME but the death does not fall under the criteria above and OCME therefore must decline jurisdiction.
Source: IT Case Management 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 as well as other findings, after autopsy completion.
Source: IT Case Management System

Indicator name: Autopsies performed
Description: The number of cases where OCME takes Medical Examiner jurisdiction, and performs an autopsy on the body to determine cause and manner of death.
Source: Forensic Pathology

Indicator name: External examinations performed
Description: The number of cases where OCME takes Medical examiner jurisdiction, and performs external examination on the body necessary to issue timely death certificates.
Source: Forensic Pathology

Indicator name: Cremation requests received and investigated as requirement of processing
Description: The total number of cremation requests received by OCME, all of which must be investigated under law, whether finally carried out or not.
Source: IT Case Management System

Indicator name: Cremation requests rejected after investigation and turned over to Medical Examiner jurisdiction
Description: The number of cremation requests that were rejected after initial required investigation by OCME and turned over to Medical Examiner for further investigation and certification of the cause and manner of death.
Source: IT Case Management System

Indicator name: Median time to certify death certificates after initial receipt of decedents' remains (hours:minutes)
Description: The median time OCME takes to certify NYC death certificates after initially receiving decedents remains. State law mandates that all remains be issued an initial death certificate within 72 hours, and therefore DOHMH requires of OCME that such an issuance be provided within that time.
Source: IT Case Management System

Indicator name: Decedents' remains transported and stored by OCME
Description: The number of decedents that are unclaimed or that fall under Medical Examiner Jurisdiction which are transported and stored at OCME locations until final disposition is facilitated.
Source: IT Case Management System

Indicator name: Median time from OCME receipt of decedents' remains to "Ready to Release" status (hours:minutes)
Description: The median amount of time that lapses from OCME receipt of decedents' remains to when those remains are ready to be released to funeral directors.
Source: IT Case Management System

Indicator name: Median time to release a decedent remains to a funeral director (minutes)
Description: The median amount of turnaround time that lapses from when funeral directors arrive at an OCME facility and have their paperwork verified by OCME security personnel to when they depart the facility with the correct remains.
Source: IT Case Management System

Indicator name: Fatalities handled by OCME following a mass fatality event
Description: The total number of decedents following a mass fatality incident in the reporting fiscal year. The definition of a mass fatality incident, as defined in the NYC All Hazards Mass Fatality Response Plan, includes: any incident having the potential to yield 10 or more fatalities; any incident in which there are remains contaminated by chemical, biological, radiological, nuclear or explosive agents or materials; any incident or other special circumstance requiring a multi-agency response to support mass fatality management operations; or any incident involving a protracted or complex remains recovery operation.
Source: Special Operations/Emergency Management Unit

Indicator name: Remains identified following the September 11, 2001 attacks (cumulative)
Description: The cumulative number of human remains recovered from the September 11, 2001 disaster site that have been identified.
Source: Anthropology Unit

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

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

Indicator name: Median time to complete DNA sexual assault cases from evidence submission to report (days)
Description: Median number of days from the time OCME receives the case to complete sexual assault cases that require DNA analysis.
Source: Forensic Biology Laboratory

Indicator name: Median time to complete DNA gun crime cases from evidence submission to report (days)
Description: Median number of days from the time OCME receives the case to complete gun crime cases that require DNA analysis.
Source: Foresnic Biology Laboratory

Indicator name: DNA gun crime samples tested
Description: The number of DNA gun crime samples tested by OCME Forensic Biology Laboratory for analysis.
Source: Forensic Biology Laboratory

Indicator name: Median time to complete DNA property crime cases from evidence submission to report (days)
Description: Median number of days from the time OCME receives the case to complete property crime cases that require DNA analysis.
Source: Forensic Biology Laboratory

Indicator name: DNA property crime cases that are completed on-time for trial (%)
Description: The percentage of DNA property crime analysis results completed during the fiscal year that are ready when needed for a judicial proceeding.
Source: Department of Forensic Biology

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 Laboratory

Indicator name: Median time to complete toxicology cases (days)
Description: The median number of days from the time OCME receives the case 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.
Source: Forensic Toxicology Laboratory

Indicator name: Median time to complete toxicology DUI cases (days)
Description: Median number of days from the time OCME receives the case to complete toxicology analysis for cases when individuals are alleged to have been driving under the influence of alcohol or other drugs to determine the presence and level of such destabilizing substances.
Source: Forensic Toxicology Laboratory

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

Indicator name: Drug Intelligence and Intervention Group clients reached
Description: The number of individual clients reached following outreach by the Drug Intelligence and Intervention Group (DIIG) team. OCME's DIIG is a unit staffed by trained social workers and public health professionals with the purpose of offering support to surviving family members and close contacts as they cope with pressing needs in the wake of the overdose deaths of loved ones.
Source: Drug Intelligence and Intervention Group (DIIG)

Indicator name: Drug Intelligence and Intervention Group clients provided services
Description: The number of unique individuals who were provided services or referrals by the Drug Intelligence and Intervention Group (DIIG) team.
Source: Drug Intelligence and Intervention Group (DIIG)

Indicator name: Completed 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: Legal Unit

Indicator name: Letters responded to within 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement that includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day-response. Agencies must track internally the additional time until a customer has a complete and full response.
Source: Public Affairs Office

Indicator name: E-mails responded to within 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement that includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14-day response. Agencies must track internally the additional time until a customer has a complete and full response.
Source: Public Affairs Office

Indicator name: Unique patients
Description: The number of unique HHC Patients represent all in and outpatients for the most current rolling 12 month period based on the unique patient identifier.
Source: Epic Electronic Medical Records System, Point Click Care

Indicator name: Unique primary care patients (seen in the last 12 months)
Description: The number of unique NYC Health + Hospitals patients seen at a primary care clinic based on a unique patient identifier number. Inclusion criteria has been updated to include only completed and fully billable encounters from the last 12 months, this excludes lab work or immunization-only encounters.
Source: Office of Ambulatory Care & Population Health

Indicator name: Uninsured patients served
Description: The number of unique patients with at least one encounter in the reporting period with a primary financial class of "Self Pay." It includes patients who are uninsured and enrolled in an NYC H+H financial assistance program, including NYC Care and H+H Options.
Source: Division of Finance

Indicator name: NYC Care enrollment
Description: The number of recipients enrolled in NYC Care. NYC Care is a health care access program that offers low-cost or no-cost health services to New Yorkers who are not eligible or cannot afford insurance.
Source: NYC Care Division Epic Database

Indicator name: Telehealth visits
Description: The total number of patients that had teleheath visit.
Source: Office of Ambulatory Care & Population Health

Indicator name: eConsults completed
Description: The number of electronic consultations, or specialty referrals, completed.
Source: Office of Ambulatory Care & Population Health

Indicator name: Eligible women receiving a mammogram screening (%)
Description: The percentage of eligible women age 40 to 74, engaged in primary care or women's health, who received a mammogram in the last two years.
Source: Office of Ambulatory Care & Population Health

Indicator name: Eligible patients receiving prenatal depression screenings (%)
Description: Percentage of prenatal patients seen for an initial OB visit and screened for depression during a prenatal visit in outpatient Obstetrics and Gynecology (OB/GYN) in the last 12 months. Patients can be screened during a prenatal visit or accompanying OB Screening or nurse visit in OB/GYN. From Jan 27, 2025 onwards the Edinburgh Postnatal Depression Scale (EPDS) is used for prenatal depression screening, prior to that the PHQ-9 was used.
Source: Office of Ambulatory Care & Population Health

Indicator name: Eligible patients receiving postpartum depression screenings (%)
Description: The percent of pregnant people who have given birth at an H+H facility who are screened for depression at their postpartum visit (within 3 months of giving birth).
Source: Office of Ambulatory Care & Population Health

Indicator name: HIV patients retained in care (%) (annual)
Description: The proportion of HIV positive patients that have a bi-annual HIV clinical visit during a 12-month review period. This indicator is collected annually following the fiscal year calendar.
Source: Office of Ambulatory Care & Population Health

Indicator name: Calendar days to third next available new appointment—Adult medicine
Description: The number of calendar days to the third next available appointment (TNAA) reflects patient access and availability within the System's services. TNAA is calculated by identifying the date of the third next available new appointment slot for a patient and counting the number of days from the date of request (adult medicine).
Source: Office of Ambulatory Care & Population Health

Indicator name: Calendar days to third next available new appointment—Pediatric medicine
Description: The number of calendar days to the third next available appointment (TNAA) reflects patient access and availability within the System's services. TNAA is calculated by identifying the date of the third next available new appointment slot for a patient and counting the number of days from the date of request (pediatric medicine).
Source: Office of Ambulatory Care & Population Health

Indicator name: Follow-up appointment kept within 30 days after behavioral health discharge (%)
Description: The percent of follow-up appointments kept within 30 days following an inpatient behavioral health discharge as reported by Managed Care Organization (MCO) (Emblem and MetroPlus, Healthfirst, Fidelis, Anthem, and United) data for Value Based Payment Quality Incentive Plan (VBP/QIP) submission. This is calculated by the total number of patients who attend their follow-up appointment within 30 days after inpatient behavioral health discharge over total number of patients eligible for a follow-up appointment within 30 days after behavioral health discharge.
Source: Office of Behavioral Health

Indicator name: Total correctional health clinical encounters per 100 average daily population
Description: The total number of correctional health services clinical encounters completed, per 100 average daily population.
Source: Division of Correctional Health

Indicator name: Correctional health patients with a substance use diagnosis that received jail-based contact (%)
Description: The number of patients with a substance use disorder diagnosis who received any appropriate substance use contact with our clinical services. This is calculated by dividing the number of patients who received substance use services by those who are identified as having a substance use disorder (SUD). (SUDs among the latter group represent a range of substances and severity, including cases without indication for a formal intervention beyond education).
Source: Division of Correctional Health

Indicator name: Patients who left Emergency Department without being seen (%)
Description: A patient who registers to be evaluated in the Emergency Department who leaves the Emergency Department prior to being evaluated by a provider.
Source: Epic Electronic Medical Records System (Emergency Department)

Indicator name: Net days of revenue for accounts receivable
Description: Net days of revenue in patient accounts receivables including inpatient and outpatient.
Source: Division of Finance, Epic Electronic Medical Records System

Indicator name: Patient care revenue/expenses (%)
Description: Measures the share of the system's total expenses covered by patient care revenue, not other operating support (i.e. City funds).
Source: Division of Finance

Indicator name: MetroPlusHealth membership
Description: The average number of recipients enrolled in any of HHC's MetroPlus health plans over the measurement period. MetroPlus aims to offer every New Yorker equitable access to quality health care.
Source: MetroPlus Health Division

Indicator name: MetroPlusHealth Plan medical spending at Health + Hospitals (%)
Description: The percentage of total MetroPlus medical spending at NYC Health + Hospitals facilities. This measure does not account for pharmacy and non-medical spending. This measure is calculated by total MetroPlus spending at NYC Health + Hospitals divided by the plan's total medical spend.
Source: MetroPlus Health Division

Indicator name: Uninsured patients enrolled in insurance or financial assistance (%)
Description: The percent of full self-paying patients who have a financial assistance case multiplied by the percent of patients with a financial assistance case who are enrolled in insurance or financial assistance. The metric is generated by dividing the number of full self-paying patients with a financial assistance case by the number of full self-paying patients and then multiplying that quotient by the number of patients with a completed financial assistance case enrolled in health insurance of financial assistance divided by the number of patients with a financial assistance case.
Source: Division of Finance, Epic Electronic Meidcal Records Services

Indicator name: MyChart Activations—Primary Care (%)
Description: The percent of HHC patients seen in primary care in the last 12 months that were MyChart active at the end of the reporting period. This is calculated by dividing the number of patients that have an active MyChart account by the total number of unique primary care patients that visited an HHC facility.
Source: Office of Ambulatory Care & Population Health

Indicator name: Outpatient satisfaction rate (%)
Description: The percent of outpatients who are likely to recommend the health system for outpatient care by answering the patient experience survey item, "Would you recommend this provider's office to your friends and family?." This is calculated as the number of outpatients choosing the "Yes, definitely" option based on the rating scale options of "Yes, definitely," "Yes, somewhat" and "No.," divided by the total number of outpatients who responded to survey item, for the time period in question. This calculation forms the top box score, reported in a percentage.
Source: Press Ganey

Indicator name: Inpatient satisfaction rate (%)
Description: The percent of inpatients who provide the highest overall ratings of the hospital by answering the patient experience survey item, "Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?." This is calculated as the number of inpatients choosing either "9" or "10" based on a numeric rating scale of 0 to 10, divided by the total number of inpatients who responded to the survey item, for the time period in question. This calculation forms the top box score, reported in a percentage.
Source: Press Ganey

Indicator name: Post-acute care satisfaction rate (%)
Description: Post-acute care refers to services that the patients receive following, or in some cases instead of, a stay in a hospital. The percent of post-acute patients in our skilled nursing facilities [excluding LTACH], who are likely to recommend our nursing homes for care by answering the resident experience survey item, "Likelihood of Recommending." This is calculated as the number of residents choosing "Very Good" based on the rating scale options of "Very Poor," "Poor," "Fair," "Good," and "Very Good," divided by the total number of residents who responded to the survey item, for the time period in question. This calculation forms the top box score, reported in a percentage.
Source: Press Ganey

Indicator name: Patients diagnosed with diabetes who have appropriately controlled blood sugar (%)
Description: The percentage of primary care patients aged 18–75 with diabetes whose most recent A1c during the last 12 months was below 8%. This is calculated by dividing the number of eligible patients with diabetes whose most recent A1c in the last 12 months was below 8% by the total number of eligible patients with diabetes.
Source: Division of Population Health Epic Database

Indicator name: Overall safety grade—Acute care (%)
Description: The percent of providers and staff surveyed who rated their facility as excellent or very good on patient safety. This survey is conducted every two years on even-numbered years. Data for odd-numbered years is not available.
Source: Office of Quality & Safety

Indicator name: Overall safety grade—Post-acute care (%)
Description: The percent of providers and staff surveyed who rated their facility as excellent or very good on patient safety. This survey is conducted every two years on even-numbered years. Data for odd-numbered years is not available.
Source: Office of Quality & Safety

Indicator name: Overall safety grade—Ambulatory care (diagnostic & treatment centers) (%)
Description: The percent of providers and staff surveyed who rated their facility as excellent or very good on patient safety. This survey is conducted every two years on even-numbered years. Data for odd-numbered years is not available.
Source: Office of Quality & Safety

Indicator name: Total System Council of Community Advisory Board meetings held over the year
Description: The Council of CABs is comprised of the 21 CAB Chairs from each of the facilities, and meets each month for a total of ten meetings during the year. The Council of CABs works closely with the Central Office and provides critical feedback on the health needs of their communities. They also ensure that the community is kept informed of the health resources that are available to them.
Source: Office of External & Regulatory Affairs

Indicator name: Total facility-specific Community Advisory Board meetings held over the year
Description: NYC Health + Hospitals has 21 Community Advisory Boards (CABs) made up of volunteers representing our hospitals, long term care facilities and Gotham Health centers across NYC. Each CAB is a direct and formal link between NYC Health + Hospitals' facilities and our patients, the community we serve and local advocates. CAB members are critically important to planning, program development in the communities we serve, and service delivery. These members also provide advocacy from the local community perspective. The CAB ensures the community is kept informed of the health resources that are available to them. Each CAB meets at their facility each month for a total of 10 meetings during the year.
Source: Office of External & Regulatory Affairs

Indicator name:	Payout ($000)—Health + Hospitals
Description:	The judgment and claims amount, in thousands of dollars, paid by the City from the judgment and claims account in the City's General Fund to resolve cases against H+H through settlement or verdict. This includes both pre-litigation claims dispositions approved by the Comptroller, and, in cases where the Comptroller denies liability or is unable to reach a settlement with the claimant, settlements reached in court with the Law Department defending the City in most cases (H+H defends most of its own medical malpractice actions). Settlements are included in this figure once entered into the Comptroller's OASIS data system, which may take time after the settlement is reached due to various factors including the length of time it takes the plaintiff to submit settlement paperwork.
Source:	Comptroller's OASIS system

Indicator name: Cash Assistance—Persons receiving 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, the Safety Net Assistance Program or the 60-month Converted to Safety Net program.
Source: DSS OPMDA and WMS report CRM01OR1

Indicator name: Cash Assistance—Caseload (point in time) (000)
Description: At the end of the reporting period, the total number of cases receiving Cash Assistance.
Source: DSS OPMDA and WMS report CRM01OR1

Indicator name: Cash Assistance—Unduplicated number of persons (12-month) (000)
Description: This indicator measures the number of distinct people who received only one-time emergency assistance or an ongoing recurring Cash Assistance benefit on the time-limited Family Assistance Program, the Safety Net Assistance (SNA) Program, or the 60-month Converted to Safety Net program within last 12 months. Everyone receiving any of these types of cash assistance is counted only once during the 12-month period.
Source: DSS Office Performance Management and Data Analytics (OPMDA)

Indicator name: Cash Assistance—Applications (000)
Description: The cumulative number of cases applying for Cash Assistance (Recurring or Single-Issue benefits).
Source: DSS Office Performance Management and Data Analytics (OPMDA)

Indicator name: Cash Assistance—Application acceptance rate (%)
Description: The percentage of Cash Assistance Applications with the application outcome of single issue or active or closed out of the total number of cases applying for Cash Assistance (Recurring or Single Issue benefits) in the respective month.
Source: DSS Office Performance Management and Data Analytics (OPMDA)

Indicator name: Cash Assistance—Application timeliness rate (%)
Description: This indicator measures the percent of Cash Assistance application processing completed by the Agency in the required 30-day time frame.
Source: DSS Family Independence Administration (FIA)

Indicator name: Cash Assistance—Applications filed electronically (%)
Description: The percentage of cases that applied for cash assistance through Access HRA out of the total number of cases that applied for cash assistance in the respective month.
Source: DSS Office Performance Management and Data Analytics (OPMDA)

Indicator name: Cash Assistance—Cases in sanction status (%)
Description: The percentage of Cash Assistance cases that were in sanction due to non-compliance out of the total number of Cash Assistance cases (on the engagement report) at the end of the reporting month.
Source: DSS Office Performance Management and Data Analytics (OPMDA)

Indicator name: Cash Assistance—Average monthly benefit ($)
Description: The average monthly Cash Assistance benefit per household.
Source: Office of Performance Management and Data Analytics (OPMDA)

Indicator name: Supplemental Nutrition Assistance Program (SNAP)—Persons receiving benefits (000)
Description: As of the end of the reporting period, the number of eligible persons receiving federally supported Supplemental Nutrition Assistance Program Benefits, including both cash assistance recipients and non-PA recipients. The calculation includes persons who receive SNAP benefits at residential treatment centers and recipients of Supplemental Security Income (SSI) who receive SNAP benefits.
Source: DSS Office Performance Management and Data Analytics (OPMDA)

Indicator name: Supplemental Nutrition Assistance Program (SNAP)—Cash assistance persons receiving benefits (000)
Description: As of the end of the reporting period, the total number of persons who receive both Supplemental Nutrition Assistance Program benefits and Cash Assistance.
Source: DSS Office Performance Management and Data Analytics (OPMDA)

Indicator name: Supplemental Nutrition Assistance Program (SNAP)—Non-cash assistance persons receiving program benefits (000)
Description: As of the end of the reporting period, the total number of persons who receive Supplemental Nutrition Assistance Program benefits who are not cash assistance or SSI recipients.
Source: DSS Office Performance Management and Data Analytics (OPMDA)

Indicator name: Supplemental Nutrition Assistance Program (SNAP)—SSI persons receiving benefits (000)
Description: As of the end of the reporting period, the total number of eligible recipients of SSI receiving federally supported Supplemental Nutrition Assistance Program benefits.
Source: DSS Office Performance Management and Data Analytics (OPMDA)

Indicator name: Supplemental Nutrition Assistance Program (SNAP)—Total households receiving benefits (000)
Description: As of the end of the reporting period, the total number of eligible households receiving Supplemental Nutrition Assistance Program benefits.
Source: DSS Office Performance Management and Data Analytics (OPMDA)

Indicator name: Supplemental Nutrition Assistance Program (SNAP)—Cash assistance households receiving benefits (000)
Description: As of the end of the reporting period, the total number of Cash Assistance eligible households receiving Supplemental Nutrition Assistance Program benefits.
Source: DSS Office Performance Management and Data Analytics (OPMDA)

Indicator name: Supplemental Nutrition Assistance Program (SNAP)—Non-cash assistance households receiving benefits (000)
Description: As of the end of the reporting period, the total number of households who receive Supplemental Nutrition Assistance Program benefits who are not cash assistance or SSI recipients.
Source: DSS Office Performance Management and Data Analytics (OPMDA)

Indicator name: Supplemental Nutrition Assistance Program (SNAP)—SSI households receiving benefits (000)
Description: As of the end of the reporting period, the total number of eligible SSI households SSI receiving federally supported Supplemental Nutrition Assistance Program benefits.
Source: DSS Office Performance Management and Data Analytics (OPMDA)

Indicator name: Supplemental Nutrition Assistance Program (SNAP)—Payment Error Rate (federal fiscal year) (%)
Description: This indicator is a New York State reported percent of Supplemental Nutrition Assistance Program (SNAP) benefit Payment Errors for CA and non-CA recipients. It shows the percent of incorrect SNAP benefit amounts paid if they are either over or under the correct amount, due to a calculation or documentation error on the part of either the worker or the client. In addition, a payment error can also occur for cases subsequently found to be ineligible for SNAP after having already received SNAP benefits. This indicator is reported for the Federal Fiscal year: October through Sepetember.
Source: HRA Family Independence Administration (FIA)

Indicator name: Supplemental Nutrition Assistance Program (SNAP)—Application timeliness rate (%)
Description: The percent of Supplemental Nutrition Assistance Program Cash Assistance and Non-Cash Assistance application processing completed by the Agency in the federally required timeframe.
Source: HRA Family Independence Administration (FIA)

Indicator name: Supplemental Nutrition Assistance Program (SNAP)—Applications filed electronically (%)
Description: The percentage of cases that applied for SNAP benefits through Access HRA out of the total number of cases that applied for SNAP benefits in the respective month.
Source: DSS Office of Performance Management and Data Analytics (OPMDA)

Indicator name: Supplemental Nutrition Assistance Program (SNAP)—Average monthly benefit for Cash Assistance recipients receiving benefits ($)
Description: The average monthly SNAP benefit among households receiving Cash Assistance.
Source: NYS Welfare Management System (WMS)

Indicator name: Supplemental Nutrition Assistance Program (SNAP)—Average monthly benefit for non-Cash Assistance recipients receiving benefits ($)
Description: The average monthly SNAP benefit among households who are not cash assistance or SSI recipients.
Source: NYS Welfare Management System (WMS)

Indicator name: Medicaid—Enrollees administered by HRA (000)
Description: As of the end of the reporting period, the total number of persons enrolled in

Medicaid administered by HRA who also receive cash assistance or SSI, and Medicaid without cash assistance (Medicaid-only) administered by HRA. A person can apply for Medicaid administered by HRA if he or she is over 65 years of age or older, need Medicaid because of a disability or blindness, get Medicare and are not a parent or caretaker of minor children or are a former foster case young adult under 26 years of age.
Source: WMS report WINR0521 and HealthStat Report

Indicator name: Medicaid—Medicaid-only enrollees administered by HRA (000)
Description: As of the end of the reporting period, the number of persons who are not recipients of cash assistance or SSI who receive Medicaid services administered by HRA. As of January 2014, most Medicaid-only eligible clients (Medicaid clients without cash assistance) began to be enrolled in the New York State administered Medicaid program through State Health Care Exchange. People can apply for Medicaid administered by HRA if he or she is over 65 years of age or older, need Medicaid because of a disability or blindness, get Medicare and are not a parent or caretaker of minor children or are a former foster care young adult under 26 years of age.
Source: HealthStat Report

Indicator name: Medicaid—Application timeliness rate (%)
Description: Percent of Community and Hospital new applications processed by the Agency within required timeframes.
Source: HRA Medical Insurance and Community Services Administration [Medical Assistance Program (MAP)]

Indicator name: Clients whom HRA helped obtain employment (000)
Description: An unduplicated cumulative count of only those placements for Cash Assistance clients and non-custodial parents obtained through HRA's contracted vendors, including Career Services and WeCARE. HRA also counts placements achieved through non-contracted services such as placements following a client's engagement in an educational program. Job placements that are self-attained by clients while engaged in HRA programs and services are also counted.
Source: HRA New York City WAY (NYCWAY), Welfare Management System (WMS), CA and Non-CA cases matched against State New Hire Placements file, OPMDA, and HRA's Payment and Claiming System (PaCS)

Indicator name: HRA clients who obtained employment, and maintained employment or did not return to CA for 180 days (city fiscal year-to-date average) (%)
Description: The City Fiscal Year to date average percent of both those cash assistance cases for which HRA helped a client obtain employment 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, remained open and were not re-budgeted for CA within 180 days due to the loss of employment income.
Source: HRA NYCWAY, WMS and OPMDA

Indicator name: HRA clients who obtained employment, and maintained employment or did not return to CA for 12 months (city fiscal year-to-date average) (%)
Description: The City Fiscal Year-to-date percentage of both those cash assistance cases for which HRA helped a client obtain employment 12 months prior to the reporting period where the client earned enough income to close their cash assistance cases and did not return to cash assistance within the last 12 months of the reporting period, and those cash assistance cases for which HRA helped the client obtain employment 12 months prior to the reporting period where the clients cash assistance cases remained open and were not re-budgeted for CA within 12 months due to the loss of employment income.
Source: DSS Office Performance Management and Data Analytics (OPMDA)

Indicator name: Safety Net Assistance (SNA) cases engaged in training or education in accordance with New York City guidelines (%)
Description: The City Fiscal Year-to-date average percent of partially or fully engageable (able to work) SNA cases who increase their self-sufficiency by participating in training or education activities that prepare clients to obtain and retain employment. These training/education activities are defined by New York City and may be stand-alone or concurrent job search, substance abuse or other work activities. Education includes high school students over 15 and college students. Under the new Career Services employment contracts, clients are counted for this indicator if they participate in contextualized literacy and/or language programs designed specifically for different types of jobs or if they participate in full or part-time GED programs.
Source: HRA NYCWAY and OPMDA

Indicator name: Family cases engaged in training or education in accordance with New York City guidelines (%)
Description: The City Fiscal Year-to-date average percent of partially or fully engageable (able to work) family cases who increase their self-sufficiency by participating in training or education activities that prepare clients to obtain and retain employment. These training/education activities are defined by New York City and may be stand-alone or concurrent with job search, substance abuse or other work activities. Education includes high school students over 15 and college students. Under the new Career Services employment contracts, clients are counted for this indicator if they participate in contextualized literacy and language programs designed specifically for different types of jobs, or if they participate in full or part-time GED programs.
Source: HRA NYCWAY and OPMDA

Indicator name: Cash assistance family cases participating in work or work-related activities per federal guidelines (official federal fiscal year-to-date average) (%)
Description: The official federal fiscal year-to-date 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, WMS and OPMDA

Indicator name: Total WeCARE recipients
Description: As of the end of the reporting period, the unduplicated total of Wellness, Comprehensive Assessment, Rehabilitation, and Employment (WeCARE) recipients. 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: 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 application, or the award granted in a subsequent appeal if the initial application was denied.
Source: HRA Payment and Claiming System (PACS)

Indicator name: Total new child support orders obtained
Description: The cumulative number of new child support orders obtained.
Source: New York State Department of Child Support Enforcement, Office of Child Support Enforcement: 157 Report

Indicator name: Total child support cases with active orders (end of period)
Description: As of the end of the reporting period, the total number of child support cases with active child support orders as of the end of the reporting period.
Source: New York State Department of Child Support Enforcement, Office of Child Support Enforcement: 157 Report

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. Cases with orders of support include all cases with an order—both actively charging cases and arrears only cases. Arrears only cases are those where the order stopped charging, but debt it still owed.
Source: New York State Office of Temporary and Disability Services, Division of Child Support Services. Support Enforcement: 157 Report—Performance Measures—SEP

Indicator name: Child support collected ($000,000)
Description: The cumulative 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 Office of Temporary & Disability Assistance, Department of Child Support Services: Monthly Calendar Year Comparisons of Collections—Total Collections

Indicator name: Support cases with active orders receiving current payments (%)
Description: This indicator measures the City Fiscal Year to date percent of child support cases with active orders (cases with an ongoing obligation) receiving current payments in the month.
Source: NYC Office of Child Support Services

Indicator name: IDNYC—Number of applications processed
Description: The City Fiscal Year to date cumulative number of IDNYC applications processed for eligibility clients as of the end of the period. The number of cards mailed in each period will not match the number of applications processed due to time required to print and mail cards. The card helps New Yorkers gain access to City services and buildings. In addition, it offers free membership in the City's leading museums, zoos, concert halls and botanical gardens.
Source: HRA Office IDNYC

Indicator name: IDNYC—Number of cards issued
Description: This indicator measures the City Fiscal Year to date cumulative number of IDNYC cards mailed. IDNYC is a free identification card available to New York City residents. The card helps New Yorkers gain access to City services and buildings. In addition, it offers free membership in the City's leading museums, zoos, concert halls and botanical gardens.
Source: HRA Office IDNYC

Indicator name: IDNYC—Application timeliness rate (%)
Description: This indicator measures the City Fiscal Year to Date percentage of mailed IDNYC cards that have been mailed within 14 business days of receiving an application.
Source: HRA Office IDNYC

Indicator name: Fair Fares NYC—Total enrollment
Description: This indicator measures the number of people enrolled in Fair Fares NYC as of June 30th, the end of the City Fiscal Year reporting period. Launched in January 2019, Fair Fares NYC is a city program to help people who live in New York City with low incomes manage their transportation costs. With the Fair Fares NYC discount, eligible New York City residents receive a 50% discount on subway and eligible bus fares or Access-A-Ride fares.
Source: HRA Office Performance Management and Data Analytics (OPMDA)

Indicator name: Home Energy Assistance Program (HEAP)—Cases receiving benefit
Description: The total number of cases receiving Home Energy Assistance Program benefits. The Home Energy Assistance Program (HEAP) is a federally funded program that helps low-income homeowners and renters heat and cool their homes.

Indicator name: Homebase enrollments
Description: The total volume of Homebase enrollments, including prevention and aftercare. Homebase provides New Yorkers experiencing housing instability in the community with various homeless prevention services and aftercare services to families and individuals exiting DHS shelter to permanent housing.
Source: HRA Housing and Homeless Assistance Services/Initiatives

Indicator name: Clients successfully diverted at Prevention Assistance and Temporary Housing (PATH) from entering a homeless shelter (%)
Description: Due to interventions at Department of Homeless Services' Prevention Assistance and Temporary Housing (PATH) family intake unit, the percent of all clients (families with children) who are diverted from entering a homeless shelter. Efforts are made at PATH to provide prevention assistance that allows families with children to either remain in place or find alternative housing.
Source: Department of Homeless Serivces' "Client Assistance and Rehousing Enterprise System" (CARES) database

Indicator name: Adults receiving preventive services who did not enter the shelter system (%)
Description: Those adults who received diversion/prevention services and did not enter shelter for 12 continuous months after their initial contact, excluding clients in Safe Havens and Veterans short-term housing.
Source: Department of Homeless Serivces' "Client Assistance and Rehousing Enterprise System" (CARES) database

Indicator name: Adult families receiving preventive services who did not enter the shelter system (%)
Description: Those adult families who received diversion/prevention services who were not found eligible for shelter for 12 continuous months after their initial contact.
Source: Department of Homeless Serivces' "Client Assistance and Rehousing Enterprise System" (CARES) database

Indicator name: Families with children receiving preventive services who did not enter the shelter system (%)
Description: Those families with children who received diversion/prevention services who were not found eligible for shelter for 12 continuous months after their initial contact.
Source: Department of Homeless Serivces' "Client Assistance and Rehousing Enterprise System" (CARES) database

Indicator name: Cases receiving emergency rental assistance
Description: The monthly volume of cases receiving rental arrears payments, including both those receiving one-time and ongoing assistance.
Source: HRA Housing and Homeless Assistance Services/Initiatives, Rental Assistance Unit

Indicator name: CityFHEPS—Cases receiving subsidy
Description: The total number of cases receiving a CityFHEPS subsidy covering rent for the reporting month. CityFHEPS (the City Fighting Homelessness and Eviction Prevention Supplement) is a rental assistance program that helps individuals and families find and keep housing. CityFHEPS pays part of eligible tenants monthly rent anywhere in New York State for up to five years.
Source: Office of Performance Management and Data Analytics (OPMDA)

Indicator name: CityFHEPS—Average subsidy amount ($)
Description: The average monthly CityFHEPS (City Fighting Homelessness and Eviction Prevention Supplement) subsidy dollar amount.
Source: Office of Performance Management and Data Analytics (OPMDA)

Indicator name: Low-income cases facing eviction and homelessness who were assisted with legal services in Housing Court
Description: The cumulative number of low-income households who are facing eviction in Housing Court to whom HRA legal services providers gave either full representation or legal assistance.
Source: HRA Office of Civil Justice

Indicator name: Eligible families seeking shelter at Prevention Assistance and Temporary Housing (PATH) who entered HRA's domestic violence shelters (%)
Description: The percentage of families found eligible for domestic violence shelter through the No Violence Again (NoVA) program, housed at the Department of Homeless Services' Prevention Assistance and Temporary Housing (PATH) center who are placed in an HRA domestic violence shelter.
Source: HRA ODVEIS NoVA Program Reports

Indicator name: Average number of families served per day in the Emergency Domestic Violence shelter program
Description: The monthly average of the number of families served per day in emergency domestic violence shelters that provide temporary and emergency housing supportive services for victims of domestic violence and their children. All programs provide a safe environment as well as counseling, advocacy and referral services.
Source: HRA ODVEIS Shelter Occupancy Referral Tracking System

Indicator name: Average number of individuals served per day in the Emergency Domestic Violence shelter program
Description: The monthly average of the number of individuals served per day in emergency domestic violence shelters that provide temporary and emergency housing and supportive services for victims of domestic violence and their children. All programs provide a safe environment as well as counseling, advocacy and referral services.
Source: HRA ODVEIS Shelter Occupancy Referral Tracking System

Indicator name: Average number of families served per day in the Domestic Violence Tier II shelter program
Description: The monthly average of the number of families served per day in Tier II domestic violence shelters that provide transitional housing and supportive services for victims of domestic violence and their children. All programs provide a safe environment as well as counseling, advocacy and referral services.
Source: HRA ODVEIS Shelter Occupancy Referral Tracking System

Indicator name: Average number of individuals served per day in the Domestic Violence Tier II shelter program
Description: The monthly average of the number of individuals served per day in Tier II domestic violence shelters that provide transitional housing and supportive services for victims of domestic violence and their children. All programs provide a safe environment as well as counseling, advocacy and referral services.
Source: HRA ODVEIS Shelter Occupancy Referral Tracking System

Indicator name: Domestic violence emergency beds (capacity)
Description: At the end of the reporting period, the number of domestic violence emergency beds that HRA administers.
Source: HRA Office of Domestic Violence & Emergency Intervention Services (ODVEIS) recorded state certifications of facilities

Indicator name: Domestic Violence Tier II units (capacity)
Description: The average number of domestic violence units that HRA administers in Tier II/transitional shelter facilities during the reporting period. Each unit provides housing for an individual family in need of domestic violence services.
Source: HRA Office of Domestic Violence & Emergency Intervention Services (ODVEIS) recorded state certifications of facilities

Indicator name: Domestic Violence non-residential services programs average monthly caseload
Description: The city fiscal year-to-date average of the monthly number of active cases participating in the non-residential programs.
Source: Contracted non-residential shelter provider reports

Indicator name: Adult Protective Services (APS)—Total referrals received
Description: The cumulative number of referrals screened at Central Intake Unit for presumptive eligibility or referral to other agencies.
Source: HRA Adult Protective Services Monthly Compliance Report

Indicator name: Adult Protective Services (APS)—Assessment cases
Description: The unduplicated number of individuals in the assessment phase for APS services during the month. Only assessment cases that are still open are counted, not including the assessment cases that were closed, rejected, or accepted. The fiscal year to date number is calculated as an average of monthly cases.
Source: HRA Adult Protective Services Monthly Compliance Report

Indicator name: Adult Protective Services (APS)—Cases referred that are 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 three working days, as mandated by the State Office of Children and Family Services.
Source: HRA Adult Protective Services Monthly Compliance Report

Indicator name: Adult Protective Services (APS)—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: 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. The fiscal year to date number is calculated as an average of monthly cases.
Source: HRA Adult Protective Services Monthly Compliance Report

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: Average days to initiate home attendant and housekeeper services for all 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: Average weekly billable hours for personal care services
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). The billable hours indicator measures the number of hours during which service is actually provided.
Source: HRA Home Care Services Program

Indicator name: Total cases receiving home care services
Description: As of the end of the reporting period, the number of cases managed by HRA that are receiving Medicaid-funded Home Attendant and Housekeeping; fee-for-service Consumer Directed Personal Assistance Program services, those classified as Difficult to Serve or receiving Personal Emergency Response Services, plus those cases managed by State OTDA that are receiving Managed Long Term Home Health Care services.
Source: HRA Home Care Services Program

Indicator name: Cases receiving home care services—HRA clients
Description: The number of cases managed by the Home Care Services Program (HCSP) that receive home care services at the end of the reporting month. HCSP does not administer the New York State Managed Long-term Care Program that serves the majority of the New York City homecare population. These cases are a subset of the total.
Source: Home Care Services Program

Indicator name: HIV/AIDS Services Administration (HASA)—New Applicants
Description: The cumulative number of new applicants to HASA services.
Source: HRA HIV/AIDS Services Administration (HASA)

Indicator name: HIV/AIDS Services Administration (HASA)—Individuals receiving services
Description: As of 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: HIV/AIDS Services Administration (HASA)—Clients receiving housing assistance (%)
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: HIV/AIDS Services Administration (HASA)—Cases receiving emergency housing assistance
Description: The number of HIV/AIDS Services Administration (HASA) cases in temporary emergency settings, including transitional housing programs.
Source: HIV/AIDS Services Administration (HASA)

Indicator name: HIV/AIDS Services Administration (HASA)—Cases receiving supportive housing assistance
Description: The number of HIV/AIDS Services Administration (HASA) cases residing in permanent supported housing, including scatter site units and permanent congregate facilities.
Source: HIV/AIDS Services Administration (HASA)

Indicator name: HIV/AIDS Services Administration (HASA)—Cases receiving on-going rental assistance
Description: The number of HIV/AIDS Services Administration (HASA) cases receiving non-emergency on-going rental assistance.
Source: HIV/AIDS Services Administration (HASA)

Indicator name: HIV/AIDS Services Administration (HASA)—Rental assistance application timeliness rate (%)
Description: The percentage of HASA rent-related financial benefits applications submitted in the reporting month that are processed by the agency in the required 30-day timeframe.
Source: HRA HIV/AIDS Services Administration Case by Case Financial Assessment database

Indicator name: Pounds of food distributed through Community Food Connection (000)
Description: The pounds of shelf-stabilized, refrigerated and frozen foods distributed per month through Community Food Connection (CFC).
Source: Food Bank For NYC

Indicator name: Active Community Food Connection programs—Food Pantries
Description: The number of active Food Pantries receiving funding from the Community Food Connections program. Counts are point in time as of the last month of the fiscal year.
Source: Easy Access To Supplemental Food System (EATS)

Indicator name: Active Community Food Connection programs—Community Kitchens
Description: The number of active Soup Kitchens receiving funding from the Community Food Connections program. Counts are point in time as of the last month of the fiscal year.
Source: Easy Access To Supplemental Food System (EATS)

Indicator name: Medicaid recoveries and cost avoidance for fraud waste and abuse ($000,000)
Description: This indicator shows the cumulative amount recovered 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. The Medicaid Integrity Investigation Program concluded in January 2014 since most new Medicaid applications began in January 2014 taking place through New York State of Health, the Official Health Plan Marketplace for New York State.
Source: DSS Accountability Office

Indicator name: Cash assistance recoveries and cost avoidance for fraud, waste and abuse ($000,000)
Description: This indicator shows, pursuant to Cash Assistance eligibility rules, the cumulative amount recovered from concealment of income and resources by clients, collections from windfalls, lawsuit settlements and liens on properties, repayment of emergency assistance, and federal reimbursement for assistance given while Social Security Disability benefit applications were pending. It also includes cost savings from various efforts such as fraud investigations, case re-budgeting for income changes, and clients receiving Cash Assistance in more than one state. As of Fiscal Year 2013, HRA has changed its method for calculating the Cash Assistance cost avoidance and recoveries indicator by no longer placing a value on reduced budget recommendations from HRA's Bureau of Eligibility Verification (BEV). HRA's updated calculation of cost avoidance more accurately reflects the type of recommendations likely to result in savings.
Source: DSS Accountability Office

Indicator name: Supplemental Nutritional Assistance Program (SNAP) cost avoidance for fraud and abuse ($000,000)
Description: This indicator shows the cumulative amount of cost avoidance from client fraud through concealment of income and resources and from clients receiving SNAP benefits in more than one state.
Source: DSS Accountability Office

Indicator name: Fair Hearings requested
Description: The cumulative number of client requests for hearings to contest decisions made by HRA regarding any benefit programs administered by HRA. For Fiscal Years 2019, 2020, and 2021, HRA adjusted its count of fair hearings requested to be consistent with how these requests are determined by New York State. This adjustment resulted in a slight decrease in the reported monthly number of fair hearings requested compared to previously reported data.
Source: HRA Office of Performance Management and Data Analytics (OPMDA)

Indicator name: Fair hearings upheld (%)
Description: Starting in Fiscal 2014, HRA changed its method for calculating Fair Hearings outcomes. The agency win rate includes issues that are affirmed and that are found to be correct at the time they were made and excludes client defaults. Defaults were included as Agency wins in prior periods but are currently excluded because they do not reflect contested issues that are actually heard at hearings. The numerator of this indicator includes all fair hearing issues heard with an outcome of affirmation of the Agency's decision or correct decision when originally made by the Agency and other outcomes. Other outcomes include, for example, the appellant's lack of standing. The denominator includes all fair hearing issues heard with all outcomes including affirmation, correct when made, agency withdrawal, settled, reversal and other outcomes. The rate is calculated based on all outcomes on hearings heard, and it does not include defaults in which the client fails to appear, and the hearing is therefore not actually heard.
Source: DSS Office of Performance Management and Data Analytics (OPMDA)

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

Indicator name: Claims filed within 60 days of close of expenditure month (%)
Description: The percentage 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 DSS Finance Office

Indicator name: Calls resolved within 48 hours to the Finance customer service call line for employment vendors (%)
Description: Percent of calls made by employment vendors to the HRA DSS Finance Office Customer Service Call Line that are resolved.
Source: HRA DSS Finance Office

Indicator name: Workplace injuries reported
Description: The cumulative number of all incidents resulting in a workers' compensation or line of duty injury claim regardless of whether time is lost.
Source: DSS Office of Human Resources Solutions

Indicator name: Applications filed with the United States Citizenship and Immigration Services
Description: The cumulative number of applications for permanent residence, citizenship, asylum, or other special immigration status that HRA funded community-based organizations helped file with the United States Citizenship and Immigration Services (USCIS). Other special immigration status applications can include U or T visas, Special Immigrant Juvenile Status (SIJS), DACA and immigration relief under VAWA or the VTVPA.
Source: HRA Office of Civil Justice

Indicator name: Human services contracts
Description: The number of human service contracts that were registered by the City Comptroller during the fiscal year. The reported number includes general contracts and task orders issued from master agreements, but excludes awards made using City Council Discretionary funding and Emergency Contracts as defined by the New York City Procurement Policy Board Rules.
Source: Mayor's Office of Contract Services

Indicator name: Human services contract registration within 30 days of the contract start date (%)
Description: The percentage of human service contracts that are registered by the City Comptroller within 30 days of the contract start date. This proportion reflects the contracts that were registered in that fiscal year, regardless of their contract start date. The reported number includes general contracts and task orders issued from master agreements, but excludes awards made using City Council Discretionary funding and Emergency Contracts as defined by the New York City Procurement Policy Board Rules.
Source: Mayor's Office of Contract Services

Indicator name: Total dollars disbursed for human services contracts ($000,000)
Description: The amount of dollars disbursed to providers during the fiscal year. Represents total dollars disbursed within the fiscal year regardless of when the invoice was submitted.
Source: Mayor's Office of Contract Services

Indicator name: Completed 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: Human Resources Administration

Indicator name: Letters responded to within 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: Human Resources Administration

Indicator name: E-mails responded to within 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: Human Resources Administration

Indicator name: Average wait time to speak with a customer service agent (minutes:seconds)
Description: The average time in minutes from the time a customer meets with a greeter or information desk representative until he or she is met by a customer service representative.
Source: Human Resources Administration

Indicator name: CORE facility rating
Description: CORE facility rating: An average Customers Observing and Reporting Experiences (CORE) score based on the rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors.
Source: Human Resources Administration

Indicator name: Calls answered within 30 seconds (%)
Description: The percentage of calls answered by a call center representative in 30 seconds or less.
Source: Human Resources Administration

Indicator name: Customer satisfaction rating for Public Health Insurance Program services “good” or better (%)
Description: Customer satisfaction ratings in obtaining benefits for Cash Assistance, SNAP and Public Health Insurance
Source: Human Resources Administration

Indicator name: Abuse and/or neglect reports responded to within 24 hours of receipt from the State Central Register (%)
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. The 24 hours starts when ACS receives the report from the State Central Register (SCR). This is after the oral report is made to the SCR and the SCR transmits that report to ACS. Reports are made orally to the SCR via the child abuse hotline.
Source: Connections, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: New State Central Register consolidated investigations
Description: Number of abuse/neglect investigations conducted. Excludes those reports that have been consolidated based on a set of identified criteria.
Source: Connections, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Investigations completed in 60 days (%)
Description: The percent of new child abuse and/or neglect investigations that were completed within 60 days of opening.
Source: Connections, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Investigations that are substantiated (%)
Description: The percent of child abuse/neglect investigations that are substantiated upon completion of investigation.
Source: Connections, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Children in complete investigations with repeat investigations within a year (%)
Description: The percent of children who were named as alleged victims in an investigation, who were then named as alleged victims in another investigation within a year of the closing of the first investigation. Figures are provided for the fiscal year of the repeat investigation.
Source: Connections, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Children in substantiated investigations with repeat substantiated investigations within a year (%)
Description: The percent of children who were named as victims in a substantiated investigation, who were then named as victims in another substantiated investigation within a year of the closing of the first investigation. Figures are provided for the initial substantiated investigations in the prior fiscal year.
Source: Connections, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: New CARES cases
Description: Number of new Collaborative Assessment Response, Engagement, and Support (CARES) cases opened. CARES (Collaborative Assessment, Response, Engagement and Support is an alternative Child Protective response to some reports of child maltreatment. CARES does not require an investigation and determination of allegations and individual culpability for families reported to the SCR. It is an alternative approach to providing protection to children by engaging families in an assessment of child safety and of family needs, in finding solutions to family problems and in identifying informal and formal supports to meet their needs and increase their ability to care for their children.
Source: Connections, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: New child protection cases that are CARES (%)
Description: Percentage of new Collaborative Assessment Response, Engagement, and Support (CARES) cases and investigations opened, out of total new child protection cases.
Source: Connections, Division of Policy Planning and Measurement/Office of Research and Analytics

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: Case Assignment System, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Families entering child welfare prevention services
Description: Total number of families entering child welfare preventive services during the month.
Source: Prevention Organizational Management Information System, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Average number of children receiving child welfare prevention services daily
Description: The number of children in active child welfare preventive cases at the end of the month.
Source: Prevention Organizational Management Information System, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Children who received child welfare prevention services during the year (annual total)
Description: The cumulative number of unique children in families that received child welfare preventive services during the fiscal year.
Source: Prevention Organizational Management Information System, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Respondents to the Prevention Services Family Experience Survey who said prevention services are helping them achieve their goals (%)
Description: Percent of respondents to the Prevention Services Family Experience Survey who said prevention services are helping them achieve their goals. ACS in partnership with prevention provider agencies, conducts the annual ACS Prevention Family Experience Survey in accordance with Local Law 17 of 2018, which was adopted into the New York City administrative code on December 31, 2017. The legislation requires ACS to survey all families in contracted prevention programs about their experiences in prevention services. The purpose of the survey is to better understand the lived experiences of families while participating in prevention services.
Source: Prevention Services, ACS Prevention Family Experience Survey

Indicator name: All children entering foster care
Description: The number of children entering foster care. Includes children with repeat admissions into foster care.
Source: NYS Child Care Review Service, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Average number of children in foster care
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.
Source: Statewide Services Payment System, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Average number of children in foster kinship homes
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.
Source: NYS Child Care Review Service, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Average number of children in nonrelative foster boarding homes
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.
Source: NYS Child Care Review Service, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Average number of children in residential care
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.
Source: NYS Statewide Services Payment System, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Total days all children spent in foster care
Description: The days children spent in foster care during the fiscal year.
Source: NYS Child Care Review Service, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Moves in foster care per 1,000 care days
Description: The number of moves from one foster care placement to another per 1,000 care days. Calculation: (the total number of moves from one foster care placement to another/total days in period)*1,000
Source: NYS Child Care Review Service, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Children who re-enter foster care within a year of discharge to a family (%)
Description: The percent of foster care children who are discharged to their family, either through reunification or the Kinship Guardianship Assistance Program, who re-enter foster care within a year of their discharge date. Percentages are provided for discharges in the prior Fiscal Year.
Source: NYS Child Care Review Service, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Children maltreated during family foster care placement per 100,000 care days
Description: The number of children with substantiated abuse or neglect while in family foster care per 100,000 care days. Calculation: =(children with substantiated allegations of abuse or neglect while in foster care during period / total number of care days in period) *100,000
Source: NYS Child Care Review Service, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: School attendance rate—Children in foster care (%)
Description: For children in foster care during the entire month who are enrolled in New York City public schools, the percent of school days children attended school.
Source: NYC Public Schools

Indicator name: Youth in foster care receiving Fair Futures services
Description: Number of youth in foster care receiving Fair Futures services. Fair Futures provides trained, salaried coaches to work with foster and jusice invoved youth from middle school through age 26, providing guidance on education, housing, and career prep, and emotional and social support.
Source: Division of Family Permanency, Care 4 Database

Indicator name: Youth in foster care enrolled in College Choice
Description: Number of youth in foster care enrolled in College Choice. College Choice is a program that providea college students in foster care with greater support systems, including financial support. As part of the program, ACS helps pay remaining costs of college tuition in addition to any room and board not covered by a student's financial aid package. College students in foster care also receive a daily stipend which can be used towards food, clothing, transportation, and more.
Source: Division of Family Permanency, College Choice tracking database

Indicator name: Youth in foster care who feel very supported or somewhat supported by their foster parents or residential facility staff (%)
Description: Percent of respondents to the Youth Experience Survey who reported they feel 'very supported' or 'somewhat supported' by their foster parents or residential facility staff. In compliance with Local Law 146 of 2016, ACS conducts an annual survey of all youth in foster care age 13 and older, regarding their experiences in foster care. ACS submits this report with findings from the survey to the New York City Council.
Source: Division of Family Permanency, Youth Experience Survey

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: NYS Child Care Review Service, Division of Policy Planning and Measurement/Office of Research and Analytics

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: NYS Child Care Review Service, Division of Policy Planning and Measurement/Office of Research and Analytics

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: NYS Child Care Review Service, Division of Policy Planning and Measurement/Office of Research and Analytics

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 discharged to permanency within a year of placement (%)
Description: The percent of children who entered care in the fiscal year who were discharged to permanency (parent(s), Kinship Guardian Assistance, adoption) within one year of placement.
Source: NYS Child Care Review Service, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Children in care 12–23 months discharged to permanency (%)
Description: The percent of children in care 12–23 months at the beginning of the fiscal year who were discharged to permanency (parent(s), Kinship Guardian Assistance, adoption) during the fiscal year.
Source: NYS Child Care Review Service, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Children in care 24 or more months discharged to permanency (%)
Description: The percent of children in care 24 or more months at the beginning of the fiscal year who were discharged to permanency (parent(s), Kinship Guardian Assistance, adoption) during the fiscal year.
Source: NYS Child Care Review Service, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Average number of children eligible for adoption
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: NYS Child Care Review Service, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Children adopted
Description: The number of children with a finalized adoption.
Source: NYS Child Care Review Service, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Kinship Guardianship Assistance discharges
Description: The number of children discharged from foster care to permanent placement through the Kinship Guardian Assistance program. The Kinship Guardian Assistance program is a permanency option designed for a foster child to achieve a permanent placement with a relative who had been the child's foster parent. The program provides financial support and does not require termination of parental rights.
Source: Child Care Review Service, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Children returned to parents (reunifications)
Description: The number of children discharged from foster care to their parent(s).
Source: NYS Child Care Review Service, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Average child care voucher enrollment
Description: The average number of children accessing child care services through a voucher. Includes both mandated and non-mandated.
Source: Automated Child Care Information System, Child and Family Wellbeing

Indicator name: Average number of children accessing child care services through use of a mandated voucher
Description: Average number of children accessing early care and education services through use of a voucher as part of their cash assistance benefits.
Source: Automated Child Care Information System, Child and Family Wellbeing

Indicator name: Average number of children accessing child care services through use of a non-mandated low-income voucher
Description: Average number of children accessing child care services through use of a non-mandated low-income voucher.
Source: Child and Family Wellbeing, Automated Child Care Information System

Indicator name: Average number of children accessing child care services through use of a child welfare voucher
Description: Average number of children accessing child care through use of a child welfare voucher.
Source: Child and Family Wellbeing, Automated Child Care Information System

Indicator name: Average center-based child care voucher enrollment
Description: Average number of children accessing child care services through a mandated (cash assistance) or low-income voucher at a center-based program.
Source: Automated Child Care Information System, Child and Family Wellbeing

Indicator name: Average family child care voucher enrollment
Description: Average number of children accessing child care services through a mandated (cash assistance) or low-income voucher at a home-based registered/licensed program.
Source: Automated Child Care Information System, Child and Family Wellbeing

Indicator name: Average informal child care voucher enrollment
Description: The average number of children accessing child care services with an informal provider who is a qualified friend, family member and/or neighbor with whom a voucher is used.
Source: Automated Child Care Information System, Child and Family Wellbeing

Indicator name: Child care assistance applicants with eligibility determinations within 30 days (%)
Description: Percent of childcare voucher applications with eligibility determinations within 30 days of submission.
Source: Division of Child and Family Wellbeing

Indicator name: Fiscal year spending per child—Center-based child care vouchers
Description: Fiscal year spending per child for center-based child care vouchers. Center-based vouchers are used in centers licensed by DOHMH in infant/toddler and pre-school settings, in school-age centers licensed by OCFS, or in school based pre-school programs exempt from licensing.
Source: Division of Financial Services

Indicator name: Fiscal year spending per child—Family child care vouchers
Description: Fiscal year spending per child on family child care vouchers. Family child care vouchers are used with providers licensed by OCFS in a home based setting serving up to 12 children at a time.
Source: Division of Financial Services

Indicator name: Fiscal year spending per child—Legally exempt (informal child care) vouchers
Description: Fiscal year spending per child on legally exempt (informal child care) vouchers. Legally exempt (informal) providers are family, friends and neighbors providing home-based care who are exempt from licensing.
Source: Division of Financial Services

Indicator name: Abuse and/or neglect reports for children in child care
Description: The number of abuse or neglect reports for children in child care which are investigated by the Office of Confidential Special (OSI), of ACS/Division of Child Protection.
Source: Connections, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Abuse and/or neglect reports for children in child care that are substantiated (%)
Description: The percent of abuse and/or neglect reports for children in child care that are determined upon investigation by the Office of Special Investigations (OSI) to be substantiated.
Source: Connections, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Admissions to detention
Description: The total number of admissions to detention, including both secure and non-secure detention.
Source: Juvenile Detention Automated System, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Average daily population in detention (total)
Description: The number of youth in custody on an average day during the reporting period, including both secure and non-secure detention.
Source: Juvenile Detention Automated System, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Average daily population—In secure detention
Description: The number of youth in secure detention on an average day during the reporting period. The methodology provides the average of the population over the course of a month.
Source: Juvenile Detention Automated System, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Average daily population—In non-secure detention
Description: The number of youth in non-secure detention on an average day during the reporting period. The methodology provides the average of the population over the course of a month.
Source: Juvenile Detention Automated System, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Average length of stay in detention (days) (total)
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: Juvenile Detention Automated System, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Average length of stay (days)—In secure detention
Description: The average number of days between the admission date and release date of all youth released from secure detention.
Source: JDAS/ACS Division of Policy Planning and Measurement, Office of Research and Analytics

Indicator name: Average length of stay (days)—In non-secure detention
Description: The average number of days between the admission date and release date of all youth released from non-secure detention.
Source: JDAS/ACS Division of Policy Planning and Measurement, Office of Research and Analytics

Indicator name: Escapes from 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: Group Oriented Analysis of Leadership Strategies, Division of Policy Planning and Measurement/Office of Research and Analytics

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: Group Oriented Analysis of Leadership Strategies, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Youth-on-youth assaults and altercations with injury rate in detention (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: Group Oriented Analysis of Leadership Strategies, Division of Policy Planning and Measurement/ Office of Research and Analytics

Indicator name: Youth-on-staff assaults and altercations with injury rate in detention (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: Group Oriented Analysis of Leadership Strategies, Division of Policy Planning and Measurement/ Office of Research and Analytics

Indicator name: Weapon recovery rate in detention (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: Group Oriented Analysis of Leadership Strategies, Division of Policy Planning and Measurement/ Office of Research and Analytics

Indicator name: Illegal substance/prescription or OTC medication recovery rate in detention (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. This includes illegal substances, prescriptions and over-the-counter medications.
Source: Group Oriented Analysis of Leadership Strategies, Division of Policy Planning and Measurement/ Office of Research and Analytics

Indicator name: Child abuse and/or neglect reports for youth in detention that are substantiated, rate (average per 100 total ADP)
Description: The rate per 100 average daily population of child abuse/neglect allegations against ACS and contracted-staff regarding youth in detention that were substantiated as reported to ACS by the NYS Justice Center during the reporting period.
Source: NYS Justice Center, Division of Policy Planning and Measurement/Office of Research and Analytics

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: Division of Financial Services

Indicator name: Admissions to Close to Home placement
Description: Number of admissions to Close to Home placement. Close to Home allows young people who are found to be responsible for committing a delinquent act by the Family Court to receive placement services in a program in, or close to, the communities where they live. Placement is a combination of time in a residential program and time in the community (i.e. aftercare) with services and monitoring.
Source: Division of Youth and Family Justice

Indicator name: Average number of children in Close to Home placement
Description: Number of young people in Close to Home placement. Close to Home allows young people who are found to be responsible for committing a delinquent act by the Family Court to receive placement services in a program in, or close to, the communities where they live. Placement is a combination of time in a residential program and time in the community (i.e. aftercare) with services and monitoring.
Source: Division of Youth and Family Justice

Indicator name: Releases from Close to Home placement to aftercare
Description: Number of young people released from Close to Home placement to Close to Home aftercare.
Source: Division of Youth and Family Justice

Indicator name: Average number of children in Close to Home aftercare
Description: Number of young people in Close to Home aftercare upon release from Close to Home placement.
Source: Juvenile Justice Information System, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Discharges from Close to Home placement (dispositional order complete)
Description: Number of young people discharged from Close to Home placement with complete dispositional orders. A dispositional order is the final outcome of a Family Court Case. If the disposition is placement, a respondent may be placed in a residential facility outside of his or her home (Close to Home). Placement can be ordered for an initial period of up to 12 or 18 months. Time periods in placement vary based in part on the severity of the criminal offense(s).
Source: Division of Youth and Family Justice

Indicator name: Absent without consent rate, Close to Home placement
Description: Number AWOLs from close to Home placement per 100 care days.
Source: Group Oriented Analysis of Leadership Strategies, Division of Policy Planning and Measurement/ Office of Research and Analytics

Indicator name: Youth-on-staff assault with injury rate in Close to Home placement
Description: Number of youth on youth assaults and altercations with injury in Close to Home placement per 100 care days.
Source: Group Oriented Analysis of Leadership Strategies, Division of Policy Planning and Measurement/ Office of Research and Analytics

Indicator name: Youth-on-youth assault with injury rate in Close to Home placement
Description: Number of youth on youth assaults with injury in Close to Home placement per 100 care days.
Source: Group Oriented Analysis of Leadership Strategies, Division of Policy Planning and Measurement/ Office of Research and Analytics

Indicator name: Youth who received mental health screening or services while in detention (%)
Description: The percent of youth in detention for at least three days during a month who received mental health services during that month. Services include: screening, intake interview, treatment planning, crisis intervention, and supportive counseling including cognitive behavioral treatment in both individual, group and family modalities. Youth in non-secure detention can receive all services on-site at Passages Academy.
Source: Mental Health Service Providers, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Youth with health screening within 24 hours of admission to detention (%)
Description: Percent of youth with health screening within 24 hours of admission to detention. Within the first 24 hours of admission a medical provider performs a brief physical to make sure the residents are not ill, injured, or have any communicable diseases before allowing them to be placed with other residents. They also work to identify special medical needs/concerns, chronic medications, allergies, dietary restrictions and/or physical restrictions.
Source: Division of Youth and Family Justice

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: General health care cost per youth per day in detention ($)
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: Division of Financial Services

Indicator name: Youth admitted to detention with previous admission(s) to detention (%)
Description: The percent of youth admitted to detention during the reporting period with at least one prior admission to detention.
Source: Juvenile Detention Automated System, Division of Policy Planning and Measurement/Office of Research and Analytics

Indicator name: Youth in the Family Assessment Program
Description: The number of youth in the Family Assessment Program (FAP) program at the end of the month. Year-to-date statistics are averages of monthly statistics. FAP provides diversion services to families seeking to file Persons in Need of Supervision (PINS) petitions in Family Court. FAP works to strengthen families, reduce conflict, and connect families to services that provide ongoing support. It helps families handle concerns such as a child running away, skipping school, or disruptive behavior, without having to go to court.
Source: Prevention Organizational Management Information System, Division of Policy Planning and Measurement, Office of Research and Analytics

Indicator name: Youth in the Juvenile Justice Initiative
Description: The number of youth in the Juvenile Justice Initiative (JJI) at the end of the month. Year-to-date statistics are averages of monthly statistics. JJI is an alternative-to-placement program that allows young people who the Family Court finds to be juvenile delinquents to stay at home and receive intensive services in the community.
Source: Prevention Organizational Management Information System, Division of Policy Planning and Measurement, Office of Research and Analytics

Indicator name: Workplace injuries reported
Description: Employee Injuries requiring Worker's Compensation Reports.
Source: Law Department

Indicator name: Human services contracts
Description: The number of human service contracts that were registered by the City Comptroller during the fiscal year. The reported number includes general contracts and task orders issued from master agreements, but excludes awards made using City Council Discretionary funding and Emergency Contracts as defined by the New York City Procurement Policy Board Rules.
Source: Mayor's Office of Contract Services

Indicator name: Human services contract registration within 30 days of the contract start date (%)
Description: The percentage of human service contracts that are registered by the City Comptroller within 30 days of the contract start date. This proportion reflects the contracts that were registered in that fiscal year, regardless of their contract start date. The reported number includes general contracts and task orders issued from master agreements, but excludes awards made using City Council Discretionary funding and Emergency Contracts as defined by the New York City Procurement Policy Board Rules.
Source: Mayor's Office of Contract Services

Indicator name: Total dollars disbursed for human services contracts ($000,000)
Description: The amount of dollars disbursed to providers during the fiscal year. Represents total dollars disbursed within the fiscal year regardless of when the invoice was submitted.
Source: Mayor's Office of Contract Services

Indicator name: Completed 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: ACS Immigrant Services and Language Affairs

Indicator name: Letters responded to within 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: NYC Citywide Performance Reporting

Indicator name: E-mails responded to within 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: NYC Citywide Performance Reporting

Indicator name: Average number of individuals in shelter per day
Description: The average daily census of individuals in families at noon and of single adults at 3 AM. Does not include individuals in families that may not yet be assigned or are in transition to shelter at noon and those placed in overnight facilities.
Source: DHS Client Assistance and Rehousing Enterprise System (CARES) 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 CARES Database

Indicator name: Average number of individuals in adult families in shelters per day
Description: The average daily census of individuals in adult families at noon for the month. Does not include individuals in families that may not yet be assigned or are in transition to shelter at noon and those placed in overnight facilities.
Source: DHS CARES 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 CARES Database

Indicator name: Average number of individuals in families with children in shelters per day
Description: The average daily census of individuals in families with children at noon for the month . Does not include individuals in families that may not yet be assigned or are in transition to shelter at noon and those placed in overnight facilities.
Source: DHS CARES Database

Indicator name: Average number of single adults in shelters per day
Description: The average number of single adults residing in shelter each night at 3 A.M.
Source: DHS CARES Database

Indicator name: Adult families entering the DHS shelter services system
Description: Adult families determined to be eligible for shelter.
Source: DHS CARES Database

Indicator name: Families with children entering the DHS shelter services system
Description: Families with children determined to be eligible for shelter.
Source: DHS CARES 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 CARES Database

Indicator name: Families with children receiving public assistance (average) (%)
Description: The percentage of families with children who have been determined eligible for shelter and have either applied for or are currently receiving public assistance.
Source: DHS CARES database and Welfare Management 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: DHS CARES Database and DOE ATS

Indicator name: Families in shelter living in the borough of their youngest child's school (%)
Description: The average percentage of non-DV families in shelter during the school year with school-aged children residing in the same borough as their youngest child's school. Borough residence is based on the shelter address the families are residing in on the last day of each month. Borough of school enrollment is based on DOE data for all children enrolled in NYC public school.
Source: DHS CARES Database and DOE ATS

Indicator name: Families initially placed in shelter in the borough of 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 borough of that school.
Source: DHS CARES Database

Indicator name: Families living in shelter who received biopsychosocial screenings from mental health clinicians (%)
Description: Percentage of families, with over 30 days in shelter on the 1st of the month, screened for behavioral health (mental health and/or substance use) needs in the current Fiscal Year.
Source: DHS CARES Database

Indicator name: Adult shelter inspections with safety, maintenance or cleanliness deficiencies per 1,000 beds
Description: Total number of inspections with safety, maintenance or cleanliness deficiencies, per 1000 beds, 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: Serious incidents in the adult shelter system, per 1,000 residents
Description: The number of serious incidents during the reporting year, per 1,000 residents in the adult shelter system. Serious incidents are those that affect the well-being of shelter residents or staff. They include both onsite incidents at the shelter as well as notification of offsite incidents involving shelter residents. All serious incidents are reported to the New York State Office of Temporary and Disability Assistance (OTDA).
Source: DHS CARES Database

Indicator name: Serious violent incidents in the adult shelter system, per 1,000 residents
Description: The number of violent serious incidents during the reporting year, per 1,000 residents in the adult shelter system. Violent serious incidents are a subset of serious incidents that affect the safety of shelter residents or staff and are reported to the New York State Office of Temporary and Disability Assistance (OTDA).
Source: DHS CARES Database

Indicator name: Serious incidents in the adult family shelter system, per 1,000 residents
Description: The number of serious incidents during the reporting year, per 1,000 residents in the adult family shelter system. Serious incidents are those that affect the well-being of shelter residents or staff. They include both onsite incidents at the shelter as well as notification of offsite incidents involving shelter residents. All serious incidents are reported to the New York State Office of Temporary and Disability Assistance (OTDA).
Source: DHS CARES Database

Indicator name: Serious violent incidents in the adult family shelter system, per 1,000 residents
Description: The number of violent serious incidents during the reporting year, per 1,000 residents in the adult family shelter system. Violent serious incidents are a subset of serious incidents that affect the safety of shelter residents or staff and are reported to the New York State Office of Temporary and Disability Assistance (OTDA).
Source: DHS CARES Database

Indicator name: Serious incidents in the families with children shelter system, per 1,000 residents
Description: The number of serious incidents during the reporting year, per 1,000 residents in the family with children shelter system. Serious incidents are those that affect the well-being of shelter residents or staff. They include both onsite incidents at the shelter as well as notification of offsite incidents involving shelter residents. All serious incidents are reported to the New York State Office of Temporary and Disability Assistance (OTDA).
Source: DHS CARES Database

Indicator name: Serious violent incidents in the families with children shelter system, per 1,000 residents
Description: The number of violent serious incidents during the reporting year, per 1,000 residents in the family w/children shelter system. Violent serious incidents are a subset of serious incidents that affect the safety of shelter residents or staff and are reported to the New York State Office of Temporary and Disability Assistance (OTDA).
Source: DHS CARES Database

Indicator name: Cost per day for single adult shelter 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: Cost per day for family shelter facilities—Adult families
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: Cost per day for family shelter facilities—Families with children
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: Single adults exiting to permanent housing
Description: The number of single adults relocated to permanent housing from shelters, including both subsidized and unsubsidized permanent housing placements, excluding clients in Safe Havens and Veterans short-term housing. A placement is counted as an exit to permanent housing if the client remains out of shelter for at least 30 days.
Source: DHS CARES Database

Indicator name: Single adults exiting to permanent housing—Subsidized
Description: The number of single adults relocated to permanent subsidized housing from shelters, excluding clients in Safe Havens and Veterans short-term housing. A placement is counted as an exit to permanent housing if the client remains out of shelter for at least 30 days.
Source: DHS CARES Database

Indicator name: Single adults exiting to permanent housing—Unsubsidized
Description: The number of single adults relocated to unsubsidized permanent housing from shelters, excluding clients in Safe Havens and Veterans short-term housing. A placement is counted as an exit to permanent housing if the client remains out of shelter for at least 30 days.
Source: DHS CARES Database

Indicator name: Adult families exiting to permanent housing
Description: The number of adult families relocated to permanent housing from shelters, including both subsidized and unsubsidized permanent housing placements. A placement is counted as an exit to permanent housing if the client remains out of shelter for at least 30 days.
Source: DHS CARES Database

Indicator name: Adult families exiting to permanent housing—Subsidized
Description: The number of adult families relocated to subsidized permanent housing from shelters. A placement is counted as an exit to permanent housing if the client remains out of shelter for at least 30 days.
Source: DHS CARES Database

Indicator name: Adult families exiting to permanent housing—Unsubsidized
Description: The number of adult families relocated to unsubsidized permanent housing from shelters. A placement is counted as an exit to permanent housing if the client remains out of shelter for at least 30 days.
Source: DHS CARES Database

Indicator name: Families with children exiting to permanent housing
Description: The number of families with children relocated to permanent housing from shelters, including both subsidized and unsubsidized permanent housing placements. A placement is counted as an exit to permanent housing if the client remains out of shelter for at least 30 days.
Source: DHS CARES Database

Indicator name: Families with children exiting to permanent housing—Subsidized
Description: The number of families with children relocated to subsidized permanent housing from shelters. A placement is counted as an exit to permanent housing if the client remains out of shelter for at least 30 days.
Source: DHS CARES Database

Indicator name: Families with children exiting to permanent housing—Unsubsidized
Description: The number of families with children relocated to unsubsidized permanent housing from shelters. A placement is counted as an exit to permanent housing if the client remains out of shelter for at least 30 days.
Source: DHS CARES Database

Indicator name: Average length of stay—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, excluding clients in Safe Havens and Veterans short-term housing. Non-consecutive days spent in shelter are counted as one stay in the average calculation.
Source: DHS CARES Database

Indicator name: Average length of stay—Adult families in shelters (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 CARES Database

Indicator name: Average length of stay—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 CARES Database

Indicator name: Single adults who exited to permanent housing and returned 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 an exit to permanent housing, the client must remain out of shelter following placement for at least 30 days.
Source: DHS CARES Database

Indicator name: Single adults who exited to permanent housing and returned to the DHS shelter services system within one year—Subsidized placement
Description: The percent of those single adults, excluding clients in Safe Havens and Veterans short-term housing, placed into subsidized permanent housing in the prior fiscal year who returned to the DHS shelter services system within one year. To be counted as an exit to permanent housing, the client must remain out of shelter following placement for at least 30 days.
Source: DHS CARES Database

Indicator name: Single adults who exited to permanent housing and returned to the DHS shelter services system within one year—Unsubsidized placement
Description: The percent of those single adults, excluding clients in Safe Havens and Veterans short-term housing, placed into unsubsidized permanent housing in the prior fiscal year who returned to the DHS shelter services system within one year. To be counted as an exit to permanent housing, the client must remain out of shelter following placement for at least 30 days.
Source: DHS CARES Database

Indicator name: Adult families who exited to permanent housing and returned 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 within one year. To be counted as an exit to permanent housing, the client must remain out of shelter following placement for at least 30 days.
Source: DHS CARES Database

Indicator name: Adult families who exited to permanent housing and returned to the DHS shelter services system within one year—Subsidized placement
Description: The percent of those adult families placed into subsidized permanent housing in the prior fiscal year who returned to the DHS shelter services system within one year. To be counted as an exit to permanent housing, the client must remain out of shelter following placement for at least 30 days.
Source: DHS CARES Database

Indicator name: Adult families who exited to permanent housing and returned to the DHS shelter services system within one year—Unsubsidized placement
Description: The percent of those adult families placed into unsubsidized permanent housing in the prior fiscal year who returned to the DHS shelter services system within one year. To be counted as an exit to permanent housing, the client must remain out of shelter following placement for at least 30 days.
Source: DHS CARES Database

Indicator name: Families with children who exited to permanent housing and returned 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 within one year. To be counted as an exit to permanent housing, the client must remain out of shelter following placement for at least 30 days.
Source: DHS CARES Database

Indicator name: Families with children who exited to permanent housing and returned to the DHS shelter services system within one year—Subsidized placement
Description: The percent of those families with children placed into subsidized permanent housing in the prior fiscal year who returned to the DHS shelter services system within one year. To be counted as an exit to permanent housing, the client must remain out of shelter following placement for at least 30 days.
Source: DHS CARES Database

Indicator name: Families with children who exited to permanent housing and returned to the DHS shelter services system within one year—Unsubsidized placement
Description: The percent of those families with children placed into unsubsidized permanent housing in the prior fiscal year who returned to the DHS shelter services system within one year. To be counted as an exit to permanent housing, the client must remain out of shelter following placement for at least 30 days.
Source: DHS CARES Database

Indicator name: Unsheltered individuals who 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) * (CY)
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: HOME-STAT clients referred to placement into permanent housing, transitional housing and other settings
Description: This indicator reflects the number of unduplicated HOME-STAT clients who were placed at any time during the year into the following settings:
- Permanent housing includes supportive housing, public housing, independent living, adult home/nursing home, mental health community residence, family reunification, Veterans Affairs Supportive Housing, and other permanent housing settings.
- Transitional housing includes safe havens, stabilization beds, shelters, and other transitional housing settings.
- Settings other than transitional or permanent housing include drop-in centers, detox centers, hospitals, or intake facilities.

Source: StreetSmart

Indicator name: Average number of clients in low barrier beds
Description: The average nightly occupancy of individuals in safe haven and stabilization beds.
Source: DHS CARES Database

Indicator name: Workplace injuries reported
Description: All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source: DSS Office of Human Resources Solutions

Indicator name: Human services contracts
Description: The number of human service contracts that were registered by the City Comptroller during the fiscal year. The reported number includes general contracts and task orders issued from master agreements, but excludes awards made using City Council Discretionary funding and Emergency Contracts as defined by the New York City Procurement Policy Board Rules.
Source: Mayor's Office of Contract Services

Indicator name: Human services contract registration within 30 days of the contract start date (%)
Description: The percentage of human service contracts that are registered by the City Comptroller within 30 days of the contract start date. This proportion reflects the contracts that were registered in that fiscal year, regardless of their contract start date. The reported number includes general contracts and task orders issued from master agreements, but excludes awards made using City Council Discretionary funding and Emergency Contracts as defined by the New York City Procurement Policy Board Rules.
Source: Mayor's Office of Contract Services

Indicator name: Total dollars disbursed for human services contracts ($000,000)
Description: The amount of dollars disbursed to providers during the fiscal year. Represents total dollars disbursed within the fiscal year regardless of when the invoice was submitted.
Source: Mayor's Office of Contract Services

Indicator name: Completed requests for interpretation
Description: The sum of 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. Note that unique requests for interpretation are not available for on-site Spanish interpretation services provided at a number of DHS locations and, as a result, are not included in this metric.
Source: Interpretation provider invoices

Indicator name: Letters responded to within 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: HRA Office of Constituent Services (OCS)

Indicator name: E-mails responded to within 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: HRA Office of Constituent Services (OCS)

Indicator name: Average wait time to speak with a customer service agent (minutes)
Description: The average time in minutes from the time a customer meets with a greeter or information desk representative until he or she is met by a customer service representative.
Source: OFlow Database

Indicator name:	CORE facility rating
Description:	CORE facility rating: An average Customers Observing and Reporting Experiences (CORE) score based on the rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors.
Source:	Mayor's Office of Operations—SCOUT

Indicator name: Older Adult Center participants
Description: Unduplicated number of older New Yorkers participating in services at NYC Aging's Older Adult Centers and affiliated sites.
Source: Bureau of Planning and Strategic Initiatives

Indicator name: Older Adult Center average daily participants
Description: Average number of older New Yorkers who participate in services at NYC Aging's Older Adult Centers and affiliated sites.
Source: Bureau of Planning and Strategic Initiatives

Indicator name: Older Adult Center virtual and hybrid program clients
Description: Unduplicated number of older New Yorkers who participate in Older Adult Center sessions held totally and/or partially online.
Source: Bureau of Planning and Strategic Initiatives

Indicator name: Older Adult Center total meals
Description: Total number of meals served at Older Adult Centers (and affiliated) sites including Congregate meals (weekday and weekend breakfast, lunch and dinner), Grab & Go, and Meals on Heels.
Source: Bureau of Planning and Strategic Initiatives

Indicator name: Older Adult Center meal participants
Description: Unduplicated number of older New Yorkers who participate in older adult center meals including Congregate meals (weekday and weekend breakfast, lunch and dinner), Grab & Go, and Meals on Heels.
Source: Bureau of Planning and Strategic Initiatives

Indicator name: Naturally Occurring Retirement Communities participants
Description: Unduplicated number of older New Yorkers who receive services and/or participate in activities at NYC Aging-funded Naturally Occurring Retirement Community (NORC) locations.
Source: Bureau of Planning and Strategic Initiatives

Indicator name: Senior Community Services Employment Program participants
Description: Unduplicated number of older New Yorkers who participate in NYC Aging's Senior Employment Program.
Source: Bureau of Planning and Strategic Initiatives

Indicator name: Clients who received Geriatric Mental Health clinical services
Description: Unduplicated number of older New Yorkers who received services from NYC Aging's contracted Geriatric Mental Health providers at Older Adult Centers.
Source: Bureau of Planning and Strategic Initiatives

Indicator name: Home Delivered Meals served
Description: Total number of home delivered meals provided by NYC Aging-funded Home Delivered Meals providers.
Source: Bureau of Planning and Strategic Initiatives

Indicator name: Home Delivered Meals clients
Description: Unduplicated number of older New Yorkers (clients) who received home delivered meals.
Source: Bureau of Planning and Strategic Initiatives

Indicator name: Case Management hours
Description: Total number of hours of case management services provided by NYC Aging's contracted Case Management providers.
Source: Bureau of Planning and Strategic Initiatives

Indicator name: Case Management clients
Description: Unduplicated number of older New Yorkers who received case management services from NYC Aging's contracted Case Management providers.
Source: Bureau of Planning and Strategic Initiatives

Indicator name: Home Care hours
Description: The total number of hours of home care services (including homemaker/personal care and housekeeping/chore) provided to frail older New Yorkers by NYC Aging's contracted Home Care providers.
Source: Bureau of Planning and Strategic Initiatives

Indicator name: Home Care clients
Description: Unduplicated number of older New Yorkers who received home care (including homemaker/personal care and housekeeping/chore) services from NYC Aging's contracted Home Care providers.
Source: Bureau of Planning and Strategic Initiatives

Indicator name: Caregiver persons served
Description: Unduplicated clients and individuals who receive information, assistance, or other caregiver services from NYC Aging's contracted Caregiver providers. This includes all persons whether or not they have an intake.
Source: Bureau of Planning and Strategic Initiatives

Indicator name: Human services contracts
Description: The number of human service contracts that were registered by the City Comptroller during the fiscal year. The reported number includes general contracts and task orders issued from master agreements, but excludes awards made using City Council Discretionary funding and Emergency Contracts as defined by the New York City Procurement Policy Board Rules.
Source: Mayor's Office of Contract Services

Indicator name: Human services contract registration within 30 days of the contract start date (%)
Description: The percentage of human service contracts that are registered by the City Comptroller within 30 days of the contract start date. This proportion reflects the contracts that were registered in that fiscal year, regardless of their contract start date. The reported number includes general contracts and task orders issued from master agreements, but excludes awards made using City Council Discretionary funding and Emergency Contracts as defined by the New York City Procurement Policy Board Rules.
Source: Mayor's Office of Contract Services

Indicator name: Total dollars disbursed for human services contracts ($000,000)
Description: The amount of dollars disbursed to providers during the fiscal year. Represents total dollars disbursed within the fiscal year regardless of when the invoice was submitted.
Source: Mayor's Office of Contract Services

Indicator name: Completed 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: Language Line

Indicator name: Letters responded to within 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: NYC Aging Correspondence Tracking System

Indicator name: E-mails responded to within 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: NYC Aging Correspondence Tracking System

Indicator name: CORE facility rating
Description: CORE facility rating: An average Customers Observing and Reporting Experiences (CORE) score based on the rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Customer Service

Indicator name: Meeting time to first action—Missed delivery (% within 14 days)
Description: The percentage of Home Delivered Meals for Seniors—Missed Delivery service requests for which DFTA met its planned time of action to provide the service.
Source: Dynamics 365 (311)

Indicator name: Meeting time to first action—Housing (% within 14 days)
Description: The percentage of Housing service requests for which DFTA met its planned time of action to provide the service.
Source: Aging Connect CISCO

Indicator name: Meeting time to first action—General aging information (% within 14 days)
Description: The percentage of General aging information service requests for which DFTA met its planned time of action to provide the service.
Source: Aging Connect CISCO

Indicator name: Meeting time to first action—Benefits and entitlements (% within 14 days)
Description: The percentage of Benefits and entitlements service requests for which DFTA met its planned time of action to provide the service.
Source: Aging Connect CISCO

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Indicator name: Student enrollment as of October 31 in grades 3-K to 12 (000)
Description: The number of students on the October 31st audited register, 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: Student enrollment in district schools in grades 3-K to 12 (000)
Description: The number of students enrolled in a district school (public, non-charter) on the October 31st audited register 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: Student enrollment in charter schools as of October 31 in grades 3-K to 12 (000)
Description: The number of students enrolled in a charter school on the October 31st register for a given school year.
Source: Automate the School System

Indicator name: Average daily attendance (%)
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. Includes District 75.
Source: Automate the Schools Data System

Indicator name: Elementary/middle school attendance (%)
Description: The percentage of students in grades PK-8 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 Schools Data System

Indicator name: High school attendance (%)
Description: The percentage of students in grades 9–12 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 Schools Data System

Indicator name: Students chronically absent (%)
Description: The percentage of students whose attendance rate for the year is less than 90%, as calculated by the number of students with an attendance rate of less than 90% divided by the number of students on register, not including charter school students.
Source: Automate the Schools Data System

Indicator name: Students in grades 3 to 8 below standards—English Language Arts (%)
Description: The percent of general and special education students who do meet the learning standard in English Language Arts (ELA) for their grade by performing at Level 1. Scores are on a scale ranging from Level 1, below basic proficiency level, through Level 4, the advanced level.
Source: New York State Department of Education (NYSED); New York City Public Schools Office of Policy and Evaluation (OPE)

Indicator name: Students in grades 3 to 8 below standards—Math (%)
Description: The percent of general and special education students who do meet the learning standard in Math for their grade by performing at Level 1. Scores are on a scale ranging from Level 1, below basic proficiency level, through Level 4, the advanced level.
Source: New York State Department of Education (NYSED); New York City Public Schools Office of Policy and Evaluation (OPE)

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.
Source: New York State Department of Education (NYSED); New York City Public Schools Office of Policy and Evaluation (OPE)

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 on the New York State Education Department's assessment for grades 3–8. Scores are on a scale ranging from Level 1, below basic proficiency level, through Level 4, the advanced level.
Source: New York State Department of Education (NYSED); New York City Public Schools Office of Policy and Evaluation (OPE)

Indicator name: Students in grades 3 to 8 progressing into a higher level—English Language Arts (%)
Description: The percent of students who scored at Level 2, 3 or 4 on the New York State Education Department's English Language Arts test in a given year in grades 3–8 who scored at a lower level in the previous year. Scores are on a scale ranging from Level 1, below basic proficiency level, through Level 4, the advanced level.

Indicator name: Students in grades 3 to 8 progressing into a higher level—Math (%)
Description: The percent of students who scored at Level 2, 3 or 4 on the New York State Education Department's Math test in a given year in grades 3–8 who scored at a lower level in the previous year. Scores are on a scale ranging from Level 1, below basic proficiency level, through Level 4, the advanced level.
Source: New York State Department of Education (NYSED); New York City Public Schools Office of Policy and Evaluation (OPE)

Indicator name: Students in grades 1 to 8 promoted to the next grade level (%)
Description: The percent of all students in grades 1 to 8 who were promoted into the next grade level after meeting promotion criteria.
Source: Office of Policy and Evaluation

Indicator name: Students with a 65 to 100 passing score on the Regents Examination—English (%)
Description: Percentage of test takers across the January, June and August Regents who passed with their highest score for that year. Waivers, appeals, and other exceptions are not included.
Source: Office of Policy and Evaluation

Indicator name: Students with a 65 to 100 passing score on the Regents Examination—History (%)
Description: Percentage of test takers across the January, June and August Regents who passed with their highest score for that year. Waivers, appeals, and other exceptions are not included.
Source: Office of Policy and Evaluation

Indicator name: Students with a 65 to 100 passing score on the Regents Examination—Science (%)
Description: Percentage of test takers across the January, June and August Regents who passed with their highest score for that year. Waivers, appeals, and other exceptions are not included. This metric is a composite of student test scores for all Math subjects, including Biology, Chemistry, Earth Sciences, Earth Space Sciences, Living Environment, and Physics. Tests included are subject to change when tests are phased out or introduced.
Source: Office of Policy and Evaluation

Indicator name: Students with a 65 to 100 passing score on the Regents examination—Math (%)
Description: Percentage of test takers across the January, June and August Regents who passed with their highest score for that year. Waivers, appeals, and other exceptions are not included. This metric is a composite of student test scores for all Math subjects, including Common Core Algebra, Common Core Algebra 2, Common Core Geometry, Geometry, and Algebra. Tests included are subject to change when tests are phased out or introduced.
Source: Office of Policy and Evaluation

Indicator name: Students in cohort graduating from high school in 4 years (%)
Description: Percent of the ninth grade cohort graduating from high school within four years by August as reported by the New York State Education Department (NYSED). The ninth grade cohort includes general education students and those with disabilities.
Source: Office of Policy and Evaluation

Indicator name: Students in cohort graduating from high school in 6 years (%)
Description: Percent of the ninth grade cohort graduating from high school within six years by August as reported by the New York State Education Department (NYSED). The ninth grade cohort includes general education students and those with disabilities.
Source: Office of Policy and Evaluation

Indicator name: Students in cohort dropping out from high school in 4 years (%)
Description: Percent of the ninth grade cohort dropping out of high school within four years by August as reported out by the New York State Education Department (NYSED). The ninth grade cohort includes general education students and those with disabilities.
Source: Office of Policy and Evaluation

Indicator name: Students in cohort dropping out from high school in 6 years (%)
Description: Percent of the ninth grade cohort dropping out of high school within six years by August as reported out by the New York State Education Department (NYSED). The ninth grade cohort includes general education students and those with disabilities.
Source: Office of Policy and Evaluation

Indicator name: Average class size—Kindergarten to Grade 3
Description: For grade K–5, average class size is calculated by dividing the number of students as of a 10/31 enrollment snapshot by the number of classes as determined by each student's official class from the Automate the Schools (ATS) system.?
Source: Automate the School System

Indicator name: Average class size—Grades 4 to 5
Description: For grades K–5, average class size is calculated by dividing the number of students as of a 10/31 enrollment snapshot by the number of classes as determined by each student's official class from the Automate the Schools (ATS) system.
Source: Automate the School System

Indicator name: Average class size—Grades 6 to 8
Description: For courses in grades 6–12, average class size is calculated by the number of students as of a 10/31 enrollment snapshot in the first term of the school year in each course from the STARS system as determined by students who are meeting in the same place at the same time.
Source: Automate the School System

Indicator name: Average class size—Grades 6 to 8 core courses
Description: The average class size of middle school core courses in English, Math, Science, and Social Studies.
Source: STARS Scheduling Data System

Indicator name: Average class size—Grades 9 to 12
Description: For courses in grades 6–12, average class size is calculated by the number of students as of a 10/31 enrollment snapshot in the first term of the school year in each course from the STARS system as determined by students who are meeting in the same place at the same time.
Source: Automate the School System

Indicator name: Average class size—Grades 9 to 12 core courses
Description: The average class size of high school school core courses in English, Math, Science, and Social Studies.
Source: STARS Scheduling Data System

Indicator name: Classes subject to class size law at or below caps
Description: Percent of classes not exempted in grades K–12 with a class size at or below the statutory cap as of 10/31.
Source: ATS and STARS data systems

Indicator name: Classes subject to class size law at or below caps—Kindergarten to Grade 3 (%)
Description: Percent of classes not exempted in Kindergarten–Grade 3 with a class size at or below 20 as of 10/31.
Source: Automate the School System

Indicator name: Classes subject to class size law at or below caps—Grades 4 to 5 (%)
Description: Percent of classes not exempted in grades 4–5 with a class size at or below 20 as of 10/31.
Source: Automate the School System

Indicator name: Classes subject to class size law at or below caps—Grades 6 to 8 (%)
Description: Percent of classes not exempted in grades 6–8 with a class size at or below 23 as of 10/31.
Source: Student Transcript and Academic Reporting System

Indicator name: Classes subject to class size law at or below caps—Grades 9 to 12 (%)
Description: Percent of classes not exempted in grades 9–12 with a class size at or below 25 as of 10/31.
Source: Student Transcript and Academic Reporting System

Indicator name: Average class size in highest Economic Need Index quartile of schools
Description: Average class sizes in highest-need ENI quartile as of 10/31
Source: Automate the Schools Data System and Student Transcript and Academic Reporting System

Indicator name: Classes subject to class size law at or below caps in highest Economic Need Index quartile of schools (%)
Description: Percent of classes not exempted below in highest-need ENI quartile with class sizes at or below the cap as of 10/31.
Source: Automate the Schools Data System and Student Transcript and Academic Reporting System

Indicator name: Phone calls responded to by parent coordinator or parent engagement designee (000)
Description: The citywide total number of phone calls responded to by parent coordinators or parent engagement designee is a measure of how many parents have their issues and concerns addressed by parent coordinators or parent engagement designee.
Source: Family and Community Empowerment (FACE)

Indicator name: In-person consultations with parents by parent coordinators or parent engagement designee (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: Family and Community Empowerment (FACE)

Indicator name: School-based workshops offered to 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: Family and Community Empowerment (FACE)

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: Family and Community Empowerment (FACE)

Indicator name: Parents attending Fall and Spring Parent-Teacher Conferences (000)
Description: The citywide total number of parents who attended parent-teacher conferences.
Source: Family and Community Empowerment (FACE)

Indicator name: Families reporting that school staff regularly communicate with them about helping their children learn (%)
Description: The percentage of responses that "Agree" or "Strongly Agree" with that statement from the NYC School Survey.
Source: Office of Policy and Evaluation

Indicator name: Families reporting that their child's school communicates in a language that they can understand (%)
Description: The percentage of responses that "Agree" or "Strongly Agree" with that statement from the NYC School Survey.
Source: Office of Policy and Evaluation

Indicator name: Families reporting that they are greeted warmly when they call or visit the school (%)
Description: The percentage of responses that "Agree" or "Strongly Agree" with that statement from the NYC School Survey.
Source: Office of Policy and Evaluation

Indicator name: Families reporting that their child belongs at this school (%)
Description: The percent of families indicating they agree or strongly agree with the statement that "My child feels like they belong at this school" on the NYC School Survey.
Source: NYC School Survey

Indicator name: Students enrolled as English Language Learners (ELL) (000)
Description: The number of students identified who require a bilingual education or English as a New Language (ENL) program.
Source: Teaching and Learning

Indicator name: English Language Learners testing out of English Language Learner status (%)
Description: The percent of ELLs who score at the proficient level on the New York State English as a Second Language Achievement Test (NYSESLAT).
Source: Division of Assessment and Accountability.

Indicator name: English Language Learners testing out of English Language Learner status who did so within 3 years (%)
Description: Of the English Language Learners who scored at the proficient level on the New York State English as a Second Language Achievement Test (NYSESLAT), the percent who did so within 3 years.
Source: Division of Assessment and Accountability.

Indicator name: Current English Language Learner four-year graduation rate (%)
Description: Percent of current English Language Learners in cohort graduating from high school within four years as of August.
Source: New York State Department of Education (NYSED); New York City Public Schools Office of Policy and Evaluation (OPE)

Indicator name: Ever English Language Learner four-year graduation rate (%)
Description: Percent of students that were at one point English Language Learners but have since exited in cohort graduating from high school within four years as of August.
Source: New York State Department of Education (NYSED); New York City Public Schools Office of Policy and Evaluation (OPE)

Indicator name: Current English Language Learner four-year dropout rate (%)
Description: Percent of current English Language Learners in cohort dropping out from high school within four years as of August.
Source: New York State Department of Education (NYSED); New York City Public Schools Office of Policy and Evaluation (OPE)

Indicator name: Ever English Language Learner four-year dropout rate (%)
Description: Percent of students that were at one point English Language Learners but have since exited in cohort dropping out from high school within four years as of August.
Source: New York State Department of Education (NYSED); New York City Public Schools Office of Policy and Evaluation (OPE)

Indicator name: Current English Language Learner six-year graduation rate (%)
Description: Percent of current English Language Learners in cohort graduating from high school within six years as of August.
Source: New York State Department of Education (NYSED); New York City Public Schools Office of Policy and Evaluation (OPE)

Indicator name: Ever English Language Learner six year graduation rate (%)
Description: Percent of students that were at one point English Language Learners but have since exited in cohort graduating from high school within six years as of August.
Source: New York State Department of Education (NYSED); New York City Public Schools Office of Policy and Evaluation (OPE)

Indicator name: Current English Language Learner six year dropout rate (%)
Description: Percent of current English Language Learners in cohort dropping out from high school within six years as of August.
Source: New York State Department of Education (NYSED); New York City Public Schools Office of Policy and Evaluation (OPE)

Indicator name: Ever English Language Learner six year dropout rate (%)
Description: Percent of students that were at one point English Language Learners but have since exited in cohort dropping out from high school within four-years as of August.
Source: New York State Department of Education (NYSED); New York City Public Schools Office of Policy and Evaluation (OPE)

Indicator name: Students with Individualized Education Programs
Description: The number of students who have been classified as a having an educational disability and have an Individualized Education Program recommending special education services.
Source: Division of Specialized Instruction and Services

Indicator name: Students newly 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: Division of Specialized Instruction and Services

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: Division of Specialized Instruction and Services

Indicator name: Students with disabilities in cohort graduating from high school in 4 years (%)
Description: Percent of students with disabilities in the ninth grade cohort graduating from high school within four years by August (NYSED). This indicator is a sub-total of 'Students in cohort graduating from high school in 4 years (%).'
Source: Office of Policy and Evaluation

Indicator name: Students with disabilities in cohort graduating from high school in 6 years (%)
Description: Percent of students with disabilities in the ninth grade cohort graduating from high school within six years by August (NYSED). This indicator is a sub-total of 'Students in cohort graduating from high school in 6 years (%).'
Source: Office of Policy and Evaluation

Indicator name: Students with disabilities in cohort dropping out from high school in 4 years (%)
Description: Percent of students with disabilities in the ninth grade cohort dropping out of high school within four years by August (NYSED). This indicator is a sub-total of 'Students in cohort dropping out from high school in 4 years (%).'
Source: Division of Assessment and Accountability

Indicator name: Students with disabilities in cohort dropping out from high school in 6 years (%)
Description: Percent of students with disabilities in the ninth grade cohort dropping out of high school within six years by August (NYSED). This indicator is a sub-total of 'Students in cohort dropping out from high school in 6 years (%).'
Source: Office of Policy and Evaluation

Indicator name: Special education enrollment—Pre-school
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: Division of Specialized Instruction and Services

Indicator name: Special education enrollment—Pre-school—New York City Public Schools
Description: The number of pre-school students attending New York City Public Schools who have been classified as having an educational disability and have a Preschool Individualized Education Program.
Source: Special Education Office

Indicator name: Special education enrollment—Pre-school—Non-public school—state approved
Description: The number of preschool students attending state approved/appointed residential or day programs who have been classified as having an educational disability and have a Preschool Individualized Education Program.
Source: Special Education Office

Indicator name: Special education enrollment—Pre-school—Contracted (3-K, Pre-K)
Description: The number of preschool students attending contracted 3-K and Pre-K community based organizations, also known as NYC Early Education Centers (NYCEECs), who have been classified as a Preschool Student with a Disability and have a Preschool Individualized Education Program.
Source: Special Education Office

Indicator name: Special education enrollment—Pre-school—Charter schools
Description: The number of preschool students attending charter schools who have been classified as having an educational disability and have a Preschool Individualized Education Program.
Source: Special Education Office

Indicator name: Special education enrollment—Pre-school—Private or home
Description: The number of preschool students who are not currently enrolled in an approved preschool program as of June 2024, and are presumed to be in a private or home setting. Such preschool students have been classified as a Preschool Student with a Disability and have a Preschool Individualized Education Program.
Source: Special Education Office

Indicator name: Special education enrollment—School-age
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: Division of Specialized Instruction and Services

Indicator name: Special education enrollment—School-age—New York City Public Schools
Description: The number of students in grades K–12 with Individualized Educational Programs attending New York City Public Schools.
Source: Special Education Office

Indicator name: Special education enrollment—School-age—Charter schools
Description: The number of students in grades K–12 with Individualized Educational Programs attending charter schools.
Source: Special Education Office

Indicator name: Special education enrollment—School-age—Non-public schools—state approved
Description: The number of students with Individualized Educational Programs who are placed by DOE in a privately operated day or residential school approved by New York State to provide special education placements to students with disabilities.
Source: Special Education Office

Indicator name: Special education enrollment—School-age—Non-public schools—not state approved
Description: The number of students with Individualized Educational Service Plans who have been placed by their parents in a private school at their own expense who seek equitable services, and students with Individualized Educational Programs who are placed in a private school by their parents seeking tuition reimbursement from DOE through due process.
Source: Special Education Office

Indicator name: Students with disabilities in grades 3 to 8 progressing into a higher level—English Language Arts (%)
Description: The percent of students with disabilities who scored at Level 2, 3 or 4 on the New York State Education Department's Math test in a given year in grades 3–8 who scored at a lower level in the previous year. Scores are on a scale ranging from Level 1, below basic proficiency level, through Level 4, the advanced level.
Source: New York State Department of Education (NYSED); New York City Public Schools Office of Policy and Evaluation (OPE)

Indicator name: Students with disabilities in grades 3 to 8 progressing into a higher level—Math (%)
Description: The percent of students with disabilities who scored at Level 2, 3 or 4 on the New York State Education Department's Math test in a given year in grades 3–8 who scored at a lower level in the previous year. Scores are on a scale ranging from Level 1, below basic proficiency level, through Level 4, the advanced level.
Source: New York State Department of Education (NYSED); New York City Public Schools Office of Policy and Evaluation (OPE)

Indicator name: Students fully scheduled to receive their IEP-recommended special education programs (%)
Description: The percentage of school-aged students who are scheduled to receive their special education program recommendation(s) in full accordance with their IEP. This metric reflects NYCPS enrolled students.
Source: Special Education Office

Indicator name: Related services mandates with full encounter recorded (%)
Description: The percentage of related services recommendations for which a full encounter was certified by a service provider. This metric reflects NYCPS enrolled school-aged students.
Source: Special Education Office

Indicator name: Autism specialized program enrollment
Description: Enrollment snapshot for students enrolled in specialized autism programs, including Nest, Horizon, AIMS (District 75 and Districts 1–32), and Pre-K programs.
Source: DIAL

Indicator name: Due Process Complaints filed
Description: The number of Due Process Complaints filed within the fiscal year. Placement type is selected based on student's placement at the time of filing. A Due Process Complaint is a formal request for an impartial hearing to resolve a dispute concerning a student's special education program, services, placement, evaluation, or educational rights.
Source: Office of General Counsel

Indicator name: Due Process Complaints filed by placement category—Private School
Description: The number of private school Due Process Complaints filed within the fiscal year. Placement type is selected based on student's placement at the time of filing. A Due Process Complaint is a formal request for an impartial hearing to resolve a dispute concerning a student's special education program, services, placement, evaluation, or educational rights.
Source: Office of General Counsel

Indicator name: Due Process Complaints filed by placement category—Public School
Description: The number of public school Due Process Complaints filed within the fiscal year. Placement type is selected based on student's placement at the time of filing. A Due Process Complaint is a formal request for an impartial hearing to resolve a dispute concerning a student's special education program, services, placement, evaluation, or educational rights.
Source: Office of General Counsel

Indicator name: Due Process Complaints filed by placement category—Pre-School
Description: The number of pre-school Due Process Complaints filed within the fiscal year. Placement type is selected based on student's placement at the time of filing. A Due Process Complaint is a formal request for an impartial hearing to resolve a dispute concerning a student's special education program, services, placement, evaluation, or educational rights.
Source: Office of General Counsel

Indicator name: Due Process Complaints filed by placement category—Other
Description: The number of other Due Process Complaints filed within the fiscal year. Placement type is selected based on student's placement at the time of filing. A Due Process Complaint is a formal request for an impartial hearing to resolve a dispute concerning a student's special education program, services, placement, evaluation, or educational rights.
Source: Office of General Counsel

Indicator name: Ten Day Notices filed
Description: The number of Ten Day Notices (TDNs) filed for the fiscal year. A Ten Day Notice is a parent's written notice to the DOE that they reject the student's current special education program and intend to secure private services or placement at DOE expense unless the dispute is resolved.
Source: Office of General Counsel

Indicator name: Due Process Complaints settled
Description: The count of Due Process Complaints (DPCs) that reached a settlement agreement during the fiscal year. Counts of settled cases include cases that were filed in previous fiscal years. This is distinct from cases that were withdrawn and cases that reached a findings of facts and decisions by an Impartial Hearing Officer.
Source: Office of General Counsel

Indicator name: Ten Day Notices settled
Description: The count of Ten Day Notices (TDNs) that reached a settlement agreement during the fiscal year. Counts of settled cases include cases that were filed in previous fiscal years. This is distinct from cases that were withdrawn and cases that reached a findings of facts and decisions by an Impartial Hearing Officer.
Source: Office of General Counsel

Indicator name: Average settlement cost ($)
Description: The average of total authorized costs from settlement agreements in the fiscal year. Settlements may result in one or more tuition and/or service obligations for the DOE to pay. These may be reimbursements for past services or prospective payments for future services. DPCs may result in multi-year obligations.
Source: Office of General Counsel

Indicator name: Average settlement cost ($)—Due Process Complaints
Description: The average of total authorized costs from Due Process settlement agreements in the fiscal year. Settlements may result in one or more tuition and/or service obligations for the DOE to pay. These may be reimbursements for past services or prospective payments for future services. DPCs may result in multi-year obligations.
Source: Office of General Counsel

Indicator name: Average settlement cost ($)—Ten Day Notices
Description: The average of total authorized costs from settlement agreements in the fiscal year. Settlements may result in one or more tuition and/or service obligations for the DOE to pay. These may be reimbursements for past services or prospective payments for future services.
Source: Office of General Counsel

Indicator name: High school cohort taking the SAT at least once in 4 years of high school (%)
Description: Percent of 9th grade cohort taking the SAT at least once in 4 years of high school. Data is reported annually in the PMMR.
Source: Office of Policy and Evaluation

Indicator name: High school cohort who graduate ready for college and careers (%)
Description: The College and Career Readiness (CCR) metric rates each student and school on a scale of 0 to 100. Exams results, course grades, and advanced courses all contribute to a student's readiness score. The level of contribution that the exams and courses make to the overall CCR metric is based on how predictive they are of students' GPAs at CUNY.
Source: Office of Policy and Evaluation

Indicator name: High school cohort who graduated from high school and enrolled in a college or other post-secondary program within 6 months (%)
Description: The percentage of the 9th grade cohort who graduated high school in 4 years and enrolled in a two or four-year college, vocational program, or public service within six months of their scheduled graduation date.
Source: Office of Policy and Evaluation

Indicator name: High school cohort taking at least 1 AP exam in 4 years of high school (%)
Description: Percent of 9th grade cohort taking at least 1 AP exam in 4 years of high school. Data is reported annually in the PMMR.
Source: Office of Policy and Evaluation

Indicator name: High school cohort passing at least 1 AP exam in 4 years of high school (%)
Description: Percent of 9th grade cohort passing at least 1 AP exam with a score of 3 or higher in 4 years of high school. Data is reported annually in the PMMR.
Source: Office of Policy and Evaluation

Indicator name: Students who successfully completed approved rigorous courses or assessments (%)
Description: The percentage of students who successfully completed approved college preparatory courses and assessments shows the percentage of students who accomplished any of the following achievements within four years after entering 9th grade:
• scored 65 or above on the Regents exams in Algebra II, Math B, Chemistry, or Physics
• scored 3 or above on an Advanced Placement exam
• scored 4 or above on an International Baccalaureate exam
• earned a grade of C or higher in a college course
• passed a course certified by the NYC DOE as college-and career-ready
• earned a diploma with a Career and Technical Education endorsement
• earned a diploma with an Arts endorsement
• passed an industry-recognized technical assessment
Data is reported annually in the PMMR.
Source: Office of Policy and Evaluation

Indicator name: Students attempting at least one Career and Technical Education course for credit
Description: The number of students that have attempted at least one CTE course for credit in a school year. A CTE student must be in high school (grades 9–12) and have attempted CTE credits in a given school year to be included in the report. This includes students who are not enrolled in CTE programs but are still attempting CTE credits.
Source: NYCPS Research and Policy Support Group (RPSG)

Indicator name: Total Infant/Toddler student enrollment
Description: The total number of Infant/Toddler students enrolled in a given school year as of June 30th.
Source: Division of Early Childhood Education

Indicator name: Infant/Toddler student enrollment—Extended Day and Year
Description: The total number of Extended Day and Year Infant/Toddler students enrolled in a given school year as of June 30th.
Source: Division of Early Childhood Education

Indicator name: Infant/Toddler student enrollment—Early CTL Transitional
Description: The total number of Early CTL Transitional Infant/Toddler students enrolled in a given school year as of June 30th.
Source: Division of Early Childhood Education

Indicator name: Total Infant/Toddler unfilled seats
Description: The total number of Infant/Toddler vacant seats in given school year as of June 30th.
Source: Division of Early Childhood Education

Indicator name: Infant/Toddler unfilled seats—Extended Day and Year
Description: The total number of Extended Day and Year Infant/Toddler vacant seats in given school year as of June 30th.
Source: Division of Early Childhood Education

Indicator name: Infant/Toddler unfilled seats—Early CTL Transitional
Description: The total number of Early CTL Transitional Infant/Toddler vacant seats in given school year as of June 30th.
Source: Division of Early Childhood Education

Indicator name: Total Infant/Toddler utilization rate (%)
Description: The number of Infant/Toddler students enrolled in a given school year divided by the overall capacity.
Source: Division of Early Childhood Education

Indicator name: Infant/Toddler utilization rate (%)—Extended Day and Year
Description: The number of Infant/Toddler Extended Day and Year students enrolled in a given school year divided by the overall capacity.
Source: Division of Early Childhood Education

Indicator name: Infant/Toddler utilization rate (%)—Early CTL Transitional
Description: The number of Infant/Toddler Early CTL Transitional students enrolled in a given school year divided by the overall capacity.
Source: Division of Early Childhood Education

Indicator name: Fiscal Year spending per child based on Infant/Toddler enrollment ($)
Description: Average effective cost per Infant/Toddler enrollment.
Source: Division of Early Childhood Education

Indicator name: Fiscal Year spending per child based on Infant/Toddler enrollment—Extended Day and Year ($)
Description: Average effective cost per Extended Day and Year Infant/Toddler enrollment.
Source: Division of Early Childhood Education

Indicator name: Fiscal Year spending per child based on Infant/Toddler enrollment—Early CTL Transitional
Description: Average effective cost per Early CTL Transitional Infant/Toddler enrollment.
Source: Division of Early Childhood Education

Indicator name: Total 3-K student enrollment
Description: The total number of 3-K students enrolled in a given school year as of June 30th.
Source: Division of Early Childhood Education

Indicator name: 3-K student enrollment—School Day and Year
Description: The total number of 3-K School Day and Year students enrolled in a given school year as of June 30th.
Source: Division of Early Childhood Education

Indicator name: 3-K student enrollment—Extended Day and Year
Description: The total number of 3-K Extended Day and Year students enrolled in a given school year as of June 30th.
Source: Division of Early Childhood Education

Indicator name: 3-K student enrollment—CTL3 Transitional
Description: The total number of 3-K CTL3 Transitional students enrolled in a given school year as of June 30th.
Source: Division of Early Childhood Education

Indicator name: Total 3-K unfilled seats
Description: The total number of vacant 3-K seats in given school year as of June 30th.
Source: Division of Early Childhood Education

Indicator name: 3-K unfilled seats—School Day and Year
Description: The total number of 3-K vacant School Day and Year seats in given school year as of June 30th.
Source: Division of Early Childhood Education

Indicator name: 3-K unfilled seats—Extended Day and Year
Description: The total number of vacant 3-K Extended Day and Year seats in given school year as of June 30th.
Source: Division of Early Childhood Education

Indicator name: 3-K unfilled seats—CTL3 Transitional
Description: The total number of vacant 3-K CTL3 Transitional seats in given school year as of June 30th.
Source: Division of Early Childhood Education

Indicator name: Total 3-K utilization rate (%)
Description: The number of 3-K students enrolled in a given school year divided by the overall capacity.
Source: Division of Early Childhood Education

Indicator name: 3-K utilization rate (%)—School Day and Year
Description: The number of 3-K School Day and Year students enrolled in a given school year divided by the overall capacity.
Source: Division of Early Childhood Education

Indicator name: 3-K utilization rate (%)—Extended Day and Year
Description: The number of 3-K Extended Day and Year students enrolled in a given school year divided by the overall capacity.
Source: Division of Early Childhood Education

Indicator name: 3-K utilization rate (%)—CTL3 Transitional
Description: The number of 3-K CTL3 Transitional students enrolled in a given school year divided by the overall capacity.
Source: Division of Early Childhood Education

Indicator name: Fiscal Year spending per child based on 3-K enrollment ($)
Description: Average effective cost per 3-K enrollment.
Source: Division of Early Childhood Education

Indicator name: Fiscal Year spending per child based on 3-K enrollment—School Day and Year ($)
Description: Average effective cost per 3-K School Day and Year enrollment.
Source: Division of Early Childhood Education

Indicator name: Fiscal Year spending per child based on 3-K enrollment—Extended Day and Year ($)
Description: Average effective cost per 3-K Extended Day and Year enrollment.
Source: Division of Early Childhood Education

Indicator name: Fiscal Year spending per child based on 3-K enrollment—CTL3 Transitional ($)
Description: Average effective cost per 3-K CTL3 Transitional enrollment.
Source: Division of Early Childhood Education

Indicator name: Total Pre-K student enrollment
Description: The total number of Pre-K students enrolled in a given school year as of June 30th.
Source: Division of Early Childhood Education

Indicator name: Pre-K student enrollment—School Day and Year
Description: The total number of Pre-K School Day and Year students enrolled in a given school year as of June 30th.
Source: Division of Early Childhood Education

Indicator name: Pre-K student enrollment—Extended Day and Year
Description: The total number of Pre-K Extended Day and Year students enrolled in a given school year as of June 30th.
Source: Division of Early Childhood Education

Indicator name: Pre-K student enrollment—CTL4 Transitional
Description: The total number of Pre-K CTL4 Transitional students enrolled in a given school year as of June 30th.
Source: Division of Early Childhood Education

Indicator name: Total Pre-K unfilled seats
Description: The total number of vacant Pre-K seats in given school year as of June 30th.
Source: Division of Early Childhood Education

Indicator name: Pre-K unfilled seats—School Day and Year
Description: The total number of vacant Pre-K School Day and Year seats in given school year as of June 30th.
Source: Division of Early Childhood Education

Indicator name: Pre-K unfilled seats—Extended Day and Year
Description: The total number of vacant Pre-K Extended Day and Year seats in given school year as of June 30th.
Source: Division of Early Childhood Education

Indicator name: Pre-K unfilled seats—CTL4 Transitional
Description: The total number of vacant Pre-K CTL4 Transitional seats in given school year as of June 30th.
Source: Division of Early Childhood Education

Indicator name: Total Pre-K utilization rate (%)
Description: The number of Pre-K students enrolled in a given school year divided by the overall capacity.
Source: Division of Early Childhood Education

Indicator name: Pre-K utilization rate (%)—School Day and Year
Description: The number of Pre-K School Day and Year students enrolled in a given school year divided by the overall capacity.
Source: Division of Early Childhood Education

Indicator name: Pre-K utilization rate (%)—Extended Day and Year
Description: The number of Pre-K Extended Day and Year students enrolled in a given school year divided by the overall capacity.
Source: Division of Early Childhood Education

Indicator name: Pre-K utilization rate (%)—CTL4 Transitional
Description: The number of Pre-K CTL4 Transitional students enrolled in a given school year divided by the overall capacity.
Source: Division of Early Childhood Education

Indicator name: Fiscal Year spending per child based on Pre-K enrollment ($)
Description: Average effective cost per Pre-K enrollment.
Source: Division of Early Childhood Education

Indicator name: Fiscal Year spending per child based on Pre-K enrollment—School Day and Year ($)
Description: Average effective cost per Pre-K School Day and Year enrollment.
Source: Division of Early Childhood Education

Indicator name: Fiscal Year spending per child based on Pre-K enrollment—Extended Day and Year ($)
Description: Average effective cost per Pre-K Extended Day and Year enrollment.
Source: Division of Early Childhood Education

Indicator name: Fiscal Year spending per child based on Pre-K enrollment—CTL4 Transitional ($)
Description: Average effective cost per Pre-K CTL4 Transitional enrollment.
Source: Division of Early Childhood Education

Indicator name: Total School Day and Year student enrollment
Description: The total number of School Day and Year students enrolled in a given school year as of June 30th.
Source: Division of Early Childhood Education

Indicator name: Total School Day and Year unfilled seats
Description: The total number of vacant School Day and Year seats in a given school year as of June 30th.
Source: Division of Early Childhood Education

Indicator name: Total School Day and Year utilization rate (%)
Description: The number of School Day and Year students enrolled in a given school year divided by the overall capacity.
Source: Division of Early Childhood Education

Indicator name: Fiscal Year spending per child based on School Day and Year enrollment ($)
Description: Average effective cost per School Day and Year enrollment.
Source: Division of Early Childhood Education

Indicator name: Total Extended Day and Year student enrollment
Description: The total number of Extended Day and Year students enrolled in a given school year as of June 30th.
Source: Division of Early Childhood Education

Indicator name: Total Extended Day and Year unfilled seats
Description: The total number of vacant Extended Day and Year seats in a given school year as of June 30th.
Source: Division of Early Childhood Education

Indicator name: Total Extended Day and Year utilization rate (%)
Description: The number of Extended Day and Year students enrolled in a given school year divided by the overall capacity.
Source: Division of Early Childhood Education

Indicator name: Fiscal Year spending per child based on Extended Day and Year enrollment ($)
Description: Average effective cost per Extended Day and Year enrollment.
Source: Division of Early Childhood Education

Indicator name: Total CTL Transitional student enrollment
Description: The total number of CTL Transitional students enrolled in a given school year as of June 30th.
Source: Division of Early Childhood Education

Indicator name: Total CTL Transitional unfilled seats
Description: The total number of vacant CTL Transitional seats in a given school year as of June 30th.
Source: Division of Early Childhood Education

Indicator name: Total CTL Transitional utilization rate (%)
Description: The number of CTL Transitional students enrolled in a given school year divided by the overall capacity.
Source: Division of Early Childhood Education

Indicator name: Fiscal Year spending per child based on CTL Transitional enrollment ($)
Description: Average effective cost per CTL Transitional enrollment.
Source: Division of Early Childhood Education

Indicator name: School safety—Seven major felony 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, such as disorderly conduct, trespassing or loitering.
Source: NYPD School Safety Division

Indicator name: Accidents in schools—Students
Description: Accidents in public schools that happen to public school students.
Source: DOE Online Occurrence Reporting System (OORS)

Indicator name: Accidents in schools—Public
Description: Accidents in public schools that happen to members of the public.
Source: DOE Online Occurrence Reporting System (OORS)

Indicator name: Students reporting feeling safe in the hallways and cafeteria of their school (%)
Description: Percent of students who agree or strongly agree with the statement “I feel safe in the hallways and cafeteria of this school.”
Source: NYC School Survey

Indicator name: Students reporting feeling safe in the locker rooms and bathrooms of their school (%)
Description: Percent of students who agree or strongly agree with the statement “I feel safe in the locker rooms and bathrooms of this school.”
Source: NYC School Survey

Indicator name: Youth arrested in schools
Description: The number of people 21 or younger arrested on school grounds.
Source: NYPD School Safety Division

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: School Construction Authority

Indicator name: Schools that exceed capacity—Elementary 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. Data is reported annually in the PMMR.
Source: School Construction Authority

Indicator name: Schools that exceed capacity—Middle 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. Data is reported annually in the PMMR.
Source: School Construction Authority

Indicator name: Schools that exceed capacity—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. Data is reported annually in the PMMR.
Source: School Construction Authority

Indicator name: Students in schools that exceed capacity—Elementary/middle 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. Data is reported annually in the PMMR.
Source: School Construction Authority

Indicator name: Students in schools that exceed capacity—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. Data is reported annually in the PMMR.
Source: School Construction Authority

Indicator name: School building ratings—Good 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. Data is reported annually in the PMMR.
Source: School Construction Authority

Indicator name: School building ratings—Fair to good 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. Data is reported annually in the PMMR.
Source: School Construction Authority

Indicator name: School building ratings—Fair 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. Data is reported annually in the PMMR.
Source: School Construction Authority

Indicator name: School building ratings—Fair to 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. Data is reported annually in the PMMR.
Source: Division of Finance and Administration

Indicator name: School building ratings—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. Data is reported annually in the PMMR.
Source: School Construction Authority

Indicator name: Rooftop solar installations on NYC Public School buildings
Description: Total number of rooftop solar project installations to date.
Source: New York City Public Schools Operations

Indicator name: Total megawatt output of rooftop solar installations
Description: Total mega-watts (MW) of clean energy output across all rooftop installations at NYCPS buildings.
Source: New York City Public Schools Operations

Indicator name: Average number of students assigned to stop-to-school service (per month)
Description: A monthly average number of students assigned to stop-to-school service. Stop-to-school busing picks up and drops off eligible students at designated bus stops.
Source: Office of Student Transportation

Indicator name: Average number of students assigned to curb-to-school service (per month)
Description: A monthly average number of students assigned to curb-to-school service. Curb-to-school Busing picks up students from the nearest, safest curb to their home.
Source: Office of Student Transportation

Indicator name: Average number of stop-to-school routes (per month)
Description: A monthly average of stop-to-school busing routes.
Source: Office of Student Transportation

Indicator name: Average number of curb-to-school routes (per month)
Description: A monthly average of curb-to-school busing routes.
Source: Office of Student Transportation

Indicator name: Average number of service incidents (per month)
Description: The monthly average of service incidents received by the Office of Pupil Transportation. Service incidents are related to quality of service, e.g. late bus arrival.
Source: Office of Student Transportation

Indicator name: Average number of Students in Temporary Housing (STH) utilizing yellow school bus service
Description: The average number of Students in Temporary Housing (STH) utilizing yellow school bus service.
Source: Office of Student Transportation

Indicator name: Average number of Students in Temporary Housing (STH) issued OMNY cards
Description: The average number of Students in Temporary Housing (STH) issued OMNY cards.
Source: Office of Student Transportation

Indicator name: Average number of Students in Temporary Housing (STH) parents/guardians utilizing caregiver OMNY cards
Description: The average number of Students in Temporary Housing (STH) parents/guardians utilizing caregiver OMNY cards.
Source: Office of Student Transportation

Indicator name: Average number of foster care students provided yellow school bus service
Description: The average number of foster care students provided yellow school bus service.
Source: Office of Student Transportation

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

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

Indicator name: Schools certified to serve halal and kosher meals
Description: The number of cafeterias certified by outside experts to serve halal and kosher meals.
Source: New York City Public Schools Office of Food and Nutrition Services

Indicator name: Student satisfaction with Office of Food and Nutrition Services (%)
Description: Percentage of student indicating satisfaction with meals in schools based on the results of the NYC School Survey.
Source: New York City Public Schools Office of Food and Nutrition Services

Indicator name: Average cost of breakfasts served ($)
Description: Includes total year cost including fringe benefits that reside outside of program budget. Figures represent year end values and may vary from previous MMR reports shared in spring of each year (estimated costs per meal).
Source: New York City Public Schools Office of Food and Nutrition Services

Indicator name: Average cost of lunches served ($)
Description: Includes total year cost including fringe benefits that reside outside of program budget. Figures represent year end values and may vary from previous MMR reports shared in spring of each year (estimated costs per meal).
Source: New York City Public Schools Office of Food and Nutrition Services

Indicator name: Payout ($000)—Education
Description: The judgment and claims amount, in thousands of dollars, paid by the City from the judgment and claims account in the City's General Fund to resolve cases against DOE through settlement or verdict. This includes both pre-litigation claims dispositions approved by the Comptroller, and, in cases where the Comptroller denies liability or is unable to reach a settlement with the claimant, settlements reached in court with the Law Department defending the City in most cases (H+H defends most of its own medical malpractice actions). Settlements are included in this figure once entered into the Comptroller's OASIS data system, which may take time after the settlement is reached due to various factors including the length of time it takes the plaintiff to submit settlement paperwork.
Source: Comptroller's OASIS system

Indicator name: Average expenditure per student ($)
Description: Total school expenditures, including direct services to schools, regional costs, and systemwide costs and obligations, divided by school enrollment (official audited registers). Data comes from the New York State School Funding Transparency Forms.
Source: Division of Finance

Indicator name: Average expenditure per student ($)—Elementary school
Description: Total elementary school expenditures, including direct services to schools, regional costs, and systemwide costs and obligations, divided by school enrollment (official audited registers). Data comes from the New York State School Funding Transparency Forms.
Source: Division of Finance

Indicator name: Average expenditure per student ($)—Middle school
Description: Total middle school expenditures, including direct services to schools, regional costs, and systemwide costs and obligations, divided by school enrollment (official audited registers). Data comes from the New York State School Funding Transparency Forms.
Source: Division of Finance

Indicator name: Average expenditure per student ($)—High school
Description: Total high school expenditures, including direct services to schools, regional costs, and systemwide costs and obligations, divided by school enrollment (official audited registers). Data comes from the New York State School Funding Transparency Forms.
Source: Division of Finance

Indicator name: Average expenditure per student ($)—Full-time special education (District 75)
Description: Total District 75 expenditures, including direct services to schools, regional costs, and systemwide costs and obligations, divided by school enrollment (official audited registers). Data comes from the New York State School Funding Transparency Forms.
Source: Division of Finance

Indicator name: Principals with 4 or more 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: Human Resources

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

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

Indicator name: Teachers absent 11 or more 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: Human Resources

Indicator name: Teachers reporting that they usually look forward to each working day at their school (%)
Description: Percent of teachers agreeing or strongly agreeing with the statement that "I usually look forward to each working day at my school."
Source: NYC School Survey

Indicator name: Teachers reporting that they would recommend this school to families seeking a place for their child (%)
Description: Percent of teachers agreeing or strongly agreeing with the statement that ""I would recommend this school to families seeking a place for their child."
Source: NYC School Survey

Indicator name: Workplace injuries reported
Description: All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source: New York City Law Department

Indicator name: Students residing in temporary housing during the school year
Description: Number of students who have students experiencing housing instability at any point, for any length of time, during the school year (from the first day of school to 7/2). This includes students and families that are "doubled up" (sharing the housing of others due to economic hardship), living in shelter (including NYC Department of Homeless Services family shelters or Human Resources Administration domestic violence shelters), or living in some other unstable, temporary housing. Data exclude students in charter schools.
Source: New York City Public Schools Office of Temporary Housing

Indicator name: Students residing in temporary housing during the school year (%)
Description: Percent of students who have students experiencing housing instability at any point, for any length of time, during the school year (from the first day of school to 7/2). This includes students and families that are "doubled up" (sharing the housing of others due to economic hardship), living in shelter (including NYC Department of Homeless Services family shelters or Human Resources Administration domestic violence shelters), or living in some other unstable, temporary housing. Data exclude students in charter schools.
Source: New York City Public Schools Office of Temporary Housing

Indicator name: Students residing in shelter during the school year
Description: Number of students who have students living in shelter (including NYC Department of Homeless Services family shelters or Human Resources Administration domestic violence shelters) at any point, for any length of time, during the school year (from the first day of school to 7/2) . Data exclude students in charter schools.
Source: New York City Public Schools Office of Temporary Housing

Indicator name: Students residing in shelter during the school year (%)
Description: Percent of students who have students living in shelter (including NYC Department of Homeless Services family shelters or Human Resources Administration domestic violence shelters) at any point, for any length of time, during the school year (from the first day of school to 7/2) . Data exclude students in charter schools.
Source: New York City Public Schools Office of Temporary Housing

Indicator name: Students experiencing economic hardship (%)
Description: The Economic Need Index (ENI) estimates the percentage of students facing economic hardship, defined by students who are eligible for public assistance from the NYC Human Resources Administration (HRA) or have lived in temporary housing in the past four years; or a student who is in high school, has a home language other than English, and entered the NYC DOE for the first time within the last four years. Otherwise, the student's Economic Need Value is based on the percentage of families (with school-age children) in the student's census tract whose income is below the poverty level, as estimated by the American Community Survey 5-Year estimate.
Source: New York City Public Schools Office of Policy and Evaluation (OPE)

Indicator name: Completed requests for interpretation
Description: The sum of all requests for interpretation fulfilled by the NYCPS's Office of Language Access/ contracted vendor via telephone, in-person or virtual interaction.
Source: Comms- Translations

Indicator name: Letters responded to within 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: DOE

Indicator name: E-mails responded to within 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: DOE

Indicator name: CORE facility rating
Description: CORE facility rating: An average Customers Observing and Reporting Experiences (CORE) score based on the rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations

Indicator name: Parents completing the NYC School Survey
Description: The number of parents that respond to the Department's annual NYC School Survey,
Source: NYC Schools Survey

Indicator name: Customers rating service good or better as applicable (%)
Description: Percent of families that answered "satisfied" or "very satisfied" in response to their level of satisfaction with the education their child received.
Source: NYC School Survey

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 partitioning, room conversions, leasing and transportable classroom units.
Source: Division of School Facilities and School Construction Authority

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

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

Indicator name: Capital improvement projects constructed on time or early (%)
Description: The percent of on time or early completion for capital projects with substantial completion within 30 days of the scheduled date, inclusive of only actualized completed construction projects.
Source: SCA Finance Department

Indicator name: Capital improvement projects constructed within budget (%)
Description: Percent of within budget completion for capital projects with substantial completion within 30 days of the scheduled date, inclusive of only actualized completed construction projects.
Source: SCA Finance Department

Indicator name: Ultimate cost of insurance losses (as % of construction value) (CY)
Description: The ratio of the cost of insurance losses to value of construction projects for the prior calendar year.
Source: SCA Finance Department

Department of Youth and Community Development

Indicator name: Young people involved in DYCD-funded programs
Description: The annually reported number of youth participants in programs funded through the Department of Youth and Community Development (DYCD).
Source: DYCD Program Units

Indicator name: Adults involved in DYCD-funded programs
Description: The annually reported number of adult participants in programs funded through the Department of Youth and Community Development (DYCD).
Source: DYCD Program Units

Indicator name: Participants who are Black, Indigenous, or People of Color (%)
Description: The percent of total participants across DYCD programs who are Black, indigenous, or People of Color
Source: DYCD Participant Tracking System

Indicator name: City Council discretionary awards administered through DYCD
Description: The number of City Council discretionary awards administered through DYCD.
Source: DYCD Fiscal Unit

Indicator name: Community-based organization staff engaged in capacity building workshops
Description: The number of staff from community-based organizations who are attended capacity building workshops
Source: DYCD Capacity Building Unit

Indicator name: Stakeholder focus groups conducted to inform program design
Description: The number of stakeholder focus groups that were conducted to inform program design (e.g., concept papers of RFPs)
Source: DYCD Planning, Program Integration, and Evaluation

Indicator name: Survey responses for Community Needs Assessment
Description: The number of surveys that were completed for the Community Needs Assessment
Source: DYCD Planning, Program Integration, and Evaluation

Indicator name: Participants in COMPASS NYC programs —School year
Description: The number of participants in all COMPASS NYC programs during the school year
Source: OST

Indicator name: Participants in COMPASS NYC—Elementary school programs (school year)
Description: The number of participants of all elementary programs of NYC (COMPASS NYC) programs meeting the minimum annual enrollment target (summer programs)
Source: DYCD Compass Unit

Indicator name: Participants in COMPASS NYC—School's Out NYC/middle school programs (school year)
Description: The number of participants of all Comprehensive After-School System of NYC (COMPASS NYC) programs meeting the minimum annual enrollment target (summer programs)
Source: DYCD Compass Unit

Indicator name: Participants in COMPASS NYC elementary school programs (summer)
Description: The number of participants of all COMPASS elementary school programs meeting the minimum annual enrollment target (summer programs)
Source: DYCD COMPASS Unit

Indicator name: Participants in COMPASS NYC—School's Out NYC/middle school programs (summer)
Description: The number of participants of all Comprehensive After-School System of NYC (COMPASS NYC) programs meeting the minimum annual enrollment target (summer programs)
Source: COMPASS, Beacon and Cornerstone units

Indicator name: Summer participants in grades K-8 enrolled in Summer Rising
Description: The number of youth in DYCD operated Beacon and COMPASS programs who are enrolled in Summer Rising.
Source: DYCD COMPASS and Community Centers

Indicator name: Runaway and homeless youth served—Crisis services programs
Description: The unduplicated number of youth who resided at DYCD-funded sites contracted to provide Crises Services Programs.
Source: DYCD Special Youth Initiatives Unit.

Indicator name: Runaway and homeless youth served—Transitional Independent Living support programs
Description: The unduplicated number of youth who resided at DYCD-funded sites contracted to provide Transitional Independent Living (TIL) Support Programs.
Source: DYCD Special Youth Initiatives Unit.

Indicator name: Residential beds for runaway or homeless youth
Description: The number of residential beds at DYCD-funded Runaway & Homeless Youth Services programs.
Source: DYCD Runaway and Homeless Youth Services

Indicator name: Utilization rate for Crisis Services Programs (% of runaway or homeless youth beds)
Description: The percentage of Crisis Services Programs beds 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 support programs (% of runaway or homeless youth beds)
Description: The percentage of Transitional Independent Living (TIL) Support Programs beds 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 Services Programs (%)
Description: The percentage of youth, served through the Departments RHY Crisis Services Programs, who are discharged to suitable locations, including returning to families, other known living arrangements (such as apartment or living with friends), supportive housing.
Source: DYCD Special Youth Initiatives Unit

Indicator name: Youth reunited with family or placed in a suitable environment from Transitional Independent Living support programs (%)
Description: The percentage of youth, served through the Departments RHY TIL Support Programs, who are discharged to known locations, including returning to families, other known living arrangements (such as apartment or living with friends), supportive housing.
Source: DYCD Special Youth Initiatives Unit.

Indicator name: Homeless young adults served—Crisis Services Programs
Description: The unduplicated number of young adults who resided at DYCD-funded sites contracted to provide Crisis Services Programs
Source: DYCD Runaway and Homeless Youth Services

Indicator name: Homeless young adults served—Transitional Independent Living (TIL) Support Programs
Description: The unduplicated number of young adults who resided at DYCD-funded sites contracted to provide Transitional Independent Living (TIL) Support Programs
Source: DYCD Runaway and Homeless Youth Services

Indicator name: Residential beds for homeless young adults
Description: The number of residential beds at DYCD-funded Runaway & Homeless Youth Services programs for homeless young adults ages 21 to 24.
Source: DYCD Runaway and Homeless Youth Services

Indicator name: Utilization rate for Crisis Services Programs (% of homeless young adult beds)
Description: The percentage of Crisis Services Programs beds for homeless young adults that are occupied on average over the course of the reporting period.
Source: DYCD Runaway and Homeless Youth Services

Indicator name: Utilization rate for Transitional Independent Living support programs (% of homeless young adult beds)
Description: The percentage of Transitional Independent Living (TIL) Support Programs beds for homeless young adults that are occupied on average over the course of the reporting period.
Source: DYCD Runaway and Homeless Youth Services

Indicator name: Young adults reunited with family or placed in a suitable environment from Crisis Services Programs (%)
Description: The percentage of young adults, served through the Departments RGY Crisis Services Programs, who are discharged to suitable locations, including returning to families, other known living arrangements (such as apartment or living with friends) and supporting housing.

Indicator name: Young adults reunited with family or placed in a suitable environment from Transitional Independent Living (TIL) Support Programs (%)
Description: The percentage of young adults, served through the Departments RHY TIL Support Programs, who are discharged to suitable locations, including returning to families, other known living arrangements (such as apartment or living with friends) and supportive housing
Source: DYCD Runaway and Homeless Youth Services

Indicator name: Youth and young adults who received mental health support in a city-funded residential program or drop-in center serving runaway and homeless youth
Description: The number of Youth who received mental health support in a city-funded residential program or drop-in center serving runaway and homeless youth.

Indicator name: Youth and young adults served through case management—Drop-In Centers
Description: The number of young people engaging in case management in DYCD Drop-In Centers for runaway and homeless youth and young adults
Source: DYCD Runaway and homeless youth unit

Indicator name: Youth served by DYCD street outreach
Description: The number of youth and homeless young people served by street outreach services.
Source: DYCD Special Youth Initiatives Unit.

Indicator name: Summer Youth Employment Program applications
Description: Number of applications submitted for the Summer Youth Employment Program.
Source: Summer Youth Employment Program

Indicator name: Participants in Summer Youth Employment Program
Description: Number of participants enrolled in summer youth employment programs during the current or latest summer's SYEP.
Source: DYCD Summer Youth Employment Program

Indicator name: Total SYEP stipends and wages paid ($000,000)
Description: Total dollar value (in millions) of SYEP stipends paid to youth ages 14 to 15 and wages paid to youth ages 16 and up.
Source: Summer Youth Employment Program

Indicator name: Participants in Train & Earn (Out-of-School Youth) programs
Description: Out-of-school youth participating in Workforce Innovation and Opportunity (WIOA) funded Train & Earn program during the reporting period.
Source: DYCD Out of School Unit

Indicator name: Train & Earn participants who are placed in post-secondary education, employment, or advanced training in the second quarter after exiting the program (%)
Description: The percentage of out-of-school youth placed in post-secondary education, employment, or advanced training in the 2nd quarter after exiting the program
Source: DYCD WIOA Unit

Indicator name: Train & Earn participants who attain a recognized postsecondary credential or high school equivalency diploma during participation in or within one year after exiting from the program (%)
Description: The percentage of out-of-school youth attaining a credential within one year after exiting the program.
Source: DYCD WIOA Unit

Indicator name: Participants in Learn & Earn (In-School Youth) programs
Description: In-school youth enrolled in WIOA-funded Learn & Earn program during the reporting period.
Source: DYCD WIOA Unit

Indicator name: Learn & Earn participants who are placed in post-secondary education, employment, or advanced training during the second quarter after exiting the program (%)
Description: The percentage of in-school youth placed in post-secondary education, employment, or advanced occupational training during the 2nd quarter after exiting the program.
Source: DYCD WIOA Unit

Indicator name: Learn & Earn participants who attain a recognized post-secondary credential or a secondary school diploma during participation in or within one year after exiting the program (%)
Description: The percentage of in-school youth attaining a credential within one year after exiting the program
Source: DYCD WIOA Unit

Indicator name: Participants in Advance & Earn training and internship programs
Description: The number of participants in Advance & Earn training and internship programs.
Source: Advance & Earn unit

Indicator name: Advance & Earn participants who are placed in education, employment, or advanced training within 90 days of cohort end (%)
Description: Percent of participants in Advance & Earn Advanced Training who attain a recognized post-secondary credential or a secondary school diploma, or its recognized equivalent within 90 days after exiting the program.
Source: DYCD WIOA Unit

Department of Youth and Community Development

Indicator name: Advance & Earn participants who attain a credential or high school equivalency diploma within one year of program enrollment (%)
Description: Percent of participants in Advance & Earn Advanced Training who attain a recognized post-secondary credential or a secondary school diploma, or its recognized equivalent within 90 days after exiting the program.
Source: DYCD WIOA Unit

Indicator name: Participants in community anti-poverty programs
Description: The number of unduplicated participants in DYCD-funded anti-poverty programs during the reporting period.
Source: DYCD Community Development Operations.

Indicator name: Community anti-poverty program participants achieving target outcomes (%)
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 Operations

Indicator name: Youth participants at Beacon programs—Full fiscal year
Description: The number of youth enrolled participants in DYCD operated Beacon programs. Enrolled participants are those who fill out an application and are documented individually in the DYCD system as they attend programming.
Source: DYCD Community Centers

Indicator name: Youth attendance at Beacon program events—Full fiscal year
Description: The number of youth attending large-scale Beacon programming that is open to New Yorkers without the need to enroll. Attendance figures are captured in aggregate per event.
Source: DYCD Community Centers

Indicator name: Youth participants in Beacon programs—Summer
Description: The total participants enrolled in Beacon programs during the summer period.
Source: DYCD Community Centers

Indicator name: Adult participants in Beacon programs—Full fiscal year
Description: The number of adult enrolled participants in DYCD operated Beacon programs. Enrolled participants are those who fill out an application and are documented individually in the DYCD system as they attend programming.
Source: DYCD Community Centers

Indicator name: Adult attendance in Beacon program events—Full fiscal year
Description: The number of adults attending large-scale Beacon programming that is open to New Yorkers without the need to enroll. Attendance figures are captured in aggregate per event.

Indicator name: Youth participants in Cornerstone programs—Full fiscal year
Description: The number of youth participants at DYCD operated Cornerstone programs.
Source: DYCD Community Centers

Indicator name: Youth participants in Cornerstone programs—Summer
Description: The total participants enrolled in Cornerstone programs during the summer period
Source: DYCD Community Centers

Indicator name: Adult participants in Cornerstone programs—Full fiscal year
Description: The number of adults participants at DYCD operated Cornerstone programs.
Source: DYCD Community Centers

Indicator name: Participants in DYCD-funded English literacy programs
Description: The numbers of students enrolled in Adult Basic Education and English for Speakers of Other Languages (ESOL) programs, and who have attended for at least 12 hours.
Source: New York State Adult Literacy Information and Evaluation System.
Source: DYCD Literacy & Immigrant Service

Indicator name: Participants in DYCD-funded English literacy programs meeting standards of improvement in their 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.
Source: DYCD Literacy & Immigrant Service

Indicator name: Participants in immigrant services programs achieving positive outcomes (%)
Description: The percentage of participants enrolled in a DYCD immigrant services program achieving at least one positive outcome as defined by the program area.
Source: DYCD Literacy & Immigrant Service

Indicator name: Participants in immigrant services programs
Description: The number of participants in DYCD funded immigrant assistance programs during the reporting period.
Source: DYCD Literacy & Immigrant Service

Indicator name: Contracts funded
Description: The number of contracts funded during the period. It includes all contracts, registered and unregistered, for the period under review. It does not include audit services.
Source: DYCD Fiscal Unit

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

Indicator name: Value of agency contracts ($000)
Description: The amount awarded for all contracts that exist within the parameters.
Source: DYCD Fiscal Unit

Indicator name: Value of intracity agreements ($000)
Description: The Value of Intracity Agreements reflects the monies that DYCD gives to other City agencies to operate programs and services. It does not reflect the amount that DYCD receives from other agencies; that figure is incorporated in the Value of Agency Contracts indicator, as DYCD expends monies given to it by other agencies through its contracted services.
Source: DYCD Fiscal Unit

Indicator name: Fiscal audits conducted
Description: Fiscal audits conducted of contracts in effect during the prior fiscal year.
Source: DYCD Auditor General

Indicator name: Expenditure report reviews
Description: This number represents the number of PERS that CAFD analysts processed during the period.
Source: DYCD Auditor General

Indicator name: Programmatic reviews/contract monitoring
Description: This number represents the total site visits ore other programmatic reviews conducted across all units.
Source: DYCD Planning, Program Integration, and Evaluation

Indicator name: Agency assessments completed for the prior fiscal year
Description: This number represents the total annual performance evaluations finalized by DYCD for the prior fiscal year.
Source: DYCD Agency Chief Contracting Officer

Indicator name: Agency assessments completed for the prior fiscal year as a percent of total agency contracts (%)
Description: This number represents the total annual performance evaluations finalized by DYCD for the prior fiscal year divided by the number of agency contracts for which a PE is expected.
Source: DYCD Agency Chief Contracting Officer

Indicator name: Human services contracts
Description: The number of human service contracts that were registered by the City Comptroller during the fiscal year. The reported number includes general contracts and task orders issued from master agreements, but excludes awards made using City Council Discretionary funding and Emergency Contracts as defined by the New York City Procurement Policy Board Rules.
Source: Mayor's Office of Contract Services

Indicator name: Human services contract registration within 30 days of the contract start date (%)
Description: The percentage of human service contracts that are registered by the City Comptroller within 30 days of the contract start date. This proportion reflects the contracts that were registered in that fiscal year, regardless of their contract start date. The reported number includes general contracts and task orders issued from master agreements, but excludes awards made using City Council Discretionary funding and Emergency Contracts as defined by the New York City Procurement Policy Board Rules.
Source: Mayor's Office of Contract Services

Indicator name: Total dollars disbursed for human services contracts ($000,000)
Description: The amount of dollars disbursed to providers during the fiscal year. Represents total dollars disbursed within the fiscal year regardless of when the invoice was submitted.
Source: Mayor's Office of Contract Services

Indicator name: Calls to Community Connect
Description: The number of calls received, excluding hang-up and prank calls.
Source: DYCD Special Youth Initiatives Unit

Indicator name: Calls answered within 30 seconds (%)
Description: The percentage of calls answered by a call center representative in 30 seconds or less. Time begins after initial prerecorded message.
Source: Department of Youth and Community Development

Indicator name: Completed 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: Department of Youth and Community Development

Indicator name: Agency participants surveyed for overall participant satisfaction
Description: The number of customers who completed an agency survey used by DYCD to assess their satisfaction with its services.
Source: Department of Youth and Community Development

Indicator name: Letters responded to within 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement that includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day-response. Agencies must track internally the additional time until a customer has a complete and full response.
Source: Department of Youth and Community Development

Indicator name: E-mails responded to within 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement that includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14-day response. Agencies must track internally the additional time until a customer has a complete and full response.
Source: Department of Youth and Community Development

Public Libraries

Indicator name: Average weekly scheduled hours
Description: The total number of scheduled public service hours at all open libraries/branches divided by the number of open locations, measured at the end of the reporting period.
Source: BPL Govt Affairs—Brooklyn Public Library

Indicator name: Libraries open seven days per week (%)
Description: Libraries/branches open 7 days per week as a percent of the total locations, measured at the end of the reporting period. As of the FY26 PMMR, this includes libraries closed for long-term renovations.
Source: BPL Govt Affairs—Brooklyn Public Library

Indicator name: Libraries open six days per week (%)
Description: Libraries/branches open 6 days per week as a percent of the total locations, measured at the end of the reporting period.
Source: BPL Govt Affairs—Brooklyn Public Library

Indicator name: Circulation (000)
Description: The total number of library materials (e.g., books, periodicals, and other formats) checked out or renewed at all library locations or online.
Source: BPL Information Technology Dept—Brooklyn Public Library

Indicator name: Reference queries (000)
Description: The total number of reference questions asked of library staff by patrons in person and via telephone, e-mail, and chat room.
Source: BPL Govt Affairs—Brooklyn Public Library

Indicator name: Electronic visits to website (000)
Description: The total number of online sessions at all library properties (including microsites).
Source: BPL Information Technology Dept—Brooklyn Public Library

Indicator name: Computers for public use
Description: The total number of computers which can be used by the public in all open library branches.
Source: BPL Information Technology Dept—Brooklyn Public Library

Indicator name: Computer sessions (000)
Description: The number of sessions on onsite library computers available to the public.
Source: BPL Staff—Brooklyn Public Library

Indicator name: Wireless sessions
Description: The total number of wireless sessions on devices that connect to the Public Library network.
Source: BPL Staff—Brooklyn Public Library

Indicator name: Program sessions
Description: The total number of in-person and virtual programs conducted by library staff for the public (e.g., early and family literacy workshops, after-school programs, financial literacy, career services and technology classes, English for Speakers of Other Languages (ESOL) and civics classes, book discussions, health and wellness programs, music and arts events, and outreach and school visits).
Source: BPL Govt Affairs—Brooklyn Public Library

Indicator name: Program attendance
Description: Total attendance of in-person or online programs conducted by library staff for the public (e.g., early and family literacy workshops, after-school programs, financial literacy, career services and technology classes, English for Speakers of Other Languages (ESOL) and civics classes, book discussions, health and wellness programs, music and arts events, and outreach and school visits).
Source: BPL Govt Affairs—Brooklyn Public Library

Indicator name: Library card holders (000)
Description: The total number of people registered as Public Library card holders.
Source: BPL Staff—Brooklyn Public Library

Indicator name: Active library cards (000)
Description: Non-expired Public Library system library cards.
Source: BPL Staff—Brooklyn Public Library

Indicator name: New library card registrations
Description: Library cards that have been created by patrons new to the Public Library system.
Source: BPL Staff—Brooklyn Public Library

Indicator name: Total library attendance (000)
Description: The total number of visits at all library/branch locations.
Source: BPL Staff—Brooklyn Public Library

Indicator name: Average weekly scheduled hours—Branches
Description: The total number of scheduled public service hours at all open libraries/branches divided by the number of open locations, measured at the end of the reporting period.
Source: Office of The Branch Libraries—New York Public Library

Indicator name: Libraries open seven days per week—Branches (%)
Description: Libraries/branches open 7 days per week as a percent of the total locations, measured at the end of the reporting period. As of the FY26 PMMR, this includes libraries closed for long-term renovations.
Source: Office of The Branch Libraries—New York Public Library

Indicator name: Libraries open six days per week—Branches (%)
Description: Libraries/branches open 6 days per week as a percent of the total locations, measured at the end of the reporting period.
Source: Office of The Branch Libraries—New York Public Library

Indicator name: Circulation (000)
Description: The total number of library materials (e.g., books, periodicals, and other formats) checked out or renewed at all library locations or online.
Source: Office of The Branch Libraries—New York Public Library

Indicator name: Reference queries—Branches (000)
Description: The total number of reference questions asked of library staff by patrons in person and via telephone, e-mail, and chat room.
Source: Office of The Branch Libraries—New York Public Library

Indicator name: Electronic visits to website (branch and research) (000)
Description: The total number of online sessions at all library properties (including microsites). The number reported includes sessions for both Branch and Research sites.
Source: Information Technology Group—New York Public Library

Public Libraries

Indicator name: Computers for public use (branch and research)
Description: The total number of computers which can be used by the public in all open library branches. This number includes counts for both New York Public Library Branch and Research locations.
Source: Information Technology Group—New York Public Library

Indicator name: Computer sessions (000)
Description: The number of sessions on onsite library computers available to the public.
Source: NYPL Staff—New York Public Library

Indicator name: Wireless sessions
Description: The total number of wireless sessions on devices that connect to the Public Library network.
Source: NYPL Staff—New York Public Library

Indicator name: Program sessions—Branches
Description: The total number of in-person and virtual programs conducted by library staff for the public (e.g., early and family literacy workshops, after-school programs, financial literacy, career services and technology classes, English for Speakers of Other Languages (ESOL) and civics classes, book discussions, health and wellness programs, music and arts events, and outreach and school visits).
Source: Office of The Branch Libraries—New York Public Library

Indicator name: Program attendance—Branches
Description: Total attendance of in-person or online programs conducted by library staff for the public (e.g., early and family literacy workshops, after-school programs, financial literacy, career services and technology classes, English for Speakers of Other Languages (ESOL) and civics classes, book discussions, health and wellness programs, music and arts events, and outreach and school visits).
Source: Office of The Branch Libraries—New York Public Library

Indicator name: Library card holders (000)
Description: The total number of people registered as Public Library card holders.
Source: NYPL Staff—New York Public Library

Indicator name: Active library cards (000)
Description: Non-expired Public Library system library cards.
Source: NYPL Staff—New York Public Library

Indicator name: New library card registrations
Description: Library cards that have been created by patrons new to the Public Library system.
Source: NYPL Staff—New York Public Library

Indicator name: Total library attendance—Branches (000)
Description: The total number of visits at all library/branch locations.
Source: Office of The Branch Libraries—New York Public Library

Indicator name: Average weekly scheduled hours—Research
Description: The total number of scheduled public service hours at all research libraries divided by the number of locations, measured at the end of the reporting period.
Source: Research Libraries Administration—New York Public Library
Indicator name: Libraries open seven days per week—Research (%)
Description: Research library locations open 7 days per week as a percent of all research library locations, measured at the end of the reporting period.
Source: Research Libraries Administration—New York Public Library

Indicator name: Libraries open six days per week—Research (%)
Description: Research library locations open 6 days per week as a percent of the total number of research library locations, measured at the end of the reporting period.
Source: Research Libraries Administration—New York Public Library

Indicator name: Reference queries—Research (000)
Description: The total number of reference questions asked of research library staff by patrons in person and via telephone, email, and chat room.
Source: Research Libraries Administration—New York Public Library

Indicator name: Program sessions—Research
Description: The total number of program sessions, classes, and tours conducted by research library staff for the public.
Source: Research Libraries Administration—New York Public Library

Indicator name: Program attendance—Research
Description: Total attendance of research library program sessions, classes, and tours conducted by library staff for the public.
Source: Research Libraries Administration—New York Public Library

Indicator name: Total library attendance—Research (000)
Description: The total number of visits at all research library locations.
Source: Research Libraries Administration—New York Public Library

Indicator name: Average weekly scheduled hours
Description: The total number of scheduled public service hours at all open libraries/branches divided by the number of open locations, measured at the end of the reporting period.
Source: Information Technology Services—Queens Public Library

Indicator name: Libraries open seven days per week (%)
Description: Libraries/branches open 7 days per week as a percent of the total locations, measured at the end of the reporting period. As of the FY26 PMMR, this includes libraries closed for long-term renovations.
Source: Community Library Services—Queens Public Library

Indicator name: Libraries open six days per week (%)
Description: Libraries/branches open 6 days per week as a percent of the total locations, measured at the end of the reporting period.
Source: Community Library Services—Queens Public Library

Indicator name: Circulation (000)
Description: The total number of library materials (e.g., books, periodicals, and other formats) checked out or renewed at all library locations or online.
Source: Community Library Services—Queens Public Library

Indicator name: Reference queries (000)
Description: The total number of reference questions asked of library staff by patrons in person and via telephone, e-mail, and chat room.
Source: Community Library Services—Queens Public Library

Indicator name: Electronic visits to website (000)
Description: The total number of online sessions at all library properties (including microsites).
Source: Information Technology Services—Queens Public Library

Public Libraries

Indicator name: Computers for public use
Description: The total number of computers which can be used by the public in all open library branches.
Source: Information Technology Services—Queens Public Library

Indicator name: Computer sessions (000)
Description: The number of sessions on onsite library computers available to the public.
Source: QPL Staff—Queens Public Library

Indicator name: Wireless sessions
Description: The total number of wireless sessions on devices that connect to the Public Library network.
Source: QPL Staff—Queens Public Library

Indicator name: Program sessions
Description: The total number of in-person and virtual programs conducted by library staff for the public (e.g., early and family literacy workshops, after-school programs, financial literacy, career services and technology classes, English for Speakers of Other Languages (ESOL) and civics classes, book discussions, health and wellness programs, music and arts events, and outreach and school visits).
Source: Community Library Services—Queens Public Library

Indicator name: Program attendance
Description: Total attendance of in-person or online programs conducted by library staff for the public (e.g., early and family literacy workshops, after-school programs, financial literacy, career services and technology classes, English for Speakers of Other Languages (ESOL) and civics classes, book discussions, health and wellness programs, music and arts events, and outreach and school visits).
Source: Community Library Services—Queens Public Library

Indicator name: Library card holders (000)
Description: The total number of people registered as Public Library card holders.
Source: QPL Staff—Queens Public Library

Indicator name: Active library cards (000)
Description: Non-expired Public Library system library cards.
Source: QPL Staff—Queens Public Library

Indicator name: New library card registrations
Description: Library cards that have been created by patrons new to the Public Library system.
Source: QPL Staff—Queens Public Library

Indicator name: Total library attendance (000)
Description: The total number of visits at all library/branch locations.
Source: Community Library Services—Queens Public Library

Indicator name: Total headcount enrollment
Description: The total headcount enrollment in CUNY as of fall census date.
Source: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: Total full-time equivalent enrollment
Description: The total number of full-time equivalent (15 credits per term) student enrollment in CUNY. Fifteen credits plus hours is considered full-time at the undergraduate level; 12 credits is full-time at the graduate level. Full-time doctoral study is defined differently for students at different stages of the doctoral program.
Source: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: Total headcount enrollment at CUNY community colleges
Description: Total headcount enrollment at CUNY community colleges as of fall census date.
Source: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: Enrollment in STEM disciplines at CUNY community colleges
Description: Total headcount enrollment in Science, Technology, Engineering & Mathematics (STEM) disciplines at CUNY community colleges as of fall census date.
Source: Office of Applied Research, Evaluation, and Data Analytics

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: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: Enrollment of first-time freshmen in CUNY senior colleges
Description: The total number of first-time freshmen enrolled in a CUNY senior college in the fall term.
Source: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: Enrollment of first-time freshmen in CUNY community colleges who are recent graduates of NYC public high schools
Description: The number of students enrolled in a CUNY community college who graduated within the past 15 months from a NYC public or private high school.
Source: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: One-year (fall-to-fall) retention rate of full-time first-time freshmen enrolled in CUNY associate degree 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 an associate program at a CUNY community college. For example, students entering CUNY as full-time, first-time freshmen in Fall 2017 must be enrolled at CUNY in Fall 2018 to be counted as retained.
Source: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: One-year (fall-to-fall) retention rate of full-time first-time freshmen enrolled in CUNY baccalaureate degree 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 CUNY baccalaureate program. For example, students entering CUNY as full-time, first-time freshmen in Fall 2017 must be enrolled at CUNY in Fall 2018 to be counted as retained.
Source: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: One-year program retention rate of ASAP students (%)
Description: Percent of ASAP students retained in program after one year.
Source: ASAP

Indicator name: Total students served in CUNY Accelerated Study in Associate Programs
Description: Total headcount served in CUNY Accelerated Study in Associated Programs (ASAP) at CUNY community colleges as of fall census date.
Source: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: Students who transferred from a CUNY senior college to a non-CUNY college (%)
Description: This indicator reflects the percent of all degree-seeking undergraduate students enrolled at a CUNY senior college in a fall term who transferred to a non-CUNY college by the following fall term.
Source: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: Students who transferred from a CUNY community college to a non-CUNY college (%)
Description: This indicator reflects the percent of all degree-seeking undergraduate students enrolled at a CUNY community college in a fall term who transferred to a non-CUNY college by the following fall term.
Source: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: Students who transferred from a CUNY community college to another CUNY college (%)
Description: This indicator reflects the percent of all degree-seeking undergraduate students enrolled at a CUNY community college in a fall term who transferred to another CUNY college by the following fall term.
Source: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: Students who leave a CUNY college and do not continue their education elsewhere (%)
Description: Percent of students who leave a CUNY college and do not continue elsewhere.
Source: OAREDA

Indicator name: CUNY associate degree recipients who transfer to a CUNY baccalaureate program within one year (%)
Description: The percent of associate-seeking first-time freshmen that transferred to a CUNY baccalaureate program within one year of completing their CUNY associate degree.
Source: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: Instructional (student) full-time equivalencies enrolled in partially or totally online courses (%)
Description: Values are computed as the number of student full-time equivalents (FTEs) in CUNY course sections designated as either partially or fully online divided by the total number of CUNY student FTEs. Both undergraduate and graduate courses are included. Note: FTE for each student is based on the number of credits of the courses the student is enrolled in that term (both equated and regular) divided by the number of credits defined as full-time status (15 for undergraduates and 12 for master's students).
Source: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: Degree programs that can be completed fully online
Description: Values represent counts of fully online degree programs offered by CUNY colleges
Source: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: Annual tuition at CUNY community colleges (full-time NYS resident)
Description: Annual tuition for a New York State resident enrolling full time at a CUNY community college.
Source: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: Annual tuition at CUNY senior colleges (full-time NYS resident)
Description: Annual undergraduate tuition for a New York State resident enrolling full time at a CUNY senior college.
Source: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: Expenditures per student (full-time equivalent) at CUNY community colleges
Description: The total expenditures of CUNY community colleges divided by the full-time equivalent enrollment at the community colleges.
Source: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: CUNY community college students receiving federal financial aid (Pell) (%)
Description: The percent of students at CUNY community colleges who receive Federal financial aid (Pell grants).
Source: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: CUNY community college students receiving Tuition Assistance Program grants (%)
Description: The percent of students at CUNY community colleges who receive State financial aid (TAP grants).
Source: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: Instructional (student) full-time equivalencies taught by full-time faculty (%)—Senior colleges
Description: This indicator is the total number of student (instructional) FTEs in courses taught by full-time faculty divided by the total number of student (instructional) FTEs in all CUNY courses for both the fall and spring semesters of a given academic year at CUNY senior colleges. Note: A full-time employee is counted as one FTE, a part-time non-faculty employee is counted as one-half of an FTE, and each part-time faculty member is counted as one-third of an FTE.
Source: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: Instructional (student) full-time equivalencies (FTEs) taught by full-time faculty (%)—Community Colleges
Description: This indicator is the total number of student (instructional) FTEs in courses taught by full-time faculty divided by the total number of student (instructional) FTEs in all CUNY courses for both the fall and spring semesters of a given academic year at CUNY community colleges.
Source: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: Student/faculty ratio—Overall
Description: The overall ratio of full-time equivalent (FTE) undergraduate students to full-time faculty at all CUNY educational facilities. FTE students include full-time students counted as one FTE and part-time students counted as specified fraction of a full-time student. Full-time faculty includes the number of faculty employed full-time at a CUNY educational facility. It is a fall-only metric.
Source: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: Student/faculty ratio—Community colleges
Description: The ratio of full-time equivalent (FTE) undergraduate students to full-time faculty at CUNY Community Colleges. FTE students include full-time students counted as one FTE and part-time students counted as specified fraction of a full-time student. Full-time faculty includes the number of faculty employed full-time at a CUNY Community College. It is a fall-only metric.
Source: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: Student/faculty ratio—Senior Colleges
Description: The ratio of full-time equivalent (FTE) undergraduate students to full-time faculty at CUNY Senior Colleges. FTE students include full-time students counted as one FTE and part-time students counted as specified fraction of a full-time student. Full-time faculty includes the number of faculty employed full-time at a CUNY Senior College. It is a fall-only metric
Source: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: Full-time faculty employed by CUNY community colleges
Description: The number of faculty whose primary activities are teaching, research and scholarship and who are employed full-time at a CUNY community college.
Source: Office of Faculty and Staff Relations

Indicator name: Students completing Gateway English in their first year (%)
Description: Percentage of fall full-time first-time freshmen who pass Gateway English by the end of the first year.
Source: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: Students completing Gateway Math in their first year (%)
Description: Percentage of fall full-time first-time freshmen who pass Gateway Math by the end of the first year.
Source: Office of Applied Research, Evaluation, and Data Analytics

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: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: Associate degrees awarded at community colleges
Description: The total number of associate degrees awarded at CUNY community colleges during the school year.
Source: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: Three-year systemwide graduation rate (%)—CUNY Accelerated Study in Associate Programs students
Description: The percent of regularly admitted, full-time freshmen enrolled in CUNY Accelerated Study in Associate Programs (ASAP) who earn a CUNY degree within three years of entry. For example, full-time, first-time, associate degree-seeking students entering a CUNY community college in Fall 2016 must earn a degree by August 2019 to be counted as having graduated within three years. Graduation rates are reported for the fiscal year corresponding with the end of the three-year period.
Source: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: Six-year systemwide graduation rate (%)—Community college students in STEM disciplines
Description: The percent of regularly admitted, full-time freshmen enrolled in a Science, Technology, Engineering & Mathematics (STEM) discipline 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 2013 must earn a degree by August 2019 to be counted as having graduated within six years. Graduation rates are reported for the fiscal year corresponding with the end of the six-year period.
Source: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: Six-year systemwide graduation rate (%)—CUNY associate degree students
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, associate degree-seeking students entering a CUNY community college in Fall 2013 must earn a degree by August 2019 to be counted as having graduated. Graduation rates are reported for the fiscal year corresponding with the end of the six-year period.
Source: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: Six-year systemwide graduation rate (%)—CUNY baccalaureate students
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 2013 must earn a degree by August 2019 to be counted as having graduated. Graduation rates are reported for the fiscal year corresponding with the end of the six-year period.
Source: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: Students passing the National Council Licensure Examination for Registered Nurses (%) (CY)
Description: The percent of CUNY community college nursing students passing the National Council Licensure Examination for Registered Nurses (NCLEX) based on the number of test-takers.
Source: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: CUNY community college certificate and associate graduates from career and technical education programs who are employed six months after graduation (%)
Description: Based on responses to a survey of certificate and associate graduates. Graduates from CUNY community college career and technical education programs are asked to report on their employment status six months after graduation. Figures reflect the percentage of respondents who reported being employed, working in an apprenticeship or being in the military six months after graduation.
Source: Office of Applied Research, Evaluation, and Data Analytics

Indicator name: CUNY community college certificate and associate graduates from career and technical education programs who are employed or continuing their education six months after graduation (%)
Description: Based on responses to a survey of CUNY certificate and associate graduates, who are asked to report on their employment and education status six months after graduation. Figures reflect the percentage of respondents who reported being employed, working in an apprenticeship, being in the military, or pursuing additional education or training six months after graduation.
Source: Office of Applied Research, Evaluation, and Data Analytics

Department of Small Business Services

Indicator name: Customers and businesses served
Description: This indicator refers to the number of unique customers and businesses served by DBS. Counts all customers and entities served once.
Source: Division of Business Services (DBS)

Indicator name: Businesses receiving financial awards (facilitated or disbursed)
Description: This indicator will count the number of unique businesses served by DBS programs disbursing or facilitating financial awards. Awards include grants and debt capital (through third party lenders).
Source: Division of Business Services (DBS)

Indicator name: Financial awards to businesses (facilitated or disbursed)
Description: This indicator refers to the number of financial awards to business that have been disbursed and/or facilitated by DBS programs. Awards include grants and debt capital (through third party lenders).
Source: Division of Business Services (DBS)

Indicator name: Dollar value of financial awards to businesses (facilitated or disbursed) ($000)
Description: This indicator refers to the dollar value of the financial awards to businesses, that have been disbursed and/or facilitated by the DBS programs. Financial awards include grants and debt capital (through third party lenders).
Source: Division of Business Services (DBS)

Indicator name: Customers served by programs that help navigate government
Description: This indicator counts the number of unique customers served by DBS Navigating Government services.
Source: Division of Business Services (DBS)

Indicator name: Services provided to help businesses navigate government
Description: The total number of services delivered as part of DBS Navigating Government.
Source: Division of Business Services (DBS)

Indicator name: Businesses opened with assistance from SBS
Description: This indicator will count the number of unique businesses opened with the assistance of SBS programs.
Source: Division of Business Services (DBS)

Indicator name: Businesses awarded funding for employer-based training
Description: The number of businesses awarded dollars for employer-based training programs, such as NYC Business Solutions Training Funds and On-The-Job Training (OJT).
Source: Division of Business Services

Indicator name: Estimated dollar value of energy savings for businesses approved for Energy Cost Savings Program benefits ($000)
Description: Total estimated annual dollar value of utility discounts for businesses approved for ECSP benefits during the fiscal year.
Source: Division of Business Services (DBS)

Indicator name: Jobs retained by Energy Cost Savings Program for approved businesses
Description: Total number of full-time employees at time company was approved for ECSP benefits.
Source: Division of Business Services (DBS)

Indicator name: Businesses approved for Energy Cost Savings Program benefits
Description: The number of businesses taking advantage of Energy Cost Savings Program (ECSP) benefits.
Source: Division of Business Services (DBS)

Indicator name: Workforce1 systemwide hires and promotions
Description: The number of jobseekers registered through the Workforce1 System who found employment or obtained promotions during the time period.
Source: Workforce Development Division

Indicator name: Jobseekers registered through the Workforce1 Career Center system for the first time
Description: The number of unique first-time jobseekers registered in the Workforce1 Career Center system.
Source: Workforce Development Division

Indicator name: Workforce1 jobseeker visits
Description: The number of jobseekers visiting Workforce1 Career Centers, Sector Centers, Expansion Center or Employment Works during the reporting period.
Source: Workforce Development Division

Indicator name: Customers enrolled in training
Description: The number of customers registered with the Workforce1 System who enrolled in an associated training program, such as Customized Training, On-The-Job Training (OJT), Individual Training Grants (ITGs) and occupational training cohorts.
Source: Workforce Development Division

Indicator name: Customers served
Description: The number of unduplicated customers who received value-added services through the Workforce1 System—not including activities such as registration or brief orientations—that contribute to clients attaining positive employment or educational outcomes.
Source: Workforce Development Division

Indicator name: Frontage feet receiving supplemental sanitation services through BIDs
Description: Total linear frontage feet in Business Improvement Districts (BIDs) that received supplemental sanitation services during the reporting period.
Source: Neighborhood Development Division

Indicator name: Value of all financial awards to community-based development organizations
Description: The total cumulative dollar value of awards made to community-based development organizations through all programs. These funds are a combination of funding sources which can vary year to year.
Source: Neighborhood Development Division

Indicator name: Community-based development organizations receiving financial awards
Description: The number of individual community-based development organizations that received at least one grant award across all programs.
Source: Neighborhood Development Division

Indicator name: M/WBEs certified
Description: Total number of businesses certified with Minority and Women-owned Business Enterprise Program at the end of the given period.
Source: Division of Economic & Financial Opportunity

Indicator name: 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 (DEFO), MOCS

Department of Small Business Services

Indicator name: M/WBEs awarded City contracts after receiving procurement and capacity building assistance
Description: A count of unique certified M/WBEs that have been awarded City contracts after receiving procurement and capacity building assistance services from the Division of Economic and Financial Opportunity (DEFO). These services may include assistance with purchasing, financing, bonding, and other formas of procurement technical assistance.
Source: Division of Economic & Financial Opportunity (DEFO), MOCS

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 (DEFO)

Indicator name: Newly certified and recertified businesses in M/WBE Program
Description: Number of businesses that have been newly certified or recertified by SBS to participate in the NYC Minority and Women-owned Business Enterprise (M/WBE) Program.
Source: Division of Economic & Financial Opportunity (DEFO)

Indicator name: CORE facility rating
Description: CORE facility rating: An average Customers Observing and Reporting Experiences (CORE) score based on the rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations

Indicator name: Letters responded to within 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less out of the total number of letters responded to during the reporting period. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: Department of Small Business Services

Indicator name: E-mails responded to within 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: Department of Small Business Services

Indicator name: Completed 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: Department of Small Business Services

Department of Veterans' Services

Indicator name: Homeless Veterans and their families who received housing through DVS Veteran Peer Coordinator program
Description: The number of veterans and veteran families that find housing with the assistance of the DVS Veteran Peer Coordinator program. The program provides peer-to-peer housing assistance to veterans and their families, helping them navigate the process of finding, applying for and moving into an affordable apartment that meets their needs.
Source: Housing and Support Services (HSS)

Indicator name: Veterans and their families who received homelessness prevention and aftercare assistance from DVS
Description: The number of veterans and their families that received homelessness prevention assistance by DVS. Prevention assistance includes landlord mediation, assistance with paying rent arrears and connecting veterans and their families to the social services and other supports needed to remain stably housed.
Source: Housing and Support Services (HSS)

Indicator name: Collaborative Case Management housing vouchers available
Description: Number of vouchers available to Veterans to provide permanent housing placement, case management, and supportive services to Veterans ineligible for VA healthcare and benefits.
Source: Housing and Support Services (HSS)

Indicator name: Collaborative Case Management housing vouchers utilized
Description: Number of vouchers issued to veterans to provide permanent housing placement, case management and supportive services to veteran ineligible for VA healthcare and benefits.
Source: Housing and Support Services (HSS)

Indicator name: Collaborative Case Management housing vouchers utilization rate (%)
Description: The percentage rate of the Collaborative Case Management (CCM) vouchers used that resulted in a successful connection for veterans to attain permanent housing placement, case management and supportive services who were inelgible for VA healthcare and benefits.
Source: Housing and Support Services (HSS)

Indicator name: Mental health referral requests
Description: The number of people who have requested a referral to mental health services.
Source: Veterans' Support Services (VSS)

Indicator name: Public engagement events attended by DVS to promote Veteran resources
Description: To publicly engage DVS resources to individuals, including Veterans and their families through public engagement events attended by DVS.
Source: Outreach

Indicator name: Veterans and their families who attended DVS public engagement events
Description: The number of Veterans and their family members who attended public outreach events. These events connect Veterans and their families with information, service navigation, referrals, and access to benefits, housing, employment, mental health, legal, and other supportive resources.
Source: Community Affairs—Outreach

Indicator name: Online site visits
Description: The number of online website visits, including requests for information or services, in thousands, made via NYC DVS Online via the City's website (www.nyc.gov/veterans).
Source: Communications/DVS Website

Indicator name: Social media impressions
Description: This metric is a combination of Facebook Reach, Instagram Reach, LinkedIn Impressions and Twitter Impressions. Facebook Reach counts estimated reach from the organic or paid distribution of your Facebook content, including posts, stories and ads. Facebook Reach also includes reach from other sources, such as tags, check-ins and Page or profile visits. Facebook Reach also includes reach from posts and stories that were boosted. Reach is only counted once if it occurs from both organic and paid distribution. Instagram Reach counts estimated reach from the organic or paid distribution of your Instagram content, including posts and stories that were boosted. Instagram Reach is only counted once if it occurs from both organic and paid distribution. LinkedIn Impressions counts the number of times each post is visible for at least 300 milliseconds with at least 50 percent in view on a (signed in) member's device screen or browser window. Twitter Impressions count the number of times the tweet had been viewed.
Source: Communications

Indicator name: Average newsletter subscribers
Description: The average numbers of newsletters subscribers
Source: Communications

Indicator name: Veterans and their families served by DVS
Description: The total number of Veterans and their family members served by DVS via VetConnectNYC.
Source: Veterans' Support Services (VSS)

Indicator name: Requests from Veterans and their families
Description: The total number of assistance requests received from Veterans and their families by DVS via VetConnectNYC.
Source: Veterans' Support Services (VSS)

Indicator name: Requests from Veterans and their families fulfilled (%)
Description: The percentage (%) of assistance requests that resulted in resolved connection to care, services or resources.
Source: Veterans' Support Services (VSS)

Indicator name: Indigent deceased Veterans assisted with burial benefits
Description: The number of indigent deceased Veterans who received burial benefit assistance through DVS's Final Honors Program. For eligible cases, DVS provides burial assistance to ensure unclaimed or abandoned New York City Veterans receive dignified military funerals with appropriate honors and submits reimbursement requests to New York State for qualifying funeral and burial expenses.
Source: Community Affairs—Burials

Indicator name: Food kits packed for distribution to Veterans and their families
Description: The number of food kits packed through DVS's partnership with HelloFresh for distribution to Veterans and their families
Source: Community Affairs—PSP

Infrastructure and Sustainability

Infrastructure and Sustainability

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Indicator name: Taste and odor complaints
Description: The total number of complaints received by the department from customers reporting taste and odor issues with their drinking water.
Source: Bureau of Water Supply, Water Quality Directorate

Indicator name: 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, Water Quality Directorate

Indicator name: In-City samples meeting water quality standards for coliform bacteria (%)
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, Water Quality Directorate

Indicator name: Water supply—Critical equipment out of service (%)
Description: The number of pieces of equipment throughout the City's watershed areas and other upstate conveyance structures that have been identified as critical to the operation and that are out of service as a percent of the overall number of pieces of equipment that have been identified as critical.
Source: Bureau of Water Supply, Operations Directorate

Indicator name: Deficiency reports as percent of security checks (%)
Description: The number of security checks that resulted in the issuance of a deficiency report. These reports include such things as the issuance of work orders to repair fences or keep gates locked.
Source: Bureau of Police and Security

Indicator name: Facility security checks
Description: The number of security checks conducted at DEP facilities by the DEP Police. Examples of facilities that are checked include shaft sites, lab buildings, offices and aqueducts.
Source: Bureau of Police and Security

Indicator name: Overall enforcement activity
Description: The number of summonses, arrests, Notices of Violation and Notices of Warning issued by the DEP Police in the areas containing the City's watershed and water conveyance infrastructure. This includes both penal law and Environmental Conservation Law citations.
Source: Bureau of Police and Security

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 complaints resolved—Confirmed (on City infrastructure)
Description: A sewer backup complaint is considered confirmed when, upon field investigation, it is determined to be associated with a part of DEP's sewer system. Indications of such failure include surcharging, temporary overtaxing, blockages, and collapses.
Source: Bureau of Water and Sewer Operations

Indicator name: Sewer backup complaints resolved—Unconfirmed (not on City infrastructure or unfounded)
Description: A sewer backup complaint is considered unconfirmed when, upon field investigation, it exhibits none of the factors that would indicate that there is or was a problem with a part of DEP's sewer system. In such situations, the condition can be associated with an internal condition, a problem with the private sewer connection, or may be otherwise unfounded.
Source: Bureau of Water and Sewer Operations

Indicator name: Sewer backup resolution time (hours:minutes)
Description: The average amount of time that DEP takes to resolve a sewer backup from the time the complaint is received. Resolution of a complaint can occur by clearing of a blockage or an inspection that reveals no backup or that the problem is on private infrastructure.
Source: Bureau of Water and Sewer Operations

Indicator name: Street segments with confirmed sewer backup in the last 12 months (% of total segments)
Description: The number of street segments in the City that had at least one confirmed sewer backup complaint during the last 12 months as a percent of the overall number of street segments in the City. A segment is the distance from one intersecting street to the next.
Source: Bureau of Water and Sewer Operations

Indicator name: Street segments with recurring confirmed sewer backups in the last 12 months (% of total segments)
Description: The number of street segments in the City that had more than one confirmed sewer backup complaint during the last 12 months as a percent of the overall number of street segments in the City. A segment is the distance from one intersecting street to the next.
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: Clogged catch basin resolution time (days)
Description: The average number of calendar 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: Catch basins inspected (% of target)
Description: The percent of planned inspections performed by DEP to identify those in need of cleaning, hooding and/or repair.
Source: Bureau of Water and Sewer Operations

Indicator name: Total catch basins cleaned
Description: The total number of catch basins cleaned; includes both programmed and complaint cleaning.
Source: Bureau of Water and Sewer Operations

Indicator name: Backlog of catch basin repairs (% of system)
Description: The number of catch basins with open repair work orders as a percent of the overall number of catch basins citywide.
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. A cave-in is described as the collapse of roadway surface in which the pavement has cracked and fallen into a deep empty space without a solid bottom beneath the street surface.
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: Water main breaks
Description: The number of water main breaks responded to by DEP.
Source: Bureau of Water and Sewer Operations

Indicator name: Water main breaks per 100 miles of main in the last 12 months
Description: The number of water main breaks per 100 miles of main during the last 12 months.
Source: Bureau of Water and Sewer Operations

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

Indicator name: Leak complaints received
Description: The total number of leak complaints received during the reporting period; includes complaints on both City and private infrastructure.
Source: Bureau of Water and Sewer Operations

Indicator name: Leak complaints received—City infrastructure
Description: The number of leak complaints received that were related to City infrastructure.
Source: Bureau of Water and Sewer Operations

Indicator name: Leak resolution time (days) (City infrastructure only)
Description: The average time in calendar days it took for City infrastructure related complaints to be resolved.
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. There are approximately 110,180 fire hydrants in the City.
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 calendar days it takes DEP to fix a high-priority broken or inoperative hydrant. High-priority repairs and replacements are designated by the New York City Fire Department.
Source: Bureau of Water and Sewer Operations

Indicator name: Lead service replacements completed
Description: Number of reported lead service line replacements made by DEP.
Source: BWSO

Indicator name: Water resource recovery facility effluent meeting State Pollutant Discharge Elimination Standards (%)
Description: The percent of treated wastewater leaving in-City treatment plants that meet State Pollutant Discharge Elimination Standards for suspended solids and biochemical oxygen demand.
Source: Bureau of Wastewater Treatment, Division of Facility Operations

Indicator name: WRRFs—Critical equipment out-of-service (% 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 of the City's 14 wastewater treatment plants establishes the minimum number which must be in service in order to treat the industry standard of two times dry weather flow. This indicator reports the total number of units by type that were below the required number at any time during the month as a percent of total critical equipment units (the aggregate of number and type).
Source: Bureau of Wastewater Treatment, Division of Facility Operations

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

Indicator name: Balance of accounts receivable delinquent more than 180 days ($000,000)
Description: The net value, in millions of dollars, of all charges due for water and sewer use that are delinquent for more than 180 days.
Source: Bureau of Customer Services

Indicator name: Accounts receivable delinquent more than 180 days
Description: The total number of accounts with charges due for water and sewer use that are delinquent for more than 180 days.
Source: Bureau of Customer Services

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 Services

Indicator name: Total revenue collected ($000,000)
Description: Total amount of money collected by DEP for water and sewer charges.
Source: Bureau of Customer Services

Indicator name: Total revenue as percent of target (%)
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: 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: Air quality complaints received
Description: The total number of air quality complaints received during the reporting period.
Source: Bureau of Environmental Compliance

Indicator name: Average days to close air quality complaints
Description: The average number of calendar 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

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

Indicator name: Average days to close noise complaints
Description: The average number of calendar 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: Noise complaints not requiring access to premises responded to within seven days (%)
Description: The percent of complaints concerning noise, not requiring scheduling with the complainant, responded to within seven days.
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: 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: 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: Hazardous materials complaints received
Description: The total number of hazardous materials complaints received during the reporting period. Some examples of hazardous materials complaints are Lithium ion batteries, chemical spills and carbon monoxide incidents.
Source: Bureau of Police and Security

Indicator name: Average time to respond to hazardous material complaints and make safe (days)
Description: The Average Time to respond to HazMat complaints (days) between receipt of a hazardous materials complaint to the time the condition is rendered safe and/or stable and no longer poses a risk to the public nor the environment.
Source: Bureau of Police and Security

Indicator name: Hazardous materials complaints responded to within three hours (%)
Description: The percent of complaints concerning hazardous materials responded to within three hours of receipt.
Source: Bureau of Police and Security

Indicator name: Right-to-Know inspections completed
Description: The total number of Right to Know inspections performed during the reporting period. The Community Right-to-Know Law (Local Law 26 of 1988), requires the City to effectively regulate the storage, use, and handling of hazardous substances. As part of the law, DEP oversees the use and storage of hazardous substances that pose a threat to public health and environment in New York City through its Right-to-Know (RTK) Program.The RTK Program manages the reporting and storage of hazardous substances by requiring businesses and facilities to annually file a Tier II report detailing the quantity, location, and chemical nature of every hazardous substance stored within their facilities throughout the five boroughs.
Source: Bureau of Police and Security

Indicator name: Green infrastructure assets implemented (CY)
Description: Cumulative number of green infrastructure practices implemented within combined sewer areas in NYC as part of the NYC Green Infrastructure Program as reported in the previous year's Green Infrastructure Annual Report. Practices include rain gardens, infiltration basins, porous pavements, subsurface storage systems, green roofs, and stormwater reuse systems.
Source: Bureau of Environmental Planning and Analysis

Indicator name: Green infrastructure greened acres managed (CY)
Description: Cumulative greened acres managed by green infrastructure implemented within combined sewer areas as part of NYC Green Infrastructure Program as reported in the previous year's Green Infrastructure Annual Report. A greened acre is defined as the equivalent of 1" of stormwater managed over 1 acre of impervious area.
Source: Bureau of Environmental Planning and Analysis

Indicator name: Green infrastructure combined sewer overflow reduction (CY) (MGY)
Description: Combined sewer overflow (CSO) reduced by green infrastructure implemented as part of NYC Green Infrastructure Program.
Source: Bureau of Environmental Planning & Analysis

Indicator name: Green infrastructure financial incentive projects completed on private property
Description: Green Infrastructure Financial Incentive projects completed on private property: DEP provides financial incentives covering up to 100% of costs for green infrastructure on private property. Tracking uptake of these programs measures both outreach effectiveness and the expansion of stormwater management capacity beyond City-owned land.
Source: Installations completed

Indicator name: Payout ($000)—Environmental Protection
Description: The judgment and claims amount, in thousands of dollars, paid by the City from the judgment and claims account in the City's General Fund to resolve cases against DPR through settlement or verdict. This includes both pre-litigation claims dispositions approved by the Comptroller, and, in cases where the Comptroller denies liability or is unable to reach a settlement with the claimant, settlements reached in court with the Law Department defending the City in most cases (H+H defends most of its own medical malpractice actions). Settlements are included in this figure once entered into the Comptroller's OASIS data system, which may take time after the settlement is reached due to various factors including the length of time it takes the plaintiff to submit settlement paperwork.
Source: Comptroller's OASIS system

Indicator name: Total violations issued
Description: The total number of violations issued for all DEP service areas.
Source: Office of Administrative Trials and Hearings, Environmental Control Board

Department of Environmental Protection

Indicator name: Violations admitted to or upheld at the Environmental Control Board (%)
Description: For all violations returnable to the Environmental Control Board (ECB), the number of violations where the respondent admitted to the violation without a hearing and paid the penalty, if applicable, or where the violation was upheld following an ECB hearing as a percent of all violations resolved.
Source: Office of Administrative Trials and Hearings, Environmental Control Board

Indicator name: Workplace injuries reported
Description: All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source: Organizational Development and Human Resources

Indicator name: E-mails responded to within 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Bureau of Customer Services

Indicator name: Letters responded to within 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Bureau of Customer Services and Commissioner's Office

Indicator name: Calls answered within 30 seconds (%)
Description: The percentage of calls answered by a call center representative in 30 seconds or less. Time begins after initial prerecorded message.
Source: Bureau of Customer Services

Indicator name: Average wait time to speak with a customer service agent (minutes:seconds)
Description: The average time in minutes 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: Bureau of Customer Services

Indicator name: Completed 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: Bureau of Customer Services

Indicator name: Visitors rating customer service at borough centers as good or better (%)
Description: The number of customers surveyed at DEP's five borough offices who rated their overall customer service experience as good or excellent as a percent of all customers who completed surveys.
Source: Bureau of Customer Services

Indicator name: CORE facility rating
Description: CORE facility rating: An average Customers Observing and Reporting Experiences (CORE) score based on the rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations

Indicator name: Sewer Maintenance—Catch Basin Clogged/Flooding—% of SRs Meeting Time to First Action (6 days)
Description: The percentage of service requests for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations

Indicator name: Sewer Maintenance—Sewer Backup—% of SRs Meeting Time to First Action (6 hours)
Description: The percentage of service requests for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations

Indicator name: Water Maintenance—Hydrant Running—% of SRs Meeting Time to First Action (2 days)
Description: The percentage of service requests for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations

Indicator name: Water Maintenance—Hydrant Running Full—% of SRs Meeting Time to First Action (1 day)
Description: The percentage of service requests for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations

Indicator name: Water Maintenance—Leak—% of SRs Meeting Time to First Action (16 hours)
Description: The percentage of service requests for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations

Indicator name: Bridges rated good or very good (%) (CY)
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. The new AASHTO inspection scale uses condition states CS1 (Very Good), CS2 (Good), CS3 (Fair), or CS4 (Poor) and eliminates the historical 1-7 NYSDOT bridge rating scale. NBI ratings are given for specific elements: substructure, superstructure and deck. A weighted average combination of these elements leads to the NBI-W score which informs the verbal rating (Poor/Fair/Good/Very Good). Note Bridges that not inspected by the State are inspected by the Division's inspection team with the exception of six NYC Parks Department structures, the East 63rd Street Pedestrian Bridge over the FDR Drive, and the East 71st Street Pedestrian Bridge over the FDR Drive. This is a change from the previous ratings system. Ratings used to be based on a scale from 1 to 7, and results had been 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: Bridges rated fair (%) (CY)
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. The new AASHTO inspection scale uses condition states CS1 (Very Good), CS2 (Good), CS3 (Fair), or CS4 (Poor) and eliminates the historical 1-7 NYSDOT bridge rating scale. NBI ratings are given for specific elements: substructure, superstructure and deck. A weighted average combination of these elements leads to the NBI-W score which informs the verbal rating (Poor/Fair/Good/Very Good). Note Bridges that not inspected by the State are inspected by the Division's inspection team with the exception of six NYC Parks Department structures, the East 63rd Street Pedestrian Bridge over the FDR Drive, and the East 71st Street Pedestrian Bridge over the FDR Drive. This is a change from the previous ratings system. Ratings used to be based on a scale from 1 to 7, and results had been 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: Bridges rated poor (%) (CY)
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. The new AASHTO inspection scale uses condition states CS1 (Very Good), CS2 (Good), CS3 (Fair), or CS4 (Poor) and eliminates the historical 1-7 NYSDOT bridge rating scale. NBI ratings are given for specific elements: substructure, superstructure and deck. A weighted average combination of these elements leads to the NBI-W score which informs the verbal rating (Poor/Fair/Good/Very Good). Note Bridges that not inspected by the State are inspected by the Division's inspection team with the exception of six NYC Parks Department structures, the East 63rd Street Pedestrian Bridge over the FDR Drive, and the East 71st Street Pedestrian Bridge over the FDR Drive. This is a change from the previous ratings

system. Ratings used to be based on a scale from 1 to 7, and results had been 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 flags eliminated
Description: New York State Department of Transportation (NYSDOT) bridge inspection procedures require that "Flags" be issued to report the existence of conditions that pose a clear and present danger, or conditions which, if left unattended for an extended period, would likely become a clear and present danger. A "Flag" is classified as either a Red Flag, Yellow Flag or Safety Flag.
Source: Division of Bridges

Indicator name: Safety bridge flags eliminated
Description: New York State Department of Transportation (NYSDOT) bridge inspection procedures require that "Flags" be issued to report the existence of conditions that pose a clear and present danger, or conditions which, if left unattended for an extended period, would likely become a clear and present danger. A "Flag" is classified as either a Red Flag, Yellow Flag or Safety Flag. Safety Flag is used to report a condition that presents a clear and present vehicular or pedestrian traffic hazard, but there is no danger of structural failure or collapse.
Source: Division of Bridges

Indicator name: Yellow bridge flags eliminated
Description: New York State Department of Transportation (NYSDOT) bridge inspection procedures require that "Flags" be issued to report the existence of conditions that pose a clear and present danger, or conditions which, if left unattended for an extended period, would likely become a clear and present danger. A "Flag" is classified as either a Red Flag, Yellow Flag or Safety Flag. Yellow Flag is used to report a potentially hazardous condition which, if left unattended beyond the next scheduled inspection, would likely become a clear and present danger. A Yellow Flag is also used to report the actual or imminent failure of a non-critical primary structural component, where its failure may diminish the reserve capacity or redundancy of the bridge but would not result in structural collapse or a clear and present danger.
Source: Division of Bridges

Indicator name: Red bridge flags eliminated
Description: New York State Department of Transportation (NYSDOT) bridge inspection procedures require that "Flags" be issued to report the existence of conditions that pose a clear and present danger, or conditions which, if left unattended for an extended period, would likely become a clear and present danger. A "Flag" is classified as either a Red Flag, Yellow Flag or Safety Flag. Red Flag is used to report the failure or potentially imminent failure of a critical primary structural component. Potentially imminent means that a failure is likely before the next scheduled inspection. The maximum time between bridge inspections is two years. Red Flags must be addressed within six weeks.
Source: Division of Bridges

Indicator name: Streets maintained with a pavement rating of good (%)
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. Note DOT changed its rating method to the pavement condition index (PCI), which is a numerical value that is calculated from a visual survey of pavement distress on a sample of the City's network. DOT surveys at least 50 percent of City streets each year. DOT's PCI is measured on a scale from 1 to 10, and many factors affect the value, including pavement age, traffic loads and available maintenance funding. Condition ratings are grouped in the following categories for each fiscal year:
• Good (%)—ratings greater than or equal to 6.7 to 10
• Fair (%)—ratings greater than or equal to 2.7 to less than 6.7
• Poor (%)—ratings less than 2.7
Source: Division of Roadway Repair & Maintenance—Resource Management Unit

Indicator name: Streets maintained with a pavement rating of fair (%)
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. Note DOT changed its rating method to the pavement condition index (PCI), which is a numerical value that is calculated from a visual survey of pavement distress on a sample of the City's network. DOT surveys at least 50 percent of City streets each year. DOT's PCI is measured on a scale from 1 to 10, and many factors affect the value, including pavement age, traffic loads and available maintenance funding. Condition ratings are grouped in the following categories for each fiscal year:
• Good (%)—ratings greater than or equal to 6.7 to 10
• Fair (%)—ratings greater than or equal to 2.7 to less than 6.7
• Poor (%)—ratings less than 2.7
Source: Division of Roadway Repair & Maintenance—Resource Management Unit

Indicator name: Streets maintained with a pavement rating of 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. Note DOT changed its rating method to the pavement condition index (PCI), which is a numerical value that is calculated from a visual survey of pavement distress on a sample of the City's network. DOT surveys at least 50 percent of City streets each year. DOT's PCI is measured on a scale from 1 to 10, and many factors affect the value, including pavement age, traffic loads and available maintenance funding. Condition ratings are grouped in the following categories for each fiscal year:
• Good (%)—ratings greater than or equal to 6.7 to 10
• Fair (%)—ratings greater than or equal to 2.7 to less than 6.7
• Poor (%)—ratings less than 2.7
Source: Division of Roadway Repair & Maintenance—Resource Management Unit

Indicator name: Average calendar days to close a pothole repair
Description: The number of calendar days to close an individual pothole service request submitted via NYC 311. Excludes pickups from work crews.
Source: Division of Roadway Repair & Maintenance—Resource Management 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, emails 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 Repair & Maintenance—Resource Management Unit

Indicator name: Potholes repaired on arterial highway system
Description: The number of potholes and other small street defects corrected on arterial streets. Note: these arterials are highways that DOT is responsible for.
Source: Division of Roadway Repair & Maintenance—Arterial Maintenance Unit

Indicator name: Potholes repaired on local streets only
Description: The number of potholes and other small street defects corrected on local streets.
Source: Division of Roadway Repair & Maintenance—Resource Management Unit

Indicator name: Lane miles resurfaced citywide by in-house staff
Description: The total length of roadway that was milled and resurfaced with new asphalt topping in each of the five boroughs and on arterial highways, measured in units 12 feet wide and one mile in length. Only includes work done by in-house staff.
Source: Division of Roadway Repair & Maintenance—Resource Management Unit

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 Repair & Maintenance—Resource Management Unit

Indicator name: Average in-house cost of asphalt per ton ($)
Description: Hamilton Avenue Asphalt Plant and Harper Street 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 Repair & 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 Repair & 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: Permit Management & Construction Control

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—HIQA

Indicator name: Permitted jobs passing inspection (%)
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: 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: Adopt-A-Highway adoption rate (%)
Description: The number of miles of the City's highway system for which maintenance is sponsored through the Adopt-A-Highway Program divided by 362, the total number of adoptable highway miles.
Source: Division of Roadway Repair & Maintenance—Arterial Maintenance Unit

Indicator name: Adopted highway miles that receive a service rating of good (%)
Description: The number of adopted highway miles that were inspected by DOT and assigned a service rating of good divided by the total number of inspected miles. Service tasks include litter removal, mechanical sweeping and beautification and can vary by segment. DOT sets both the service (task) for the adopted segment and the level of service (i.e., frequency) to be provided by the contractor.
Source: Division of Roadway Repair & Maintenance—Arterial Maintenance Unit

Indicator name: Parking meters that are operable (%)
Description: The number of muni-meters that are functioning divided by the total number of muni-meters. A meter's operability is determined electronically or by inspection.
Source: Division of Traffic Operations—Parking Operations

Indicator name: Total violations issued
Description: Total number of violations issued for all DOT service areas.
Source: Division of Sidewalks and Inspection Management—HIQA

Indicator name: Average time to respond to high priority traffic signal defect and make safe (2-hour calls) (hours:minutes)
Description: The average number of hours it takes DOT contractors to repair and restore signal operation for defects requiring a two-hour response time. 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 Engineering and Street Lighting

Indicator name: Average business days to repair priority regulatory signs after notification
Description: The average number of business 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 Transportation Planning and Management—Traffic Control and Engineering

Indicator name: Average calendar days to repair street lights by DOT
Description: The average number of calendar days it takes DOT to repair streetlights.
Source: Division of Traffic Operations—Street Lighting Unit

Indicator name: Average calendar days to repair street lights by ConEd
Description: The average number of calendar days it takes Con Edison to repair streetlights, for cases where repairs to Con Edison equipment is required to restore electricity.
Source: Division of Traffic Operations—Street Lighting Unit

Indicator name: Total traffic fatalities
Description: The total number of pedestrian, traditional bicyclist, electric bicyclist, and motor vehicle occupant deaths resulting from traffic crashes. Data reflects crash-related fatalities during the reporting period. Data is typically collected 30 days after the close of the reporting period.
Source: Division of Transportation Planning & Management—Research, Implementation & Safety/Chief of Transportation—New York City Police Department

Indicator name: Traffic fatalities—Pedestrians
Description: The total number of pedestrians killed as a result of traffic crashes in the reporting period.
Source: DOT

Indicator name: Traffic fatalities—Traditional bicyclists
Description: The total number of traditional bicyclist operators killed as a result of traffic crashes in the reporting period.
Source: DOT

Indicator name: Traffic fatalities—Motorized two-wheel vehicles
Description: The number of motorize two-wheel vehicle operators killed as a result of traffic crashes in the reporting period.
Source: DOT

Indicator name: Traffic fatalities—Motor vehicle occupants
Description: The number of motor vehicle occupants killed as a result of traffic crashes in the reporting period.
Source: DOT

Indicator name: Injury crashes
Description: The total number of traffic crashes that resulted in injury, including those on highways and bridges. Data is entered by NYPD staff into AIS (Accident Information System) and forwarded to NYCDOT's Data Warehouse.
Source: Division of Transportation Planning and Management—Office of Research, Implementation, and Safety

Indicator name: Staten Island Ferry customer accident injury rate (per million passengers)
Description: The number of ferry passengers, per one million passengers, that reported an injury and requested professional medical treatment.
Source: Division of the Staten Island Ferry

Indicator name: Speed humps and cushions installed
Description: The number of new speed reducers installed. Speed reducers(which include speed humps and speed cushions) are traffic calming devices designed to slow vehicle speeds to either 15 or 20 mph. Speed humps are located mostly on residential streets.
Source: Division of Transportation Planning and Management—Office of Research, Implementation, and Safety

Indicator name: Pavement safety markings installed (000,000 linear feet)
Description: The number of new and replacement roadway safety markings installed (4" width) measured in million linear feet (MLF). Safety markings are durable and reflective material applied to pavement to guide and inform all street/highway users—including people walking, bicycling, and operating motor vehicles. Markings designate lane positioning, convey regulation, reinforce signing, and delineate conflict points.
Source: Division of Transportation Planning and Management—Highway Design & Construction

Indicator name: Street Ambassador deployments completed
Description: Outreach deployments completed by Street Ambassadors; activities include various forms of engagement, including both in-person and through virtual outreach platforms.
Source: Division of Transportation Planning & Management—Office of Bicycle and Pedestrian Programs

Indicator name: Leading Pedestrian Intervals installed
Description: The number of Leading Pedestrian Intervals (LPIs) installed. LPIs allow pedestrians a "head start" of several seconds on the walk signal before parallel vehicular traffic receives a green light, which enhances pedestrian visibility to turning drivers.
Source: Division of Traffic Operations—Signal Engineering Unit

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

Indicator name: Staten Island Ferry weekday peak hour trips that are on time (%)
Description: The percent of Staten Island Ferry weekday peak hour trips completed on schedule. Peak hours are non-holiday weekday departures from Staten Island between 6:00 and 9:00 AM and between 5:30 and 7:30 PM and, from Manhattan, between 6:30 and 9:30 AM and between 4:00 and 8:00 PM.
Source: Division of Ferries—Staten Island Ferry

Indicator name: Staten Island Ferry ridership (000)
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 per trip ($)
Description: Total Staten Island Ferry operating expenses, including labor, materials and equipment, divided by the total number of passengers carried.
Source: Division of Ferries—Staten Island Ferry

Indicator name: Private ferry service ridership (000)
Description: The total ridership of commuters traveling on private ferries as reported to DOT by the individual companies: Hornblower (operator of NYC Ferry), Billybey, New York Waterway, New York Water Taxi, Seastreak and Liberty Landing.
Source: Ferry Operations —Private Ferries Program

Indicator name: Private ferry service routes
Description: The average number of permanent private ferry routes operating from Monday through Friday. The private ferry operators are Hornblower (operator of NYC Ferry), Billybey, New York Waterway, New York Water Taxi, Seastreak and Liberty Landing.
Source: Ferry Operations —Private Ferries Program

Indicator name: Citi Bike annual membership
Description: Total count of Citi Bike annual memberships activated, including renewals.
Source: Division of Transportation Planning and Managment— Bike Share Program

Indicator name: Citi Bike trips (000)
Description: Total count of Citi Bike trips by all users (annual and short-term members).
Source: Division of Transportation Planning and Managment— Bike Share Program

Indicator name: Citi bike trips—Classic bicycles
Description: Subset of "Citi Bike Trips." Total count of Citi Bike trips by all users using classic bikes
Source: Executive Division—Bike Share Unit

Indicator name: Citi bike trips—Pedal-assist bicycles
Description: Subset of "Citi Biki trips." Total count of Citi Bike trips by all users using pedal-assist bikes
Source: Executive Division—Bike Share Unit

Indicator name: Annual cost for Citi Bike membership
Description: Price for annual Citi Bike membership, includes unlimited 45-minute rides on classic bikes, reduced ebike prices, and free unlocks.
Source: Executive Division—Bike Share Unit

Indicator name: NYC adults who bike regularly (CY)
Description: The number of NYC adult residents who bike at least several times a month as reported in the NYC Community Health Survey.
Source: DOHMH Bureau of Epidemiology Services/DOT Division of Transportation Planning and Management—Bicycle Program

Indicator name: Bicycle lane miles installed
Description: The number of bicycle lane miles (Class I protected paths, II on-street lanes, and III shared lanes) installed during the reporting period. Bike lanes are considered complete when the following areas are installed: safety critical pavement markings (e.g., green coloration, crosswalk/intersection markings), relevant concrete or sidewalk work (e.g., bike ramps, sidewalk stamps), regulatory signage, and safety critical traffic signal work.
Source: Division of Transportation Planning and Managment— Bicycle Program

Indicator name: Bicycle lane miles installed—Protected
Description: Subset of 'Bicycle lane miles—total'. The number of Class I protected bicycle paths in lane miles installed during the fiscal year. A Class I bicycle path is a facility intended for the use of bicycles that is physically separated from motorized vehicle traffic by an open space, vertical delineation, or barrier and either within the roadway or within an independent right-of-way.

Protected bike lanes are considered complete when the following five areas are installed: protective elements for protected lanes (e.g., delineators, jersey barriers), safety critical pavement markings (e.g., green coloration, crosswalk/intersection markings), relevant concrete or sidewalk work (e.g., bike ramps, sidewalk stamps), regulatory signage, and safety critical traffic signal work.
Source: Division of Transportation Planning and Management—Bicycle Program

Indicator name: Bike parking spaces added
Description: The total number of bicycle parking spaces added each year. Bicycle parking spaces count total bicycle capacity of bicycle racks and sleds.
Source: Division of Transportation Planning and Management—Street Furniture Unit

Indicator name: Bus lane miles installed
Description: Miles of "bus only" lanes installed; in coordination with MTA installations in order to improve bus speeds and reliability.
Source: Division of Transportation Planning & Management—Transit Development

Indicator name: Average vehicular travel speed in the 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), excluding all major US holidays. The CBD covers the entire area south of 60th Street.
Source: Division of Planning and Sustainability—Congestion Mitigation

Department of Transportation

Indicator name: Electric vehicles charging stations installed
Description: The number of publicly accessible electric vehicles charging stations installed by DOT across the five boroughs.
Source: Executive Division—Policy Unit

Indicator name: Intersections with accessible pedestrian signals installed (CY)
Description: The number of intersections with accessible pedestrian signals (APS) installed in the previous calendar year. APS are devices affixed to pedestrian signal poles to assist blind or low vision pedestrians in crossing the street. APS are wired to a pedestrian signal and send audible and vibrotactile indications when pedestrians push a button installed at the crosswalk. Note: per court order mandating total number of intersections installed with APS by end of calendar year 2031, targets for this indicator are for calendar years.
Source: Division of Traffic Operations—Signal Engineering Unit

Indicator name: Existing corners upgraded (cumulative)
Description: The number of crossing points (corners) that have been upgraded, facilitating access by persons with disabilities.
Source: Division of Roadway Repair & Maintenance—Resource Management Unit

Indicator name: New corners installed (cumulative)
Description: The number of new crossing points (corners) installed, facilitating access by persons with disabilities.
Source: Division of Roadway Repair and Maintenance—Resource Management Unit

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 May 2007 baseline.
Source: Division of Transportation Planning and Management—Pedestrian Projects Group

Indicator name: Pedestrian space installed (square feet)
Description: The number of total square feet of pedestrian space installed. Pedestrian space includes plazas, neckdowns (curb extensions), sidewalks, safety islands, ramps, and crosswalks.
Source: Division of Transportation Planning and Management—Public Space Unit

Indicator name: WalkNYC Wayfinding elements installed
Description: The total number of WalkNYC Wayfinding elements added each year. The element count includes map-based signs, map-based signs with bus arrival time information, fingerpost pointers, wall mounted maps, Bike Share Kiosks, and subway station Neighborhood maps
Source: Division of Transportation Planning and Management—WalkNYC Wayfinding Program

Indicator name: Cases commenced against the City in State and federal court—Transportation
Description: The number of state court and federal court matters assigned a litigation start date. In cases with payout, it will be paid from the judgment and claims account in the City's General Fund.
Source: Law Department Matter Management System (Tort, Special Federal Litigation, General Litigation and Labor and Employment Divisions)

Indicator name: Payout ($000)—Transportation
Description: The judgment and claims amount, in thousands of dollars, paid by the City from the judgment and claims account in the City's General Fund to resolve cases against DOT through settlement or verdict. This includes both pre-litigation claims dispositions approved by the Comptroller, and, in cases where the Comptroller denies liability or is unable to reach a settlement with the claimant, settlements reached in court with the Law Department defending the City in most cases (H+H defends most of its own medical malpractice actions). Settlements are included in this figure once entered into the Comptroller's OASIS data system, which may take time after the settlement is reached due to various factors including the length of time it takes the plaintiff to submit settlement paperwork.
Source: Comptroller's OASIS system

Indicator name: Workplace injuries reported
Description: All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source: Occupational Safety and Health Office (HR & Facilities)

Indicator name: Average time to process a permit application for customers (calendar days)
Description: Average time to issue an approved permit from the time the customer applies using NYCStreets.
Source: Permit Management & Construction Control

Indicator name: E-mails responded to within 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Office of the Commissioner—Customer Service Unit

Indicator name: Letters responded to within 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Office of the Commissioner—Customer Service Unit

Indicator name: Calls answered within 30 seconds (%)
Description: The percentage of calls answered by a call center representative in 30 seconds or less. Time begins after initial prerecorded message.
Source: Authorized Parking & Permits

Indicator name: Requests for language interpretations and translations received
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: Office of the Commissioner—Language Access Unit

Indicator name: CORE facility rating
Description: CORE facility rating: An average Customers Observing and Reporting Experiences (CORE) score based on the rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations—SCOUT

Indicator name: Street Condition—Pothole—% Meeting Time to Close (30 days)
Description: The percentage of service requests for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations/Citywide Performance Reporting

Indicator name: Street Light Condition—Street Light Out—% Meeting Time to Close (10 days)
Description: The percentage of service requests for which the agency met its planned time of action to provide the service.
Source: DOT/Street Lighting

Indicator name: Traffic Signal Condition—Controller—% Meeting Time to Close (0.1 days)
Description: The percentage of service requests for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations/Citywide Performance Reporting

Indicator name: Street Condition—Failed Street Repair—% Meeting Time to Close (10 days)
Description: The percentage of service requests for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations/Citywide Performance Reporting

Indicator name: Broken Parking Meter—No Receipt—% Meeting Time to Close (21 days)
Description: The percentage of service requests for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations/Citywide Performance Reporting

Department of Buildings

Indicator name: Jobs filed—All applications (DOB NOW)
Description: The number of applications filed in DOB NOW, inclusive of new building, major renovation, minor renovation, full demolition, electrical, elevator, subdivision, letter of no objection, crane notification and prototype, and limited alteration.
Source: DOB NOW

Indicator name: Jobs filed—All applications (BIS)
Description: The number of applications filed in BIS, categorized by job scope: new building, major renovation (Alteration I), minor renovation (Alterations II and III), demolition, subdivision condominium, and subdivision improvement.
Source: BIS mainframe database

Indicator name: Work permits issued—Initial (DOB NOW)
Description: The number of initial work permits issued through DOB NOW.
Source: DOB NOW

Indicator name: Work permits issued—Renewals (DOB NOW)
Description: The number of renewal work permits issued through DOB NOW.
Source: DOB NOW

Indicator name: Work permits issued—Initial (BIS)
Description: The number of initial work permits issued through BIS.
Source: BIS mainframe database

Indicator name: Work permits issued—Renewals (BIS)
Description: The number of renewal work permits issued through BIS.
Source: BIS mainframe database

Indicator name: Average customer in-person transaction time (minutes)
Description: The average time to complete a transaction at the agency's borough offices and those specialized units that have Qmatic measured from the time a ticket is called to the time the customer has completed the transaction(s). Typical transactions include filing a job, pulling a permit and obtaining a certificate of occupancy.
Source: BIS mainframe database maintained by DOB

Indicator name: Average wait time to speak with a customer service agent (minutes)
Description: The average wait time for a customer to be served at the agency's borough offices and those specialized units that have Qmatic measured from the time a ticket is issued to the time the customer is first helped by a Department representative.
Source: Qmatic

Indicator name: Certificates of occupancy issued (permanent and initial temporary)
Description: The total number of initial temporary Certificates of Occupancy issued plus the number of final Certificates of Occupancy issued during the reporting period.
Source: Certificate of Occupancy Document Database (CODD) and DOB NOW, maintained by DOB

Indicator name: First plan reviews completed—All applications (DOB NOW)
Description: The number of initial building applications that moved to either J status (disapproved) or P status (approved) during the reporting period. Excluded are those jobs that were administratively closed before they reached review.
Source: DOB NOW

Indicator name: First plan reviews completed—Initial applications (BIS)
Description: The number of initial building applications that moved to either J status (disapproved) or P status (approved) during the reporting period. Excluded are those jobs that were administratively closed before they reached review.
Source: BIS mainframe database

Indicator name: Average days to complete first plan review—All applications (DOB NOW)
Description: For plan reviews of applications completed in DOB NOW, the average number of business days for jobs to go from status of application processed - completed to either disapproved status or approved status during first review.
Source: DOB NOW

Indicator name: Average days to complete first plan review—New Buildings—All applications (DOB NOW)
Description: For plan reviews of new building applications completed in DOB NOW, the average number of business days for jobs to go from status of application processed - completed to either disapproved status or approved status during first review.
Source: DOB NOW

Indicator name: Average days to complete first plan review—Major Renovations (Alteration CO)—All applications (DOB NOW)
Description: For plan reviews of initial major renovation applications completed in DOB NOW, the average number of business days for jobs to go from status of application processed - completed to either disapproved status or approved status dring first review
Source: DOB NOW

Indicator name: Average days to complete first plan review—Minor Renovations (Alteration)—All applications (DOB NOW)
Description: For plan reviews of initial minor renovation applications completed in DOB NOW, the average number of business days for jobs to go from status of application processed - completed to either disapproved status or approved status during first review.
Source: DOB NOW

Indicator name: Average days to complete first plan review—Major Renovations (Alteration I)—Initial applications (BIS)
Description: For plan reviews of initial major renovation applications completed, the average number of business days for applications to go from D status (application processed - completed) to either J status (disapproved) or P status (approved).
Source: BIS mainframe database

Indicator name: Average days to complete first plan review—Minor Renovations—Initial applications (BIS)
Description: For plan reviews of initial minor renovation applications completed, the average number of business days for applications to go from D status (application processed - completed) to either J status (disapproved) or P status (approved).
Source: BIS mainframe database

Indicator name: Average days from filing to approval—All applications (DOB NOW)
Description: Averaged count of business days (or fraction thereof) from filing date to first approval date (total time with the agency and the applicant).
Source: DOB NOW

Indicator name: Resubmission plan reviews completed—All applications (DOB NOW)
Description: The number of reviews of resubmitted DOB NOW applications in disapproved status.
Source: DOB NOW

Indicator name: Resubmission plan reviews completed—All applications (BIS)
Description: The number of reviews of resubmitted applications in J status (disapproved).
Source: BIS mainframe database

Indicator name: Jobs professionally certified
Description: The number of 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 but are subject to random audit as well as other DOB reviews.
Source: DOB NOW and BIS

Indicator name: Jobs professionally certified that were audited (pre-approval)
Description: The number of professionally certified applications filed that were audited prior to approval.
Source: DOB NOW and BIS

Indicator name: Jobs professionally certified that were audited (post-approval) (%)
Description: The percent of professionally certified jobs (building applications) that were audited by DOB staff after approval and/or permit issuance.
Source: DOB NOW and BIS

Indicator name: Of eligible audited jobs (post-approval), the percent of audits that failed (%)
Description: The percent of professionally certified jobs (building applications) that were audited by DOB staff after approval and/or permit issuance and for which objections pertaining to substantive issues of zoning, life safety and/or accessibility resulted in the issuance of a revocation notice.
Source: BIS mainframe database maintained by DOB and DOB NOW

Indicator name: Average days between construction inspection request and inspection
Description: The average number of business days between the receipt of a request for a construction inspection and the first available date that an inspector can visit a job site.
Source: DOB NOW

Indicator name: Average days between electrical inspection request and inspection
Description: Appointment wait time is the average number of business days between the receipt of a request for an electrical inspection and the first available date that an inspector can visit a job site.
Source: DOB NOW

Indicator name: Average days between plumbing inspection request and inspection
Description: Appointment wait time is the average number of business days between the receipt of a request for a plumbing inspection and the first available date that an inspector can visit a job site.
Source: DOB NOW

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

Indicator name: 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, inadequate sidewalk shed, and construction contrary to approved plans/permits, among others.
Source: BIS mainframe maintained by DOB

Indicator name: Priority A (emergency) 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 accidents (construction and non-construction related), fumes/smoke from a boiler, unsafe demolition and vibrating/shaking building, among others. Excluded are those complaints that were administratively closed.
Source: BIS mainframe maintained by DOB

Indicator name: Priority B (nonemergency) 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, inadequate sidewalk shed, and construction contrary to approved plans/permits, among others. Excluded are those complaints that were administratively closed.
Source: BIS mainframe maintained by DOB

Indicator name: Average time to respond to Priority A (emergency) complaints (days)
Description: The average number of work 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 accidents (construction and non-construction related), accidents, fumes/smoke from a boiler, unsafe demolition and vibrating/shaking building, among others.
Source: BIS mainframe maintained by DOB

Indicator name: Average time to respond to Priority B (nonemergency) complaints (days)
Description: 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 space, excessive debris, failure to erect a sidewalk shed or an inadequate sidewalk shed, and construction contrary to approved plans/permits, among others.
Source: BIS mainframe maintained by DOB

Indicator name: Residential illegal conversion complaints where access was obtained (%)
Description: The percent of residential illegal conversion complaints where access was gained and an inspection was completed during the reporting period.
Source: BIS mainframe maintained by DOB

Indicator name: Residential illegal conversion complaints where access was obtained and violations were written (%)
Description: The number of residential illegal conversion complaints that resulted in a violation being written as a percent of those complaints where the Department was able to gain access to the complaint location.
Source: BIS mainframe maintained by DOB

Indicator name: Work without a permit complaints where access was obtained and violations were written (%)
Description: The number of Priority B work without a permit complaints that resulted in a violation being written as a percent of those complaints where the Department was able to gain access to the complaint location.
Source: BIS mainframe maintained by DOB

Indicator name: All inspections completed
Description: The number of inspections completed agency-wide.
Source: DOB NOW and BIS

Department of Buildings

Indicator name: All development inspections completed
Description: The number of development inspections completed agency-wide.
Source: DOB NOW and BIS

Indicator name: All enforcement inspections completed
Description: The number of enforcement inspections completed agency-wide.
Source: DOB NOW and BIS

Indicator name: Enforcement inspections resulting in violations (%)
Description: The total number of enforcement inspections performed that resulted in the issuance of at least one violation divided by the total number of enforcement inspections performed.
Source: DOB NOW and BIS

Indicator name: DOB violations issued
Description: Violations issued by DOB that are a notice that a property is not in compliance with a provision of applicable law and includes an order from the Commissioner to correct the violating condition. This includes administrative violations issued for the non-submittal of required documentation, such as a property owner failing to submit evidence that required inspections were completed.
Source: BIS mainframe database maintained by DOB

Indicator name: Office of Administrative Trials and Hearings violations issued
Description: The total number of violations issued by DOB that fall under the jurisdiction of the Environmental Control Board. Initially reported data for the Preliminary Mayor's Management Report (PMMR) and annual Mayor's Management Report (MMR) is typically incomplete due to data entry backlog and routinely updated in subsequent releases of the MMR.
Source: AIMS database/Environmental Control Board

Indicator name: Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)
Description: For all violations returnable to OATH, the number of violations where the respondent admitted to the violation and paid the penalty without a hearing or where the violation was upheld following a hearing as a percent of all violations resolved.
Source: AIMS database/Environmental Control Board

Indicator name: Stop work orders issued
Description: The number of full and partial stop work orders issued.
Source: BIS mainframe database

Indicator name: Stop work orders rescinded
Description: The number of full and partial stop work orders rescinded.
Source: BIS mainframe database

Indicator name: Construction-related incidents
Description: The total number of events on a construction site (with or without a work permit) that DOB responded to within the reporting period. An event or incident includes accidents and anything other than a scheduled inspection.
Source: Incident database maintained by the FDC of Development & Tech Affairs Unit

Indicator name: Construction-related incidents with injury
Description: An accident is an incident caused by construction activity on a construction site, or on an adjoining site, which results in a fatality or injury requiring medical attention.
Source: Incident database maintained by the FDC of Development & Tech Affairs Unit

Indicator name: Construction-related injuries
Description: The total number of persons injured (fatalities and non-fatalities) as a result of construction activity. This includes injuries occurring at a construction site or related to an incident at a construction site.
Source: Incident database maintained by the FDC of Development & Tech Affairs Unit

Indicator name: Construction-related fatalities
Description: The total number of fatalities that occurred on a construction site, or was related to an incident at a construction site, that was a result of construction activity.
Source: Incident database maintained by the FDC of Development & Tech Affairs Unit

Indicator name: Workplace injuries reported
Description: All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not time was lost.
Source: Human Capital

Indicator name: Letters responded to within 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Intranet Quorum

Indicator name: E-mails responded to within 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Intranet Quorum

Indicator name: Calls answered within 30 seconds (%)
Description: The percentage of calls answered by a call center representative in 30 seconds or less. Time begins after initial prerecorded message.
Source: Automatic Call Distribution (ACD) system

Indicator name: CORE facility rating
Description: CORE facility rating: An average Customers Observing and Reporting Experiences (CORE) score based on the rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations - SCOUT

Indicator name: Completed 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: Borough and Unit Liaisons

Indicator name: Percent meeting time to first action—Elevator—Defective/Not Working (40 days)
Description: The percent of service requests for which the agency met its planned time of action to provide the service.
Source: BIS mainframe maintained by DOB

Indicator name: Percent meeting time to first action—Work Contrary/Beyond Approved Plans/Permits (40 days)
Description: The percent of service requests for which the agency met its planned time of action to provide the service.
Source: BIS mainframe maintained by DOB

Indicator name: Percent meeting time to first action—Failure to Maintain (40 days)
Description: The percent of service requests for which the agency met its planned time of action to provide the service.
Source: BIS mainframe maintained by DOB

Indicator name: Percent meeting time to first action—Illegal Conversion of Residential Building/Space (40 days)
Description: The percent of service requests for which the agency met its planned time of action to provide the service.
Source: BIS mainframe maintained by DOB

Indicator name: Percent meeting time to first action—Work Without Permit (40 days)
Description: The percent of service requests for which the agency met its planned time of action to provide the service.
Source: BIS mainframe maintained by DOB

Department of Design and Construction

Indicator name: Front-End Planning phase completed
Description: The total number of projects, agency wide, that completed the Front End Planning (FEP) phase in the current reporting period.
Source: Front End Planning Unit

Indicator name: Designs completed—Total
Description: The total number of infrastructure and public building design projects for which design was completed during the reporting period and the number in each reporting category. For Design Build projects, the reported design completion date is either: the date of the actual final design submission; or, the date that precedes early work activities on site, whichever activity occurs first.
Source: DDC's Project Management Information System

Indicator name: Construction completed—Total
Description: The total number of construction projects 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 Management Information System

Indicator name: Roadway 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. DDC is responsible for the implementation of capital projects on behalf of client agencies, such as the Department of Transportation.
Source: DDC's Project Management Information System

Indicator name: Sewers (new and replaced) (miles)
Description: Total length of sewer newly installed or replaced during the reporting period. DDC is responsible for the implementation of capital projects on behalf of client agencies, such as the Department of Environmental Protection.
Source: DDC's Project Management Information System

Indicator name: Water mains (new and replaced) (miles)
Description: Total length of water mains newly installed or replaced during the reporting period. DDC is responsible for the implementation of capital projects on behalf of client agencies, such as the Department of Environmental Protection.
Source: DDC's Project Management Information System

Indicator name: Rain gardens installed
Description: Number of rain gardens completed. Rain gardens are planted areas in the sidewalk that are designed to collect and manage stormwater. DDC is responsible for the implementation of capital projects on behalf of client agencies, such as the Department of Environmental Protection.
Source: DDC Project Management Information System

Indicator name: Infiltration basins installed
Description: Number of infiltration basins completed. Infiltration basins are designed to store rain water beneath a surface that closely mimics its surroundings, like grass or concrete. DDC is responsible for the implementation of capital projects on behalf of client agencies, such as the Department of Environmental Protection.
Source: DDC Project Management Information System

Indicator name: Porous pavements installed (square feet)
Description: Total square feet of porous pavement installed. Porous pavement is special roadway paving that is designed to collect and manage stormwater that runs off the streets and sidewalks when it rains. DDC is responsible for the implementation of capital projects on behalf of client agencies, such as the Department of Environmental Protection.
Source: DDC Project Management Information System

Indicator name: Pedestrian ramp corners installed
Description: Number of pedestrian ramp corners completed to achieve compliance with federal Americans with Disabilities Act (ADA) guidelines by making pedestrian ramps easier to identify. DDC is responsible for the implementation of capital projects on behalf of client agencies, such as the Department of Transportation.
Source: DDC Project Management Information System

Indicator name: Coastal protection constructed (linear feet)
Description: Total linear feet of coastal protection constructed to prevent the effects of storm surge and sea level rise. DDC is responsible for the implementation of capital projects on behalf of client agencies, such as the Department of Environmental Protection.
Source: DDC Project Management Information System

Indicator name: Completed designs early/on time (%)
Description: Of the projects for which design was completed during the reporting period, the percentage that were completed ahead of schedule or no more than 30 days behind the baseline schedule, exclusive of programmatic scope changes and delays outside of DDC control.
Source: Infrastructure and Public Buildings

Indicator name: Completed designs early/on time—Infrastructure (%)
Description: Of the infrastructure projects for which design was completed during the reporting period, the percentage that were completed ahead of schedule or no more than 30 days behind the baseline schedule, exclusive of programmatic scope changes and delays outside of DDC control.
Source: Infrastructure

Indicator name: Completed designs early/on time—Public buildings (%)
Description: Of the public building projects for which design was completed during the reporting period, the percentage that were completed ahead of schedule or no more than 30 days behind the baseline schedule, exclusive of programmatic scope changes and delays outside of DDC control.
Source: Public Buildings

Indicator name: Active designs—Early/on time (%)
Description: The percentage of active design projects for which the expected date of completion is earlier than or within 30 days of the baseline schedule, exclusive of programmatic scope changes and delays outside of DDC control. 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 & Public Buildings

Indicator name: Completed construction early/on time (%)
Description: The percentage of all construction projects completed ahead of schedule or no more than 30 days behind the baseline schedule, exclusive of programmatic scope changes and delays outside of DDC control. Additions/adjustments to the design that was agreed on prior to construction start and funding issues caused by such adjustments constitute a programmatic scope change. On larger infrastructure projects (roadway/sewer/water main), delays caused by significant utility interference that are completely out of the agency's control constitute a programmatic scope change.
Source: Infrastructure and Public Buildings

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

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

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

Indicator name: Construction cost variance (%)
Description: Construction cost variance refers to the percentage by which the estimate at completion exceeds the original construction contract amount. The reported indicator is the median value of the cost variances (%) for the construction contracts that are substantially completed during the last quarter of the prior fiscal year through the third quarter of the current fiscal year. E.g. the reported Fiscal 2025 value refers to contracts substantially completed in fourth quarter Fiscal 2024 (April–June 2024) through third quarter Fiscal 2025 (January–March 2025). Original construction contract value refers to the construction contractor award amount for the competitive sealed bid contracts. Estimate at completion refers to estimated construction cost at substantial completion, which includes the contract and all change orders. Substantial completion is the point at which nearly all the work required by the contract is complete and a list of outstanding tasks (referred to as a punch list) is developed and provided to the contractor. These items must be completed in order for a project to be considered fully complete. For Design-Build contracts, this includes both design and construction costs.
Source: Public Buildings, Infrastructure & Agency Chief Contracting Officer

Indicator name: Construction-related accidents
Description: On DDC-managed construction sites, the total number of work-related events which resulted in a fatality or injury requiring medical attention beyond first aid. This includes events occurring at a construction site or related to an event at a construction site.
Source: Accident/Incident database maintained by DDC Safety and Site Support

Indicator name: Construction-related injuries
Description: On DDC-managed construction sites, the total number of persons injured (required medical attention beyond first aid or suffered a fatality) as a result of a work-related event. This includes events occurring at a construction site or related to an event at a construction site.
Source: Accident/Incident database maintained by DDC Safety and Site Support

Indicator name: Construction-related fatalities
Description: On DDC-managed construction sites, the total number of fatalities resulting from a work-related event. This includes events occurring at a construction site or related to an event at a construction site.
Source: Accident/Incident database maintained by DDC Safety and Site Support

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

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

Indicator name: Post-construction satisfaction surveys—Surveys returned
Description: The total number of completed post-construction satisfaction surveys returned to DDC.
Source: Policy Analysis/Client Survey database

Indicator name: Post-construction satisfaction surveys—Respondents rating a completed project as adequate or better (%)
Description: The percentage of completed surveys returned with an overall satisfactory rating.
Source: Policy Analysis/Client Survey database

Indicator name: E-mails responded to within 14 days (%)
Description: The percentage of e-mails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: DDC's correspondence tracking database

Indicator name: Letters responded to within 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: DDC's correspondence tracking database

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New York City Economic Development Corporation p 289

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Indicator name: Citywide proposals and studies advanced
Description: The number of citywide proposals and studies updated publicly to promote an equitable, prosperous, sustainable city, anchored by affordable housing, economic opportunities, and other neighborhood investments, in the form of written reports, certified applications for zoning map or text amendments, website postings, and/or public presentations of recommended actions.
Source: Economic Development and Regional Planning, and Housing Divisions

Indicator name: Homes projected through land use actions reviewed by the City Planning Commission
Description: The number of homes that could be built based on approved land use actions at the City Planning Commission. An approved land use action changes the existing rules and regulations for how land is zoned and used. Types of land uses include residential, commercial, industrial, and parks.
Source: Land Use Review and Planning Support Divisions—Zoning Application Portal

Indicator name: Affordable homes projected through land use actions reviewed by the City Planning Commission
Description: The number of affordable homes that could be built based on approved land use actions at the City Planning Commission. A home is considered "affordable" if a family spends approximately one third or less of its income to live there. An approved land use action changes the existing rules and regulations for how land is zoned and used. Types of land uses include residential, commercial, industrial, and parks.
Source: Land Use Review and Planning Support Divisions—Zoning Application Portal

Indicator name: Homes approved by the City Planning Commission
Description: The number of homes proposed through private and public land use applications that enter the public review process and are approved by the City Planning Commission.
Source: Land Use Review and Planning Support Divisions

Indicator name: Neighborhood proposals and studies advanced
Description: The number of proposals to support affordable housing development, sustainability, and resiliency, or improve physical and social infrastructure of existing 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: Planning Coordination and Borough Offices

Indicator name: Simple zoning action projects that entered public review
Description: The number of simple zoning actions initiated by private and public applicants, including the number of simple zoning actions initiated by private and public applicants, including the Department of City Planning, that were certified as complete and, for those actions subject to ULURP (Uniform Land Use Review Procedure), referred for public review. Simple projects, which can include one or more land use applications and their associated environmental review, include: zoning map changes, amendments to the zoning resolution, zoning special permits, authorizations, and certifications. In general, they have no or limited environmental review (all Type II designations).
Source: Database maintained by DCP's Planning Coordination Division

Indicator name: Simple zoning action projects that entered public review within 12 months (%)
Description: The percent of simple public and private zoning actions certified as complete or referred for public review within 12 months of project start, normally marked by submission of a Pre-Application Statement (PAS) to the Department.
Source: Database maintained by DCP's Planning Coordination Division

Indicator name: Median days for simple zoning action projects to enter public review
Description: The median number of days that simple zoning actions spent under internal review and revision before starting the public review process. Before entering public review, simple zoning actions must be pre-certified and evaluated in internal review, which entails checking that all the documents associated with the land use application are accurate and complete.
Source: Land Use Review and Planning Support Divisions—Zoning Application Portal

Indicator name: Time simple zoning action projects spent with DCP under internal review before entering public review (%)
Description: The percentage of time simple zoning actions spent under internal review at the Department of City Planning (DCP) before starting public review. During the internal review process, DCP must evaluate applications for accuracy and completeness. Any errors or missing information is then handled by the applicant requesting the proposed action. Therefore, this measures the amount of time a proposed action is spent being evaluated by DCP throughout the internal review process and does not take into account time spent outside of DCP with other actors that impact this process.
Source: Land Use Review and Planning Support Divisions—Zoning Application Portal

Indicator name: Time simple zoning action projects spent with applicant before entering public review (%)
Description: The percentage of time simple zoning actions spent with the applicant before starting public review. During the internal review process, DCP must evaluate applications for accuracy and completeness. Any errors or missing information is then handled by the applicant requesting the proposed action. Therefore, this measures the amount of time a proposed action is spent with applicant throughout the internal review process as a comparison with how much time it spends under internal review at DCP.
Source: Land Use Review and Planning Support Divisions—Zoning Application Portal

Indicator name: Zoning actions with CEQR (EAS) that entered public review
Description: The number of zoning actions with CEQR (City Environmental Quality Review) requiring an EAS (Environmental Assessment Statement) initiated by private and public applicants, including DCP, that were certified as complete and, for those actions subject to ULURP (Uniform Land Use Review Procedure), referred for public review. Complex projects, which can include one or more land use applications and their associated environmental review, include: zoning map changes, amendments to the zoning resolution, zoning special permits, authorizations, and certifications. They require a more involved environmental review and interagency coordination (Type I or unlisted actions).
Source: Database maintained by DCP's Planning Coordination Team

Indicator name: Zoning actions with CEQR (EAS) that entered public review within 15 months (%)
Description: The percent of public and private zoning actions with CEQR (City Environmental Quality Review) requiring an EAS (Enivronmental Assessment Statement) certified as complete and/or referred for public review within 15 months of project start, normally marked by submission of a Pre-Application Statement (PAS) to the Department.
Source: Database maintained by DCP's Planning Coordination Team

Indicator name: Median days for zoning actions with CEQR (EAS) to enter public review
Description: The median number of days that zoning actions with CEQR requiring an Environmental Assessment Statement spent under internal review and revision before starting the public review process. Before entering public review, zoning actions with CEQR requiring an EAS must be pre-certified and evaluated in internal review, which entails checking that all the documents associated with the land use application are accurate and complete.
Source: Land Use Review and Planning Support Divisions—Zoning Application Portal

Indicator name: Time zoning actions with CEQR (EAS) spent with DCP under internal review before entering public review (%)
Description: The percentage of time zoning actions with CEQR requiring an Environmental Assessment Statement spent under internal review at the Department of City Planning (DCP) before starting public review. During the internal review process, DCP must evaluate applications for accuracy and completeness. Any errors or missing information is then handled by the applicant requesting the proposed action. Therefore, this measures the amount of time a proposed action is spent being evaluated by DCP throughout the internal review process and does not take into account time spent outside of DCP with other actors that impact this process.
Source: Land Use Review and Planning Support Divisions—Zoning Application Portal

Indicator name: Time zoning actions with CEQR (EAS) spent with applicant before entering public review (%)
Description: The percentage of time zoning actions with CEQR requiring an Environmental Assessment Statement spent with the applicant before starting public review. During the internal review process, DCP must evaluate applications for accuracy and completeness. Any errors or missing information is then handled by the applicant requesting the proposed action. Therefore, this measures the amount of time a proposed action is spent with applicant throughout the internal review process as a comparison with how much time it spends under internal review at DCP.
Source: Land Use Review and Planning Support Divisions—Zoning Application Portal

Indicator name: Zoning actions with CEQR (EIS) that entered public review
Description: The number of zoning actions with CEQR (City Environmental Quality Review) requiring an EIS (Enivronmental Impact Statement) initiated by private and public applicants, including DCP, that were certified as complete and, for those actions subject to ULURP (Uniform Land Use Review Procedure), referred for public review. Complex projects, which can include one or more land use applications and their associated environmental review, include: zoning map changes, amendments to the zoning resolution, zoning special permits, authorizations, and certifications. They require a more involved environmental review and interagency coordination (Type I or unlisted actions).
Source: Database maintained by DCP's Planning Coordination Team

Indicator name: Zoning actions with CEQR (EIS) that entered public review within 22 months (%)
Description: The percent of public and private zoning actions with CEQR (City Environmental Quality Review) requiring an EIS (Enivronmental Impact Statement) certified as complete and/or referred for public review within 22 months of project start, normally marked by submission of a Pre-Application Statement (PAS) to the Department.
Source: Database maintained by DCP's Planning Coordination Team

Indicator name: Median days for zoning actions with CEQR (EIS) to enter public review
Description: The median number of days that zoning actions with CEQR requiring an Environmental Impact Statement spent under internal review and revision before starting the public review process. Before entering public review, zoning actions with CEQR requiring an EIS must be pre-certified and evaluated in internal review, which entails checking that all the documents associated with the land use application are accurate and complete.
Source: Land Use Review and Planning Support Divisions—Zoning Application Portal

Indicator name: Time zoning actions with CEQR (EIS) spent with DCP under internal review before entering public review (%)
Description: The percentage of time zoning actions with CEQR requiring an Environmental Impact Statement spent under internal review at the Department of City Planning (DCP) before starting public review. During the internal review process, DCP must evaluate applications for accuracy and completeness. Any errors or missing information is then handled by the applicant requesting the proposed action. Therefore, this measures the amount of time a proposed action is spent being evaluated by DCP throughout the internal review process and does not take into account time spent outside of DCP with other actors that impact this process.
Source: Land Use Review and Planning Support Divisions—Zoning Application Portal

Indicator name: Time zoning actions with CEQR (EIS) spent with applicant before entering public review (%)
Description: The percentage of time zoning actions with CEQR requiring an Environmental Impact Statement spent with the applicant before starting public review. During the internal review process, DCP must evaluate applications for accuracy and completeness. Any errors or missing information is then handled by the applicant requesting the proposed action. Therefore, this measures the amount of time a proposed action is spent with applicant throughout the internal review process as a comparison with how much time it spends under internal review at DCP.
Source: Land Use Review and Planning Support Divisions—Zoning Application Portal

Indicator name: City projects (non-zoning) that entered public review
Description: The number of projects submitted by public agencies or the NYC Economic Development Corporation, including their associated environmental review, which were certified as complete and, for those actions subject to ULURP (Uniform Land Use Review Procedure), referred for public review. Projects include: individual sitings of City facilities, acquisition of property or office space by the City, housing approvals, business improvement districts, franchises, landmarks and concessions.
Source: Database maintained by DCP's Planning Coordination Division

Indicator name: City projects (non-zoning) that entered public review within 6 months (%)
Description: The percent of projects submitted by public agencies or the NYC Economic Development Corporation, including their associated environmental review, certified as complete and/or referred for public review within six months of project start, normally marked by submission of a Pre-Application Statement (PAS) to the Department.
Source: Database maintained by DCP's Planning Coordination Division

Indicator name: Median days for city projects (non-zoning) to enter public review
Description: The median number of days that non-zoning City projects spent under internal review and revision before starting the public review process. Before entering public review, non-zoning City projects must be pre-certified and evaluated in internal review, which entails checking that all the documents associated with the land use application are accurate and complete.
Source: Land Use Review and Planning Support Divisions—Zoning Application Portal

Indicator name: Renewals that entered public review
Description: The number of project renewals citywide and South Richmond School Seat/Subdivision certification project approvals located in the South Richmond Development Special District that are certified as complete and, for those actions subject to ULURP (Uniform Land Use Review Procedure), referred for public review. Typical applicants are individual home and business owners and private developers. Project renewals include special permits for use (i.e. residential, commercial, manufacturing) or bulk (which determines the maximum size and placement of a building on a zoning lot), subject to terms of expiration.
Source: Database maintained by DCP's Planning Coordination Division.

Department of City Planning

Indicator name: Renewals that entered public review within 6 months (%)
Description: The percent of project renewals citywide, including their associated environmental review, certified as complete or referred for public review within six months of project start, normally marked by submission of a Pre-Application Statement (PAS).
Source: Database maintained by DCP's Planning Coordination Division

Indicator name: Median days for renewals to enter public review
Description: The median number of days that renewals under internal review and revision before starting the public review process. Before entering public review, renewals must be pre-certified and evaluated in internal review, which entails checking that all the documents associated with the land use application are accurate and complete.
Source: Land Use Review and Planning Support Divisions—Zoning Application Portal

Indicator name: DCP initiated planning information and policy analysis initiatives presented to the public
Description: The number of projects informing the public of significant trends in land use, housing, zoning, demographics, and procedures and/or policies, in the form of written reports, individual datasets, website postings, and/or public presentations.
Source: Planning Coordination

Indicator name: Zoning verification letter requests fulfilled
Description: The number of formal zoning verification letter requests fulfilled. A zoning verification letter is a formal document DCP can produce that confirms the property's zoning. It's usually requested by building or site owners for financial or legal reasons (i.e. for a bank or licensing agency).
Source: Fiscal and Zoning Divisions

Indicator name: Zoning Help Desk requests fulfilled
Description: The number of land use questions and requests from New Yorkers that are handled by DCP staff at the agency's Zoning Help Desk. The Zoning Help Desk answers zoning-related questions from members of the public. These questions include what can be built on a site, how a property owner would go about changing their zoning, details on special districts, and similar inquiries.
Source: Zoning Division

Indicator name: Community Board engagement requests fulfilled
Description: The number of times that Department of City Planning staff answered questions, showed a presentation, provided training, or otherwise gave their assistance to a Community Board.
Source: Borough Offices

Indicator name: E-mails responded to within 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Records maintained by the Executive Office

Indicator name: Letters responded to within 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Records maintained by the Executive Office

Indicator name: Completed requests for interpretation
Description: The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source: Records maintained by DCP's Planning Coordination Division

Indicator name: CORE facility rating
Description: An average score based on the rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors. Fiscal 2016 data for the overall rating represents a change in methodology. For agencies with multiple service centers, inspectors focused on sites that had historically lower scores, specifically sites that received an average overall site score of 85 or lower over the last three years and sites that received a score of 85 or lower in Fiscal 2015. If all agency service centers scored above 85 last year, the service center with the lowest overall score was inspected.
Source: Mayor's Office of Operations—SCOUT

Indicator name: Private investment leveraged on the sale/long-term lease of City-owned property ($000,000)
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 Transaction Services

Indicator name: Capital expenditures on asset management ($000,000)
Description: Based on an accrual basis, the amounts paid to firms (architecture, landscape architecture, engineering, resident engineering, etc.), construction managers, construction contractors, etc. for capital project related services on NYCEDC-managed property. The data reported in the fiscal year Mayor's Management Report (MMR) is a preliminary number and is updated in the following year's Preliminary MMR to reflect the audited financial statements (e.g., Fiscal 2021 data is updated in the Fiscal 2022 PMMR).
Source: Budget

Indicator name: Businesses served by industry-focused programmatic initiatives
Description: The number of businesses actively enrolled in NYCEDC's programmatic initiatives, including NYCEDC's incubator network and centers for excellence, technology competitions, partnership funds and programmatic ventures throughout the five boroughs. Data reported in the Preliminary Mayor's Management Report is for the quarter ending in September.
Source: Initiatives

Indicator name: NYCIDA—Contracts closed
Description: The number of projects closed by the New York City Industrial Development Agency (NYCIDA), a state public benefit corporation created under New York State law with the capacity to provide financial assistance to commercial, and industrial 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: Compliance & Strategic Investments Group

Indicator name: Projected three-year job growth associated with closed NYCIDA projects
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 that projects are expected to create during the first three years 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: Compliance & Strategic Investments Group

Indicator name: Projected net City tax revenues generated in connection with closed NYCIDA contracts ($000,000)
Description: The net present value of the estimated City tax revenues generated by closed New York City Industrial Development Agency (NYCIDA) projects, net of New York City and New York State benefits provided. The measure uses 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: Compliance & Strategic Investments Group

Indicator name: Private investment leveraged on closed NYCIDA projects ($000,000)
Description: The estimated value of third-party investment leveraged (federal, State and/or private) as a result of NYCIDA's assistance.
Source: Compliance & Strategic Investments Group

Indicator name: Build NYC Resource Corporation—Contracts closed
Description: The number of projects closed by Build NYC Resource Corporation (Build NYC), a local development corporation incorporated under the New York Not-for-Profit Corporation Law. Build NYC is administered by NYCEDC and assists qualified not-for-profit institutions and other entities in obtaining tax-exempt and taxable bond financing. As a conduit bond issuer, Build NYC's primary goal is to facilitate access to private activity tax-exempt bond financing for not-for-profit institutions to acquire, construct, renovate and/or equip their facilities.
Source: Compliance & Strategic Investments Group

Indicator name: Projected three-year job growth associated with closed Build NYC projects
Description: The number of jobs that companies retain and create in connection with closed Build NYC Resource Corporation (Build NYC) projects. The data is compiled in the year that the transaction closes and includes the estimated number of new jobs projects are expected to create during the first three years of the contract. Build NYC, a local development corporation incorporated under the New York Not-for-Profit Corporation Law, is administered by NYCEDC and assists qualified not-for-profit institutions and other entities in obtaining tax-exempt and taxable bond financing. As a conduit bond issuer, Build NYC's primary goal is to facilitate access to private activity tax-exempt bond financing for not-for-profit institutions to acquire, construct, renovate and/or equip their facilities.
Source: Compliance & Strategic Investments Group

Indicator name: Projected net City tax revenues generated in connection with closed Build NYC contracts ($000,000)
Description: The net present value of the estimated City tax revenues generated by closed Build NYC projects, net of New York City and New York State benefits provided. The measure uses 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 City tax revenue impact of these projects during the term of the contract. Build NYC, a local development corporation incorporated under the New York Not-for-Profit Corporation Law, is administered by NYCEDC and assists qualified not-for-profit institutions and other entities in obtaining tax-exempt and taxable bond financing. As a conduit bond issuer, Build NYC's primary goal is to facilitate access to private activity tax-exempt bond financing for not-for-profit institutions to acquire, construct, renovate and/or equip their facilities.
Source: Compliance & Strategic Investments Group

Indicator name: Private investment leveraged on closed Build NYC projects ($000,000)
Description: The estimated value of third-party investment leveraged (federal, State and/or private) as a result of Build NYC's assistance.
Source: Compliance & Strategic Investments Group

Indicator name: Projected net City tax revenues generated in connection with closed NYCNCC contracts ($000,000)
Description: The net present value of the estimated City tax revenues generated by closed NYC Neighborhood Capital Corporation (NYCNCC)projects, net of New York City and New York State benefits provided. The measure uses 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. NYCNCC is a New York not-for-profit corporation created to facilitate capital investment in low-income communities via the federal New Markets Tax Credit program, thereby assisting in advancing the community, economic development and job creation objectives of the City of New York.
Source: Compliance & Strategic Investments Group

Indicator name: Private investment leveraged on closed NYCNCC projects ($000,000)
Description: The estimated value of third-party investment leveraged (federal, State and/or private) as a result of NYCNCC's assistance.
Source: Compliance & Strategic Investments Group

Indicator name: Assets actively managed by NYCEDC (sq. ft.) (000)
Description: The square footage of assets in which NYCEDC, on behalf of the City, is responsible for the day-to-day management and leasing of the property.
Source: Asset Management

Indicator name: Private sector jobs in innovation industries (%) (CY)
Description: The share of jobs within sectors designated as "advanced," "innovative" and "creative" by the Brookings Institution, HR&A Advisors and NYCEDC as a percent of all private sector jobs. Data reported in the Preliminary Mayor's Management Report is for the quarter ending in September.
Source: U.S. Bureau of Labor Statistics Quarterly Census of Employment & Wages

Indicator name: People receiving skills training / work experience through NYCEDC programs
Description: The total number of individuals receiving skills training and/or work experience through NYCEDC's career training and career pathway programs. This includes in-person training and internship programs run by EDC or training sessions enabled / required through leases and contracts such as Emerging Developers Loan Fund, Waterfront Pathways, ConstructNYC, Ferry Internships & Job Training, and LifeSciNYC Internships. This does not include one-off or online engagements run by EDC.
Source: Initiatives

Indicator name: M/WBE participation rate (Local Law 1) (%)
Description: The ratio of M/WBE contract expenditure to total contract expenditures with M/WBE goals. Participation/attainment refers to payments. Data reported in the Preliminary Mayor's Management Report is for the quarter ending in September.
Source: M/W/DBE

Indicator name: M/WBE participation rate (Local Law 1)—Minority (All) (%)
Description: The ratio of Minority M/WBE contract expenditure to total contract expenditures with M/WBE goals. Participation/attainment refers to payments. Data reported in the Preliminary Mayor's Management Report is for the quarter ending in September.
Source: M/W/DBE

Indicator name: M/WBE participation rate (Local Law 1)—Minority (Asian) (%)
Description: The ratio of Asian M/WBE contract expenditure to total contract expenditures with M/WBE goals. Participation/attainment refers to payments. Data reported in the Preliminary Mayor's Management Report is for the quarter ending in September.
Source: M/W/DBE

Indicator name: M/WBE participation rate (Local Law 1)—Minority (Black) (%)
Description: The ratio of Black M/WBE contract expenditure to total contract expenditures with M/WBE goals. Participation/attainment refers to payments. Data reported in the Preliminary Mayor's Management Report is for the quarter ending in September.
Source: M/W/DBE

Indicator name: M/WBE participation rate (Local Law 1)—Minority (Hispanic) (%)
Description: The ratio of Hispanic M/WBE contract expenditure to total contract expenditures with M/WBE goals. Participation/attainment refers to payments. Data reported in the Preliminary Mayor's Management Report is for the quarter ending in September.
Source: M/W/DBE

Indicator name: M/WBE participation rate (Local Law 1)—Non-Minority Women (%)
Description: The ratio of Non-Minority Women M/WBE contract expenditure to total contract expenditures with M/WBE goals. Participation/attainment refers to payments. Data reported in the Preliminary Mayor's Management Report is for the quarter ending in September.
Source: M/W/DBE

Indicator name: M/WBE award rate (Local Law 1) (%)
Description: Actual M/WBE awards made to individual firms on NYCEDC contracts. Awards are specific awards to M/WBE firms. Data reported in the Preliminary Mayor's Management Report is for the quarter ending in September.
Source: M/W/DBE

Indicator name: M/WBE award rate (Local Law 1)—Minority (All) (%)
Description: Actual M/WBE awards made to individual Minority firms on NYCEDC contracts. Awards are specific awards to M/WBE firms. Data reported in the Preliminary Mayor's Management Report is for the quarter ending in September.
Source: M/W/DBE

Indicator name: M/WBE award rate (Local Law 1)—Minority (Asian) (%)
Description: Actual M/WBE awards made to individual Asian firms on NYCEDC contracts. Awards are specific awards to M/WBE firms. Data reported in the Preliminary Mayor's Management Report is for the quarter ending in September.
Source: M/W/DBE

Indicator name: M/WBE award rate (Local Law 1)—Minority (Black) (%)
Description: Actual M/WBE awards made to individual Black firms on NYCEDC contracts. Awards are specific awards to M/WBE firms. Data reported in the Preliminary Mayor's Management Report is for the quarter ending in September.
Source: M/W/DBE

Indicator name: M/WBE award rate (Local Law 1)—Minority (Hispanic) (%)
Description: Actual M/WBE awards made to individual Hispanic firms on NYCEDC contracts. Awards are specific awards to M/WBE firms. Data reported in the Preliminary Mayor's Management Report is for the quarter ending in September.
Source: M/W/DBE

Indicator name: M/WBE award rate (Local Law 1)—Non-Minority Women (%)
Description: Actual M/WBE awards made to individual Non-Minority Women firms on NYCEDC contracts. Awards are specific awards to M/WBE firms. Data reported in the Preliminary Mayor's Management Report is for the quarter ending in September.
Source: M/W/DBE

Indicator name: M/WBE construction capacity building programs cohort participant ethnicity—Minority (All) (%)
Description: Ratio of participants of construction capacity-building (CCB) programs during the reporting period that are Minority-owned to the total number of participants during the reporting period. CCB programs include, but are not limited to, ConstructNYC and Waterfront Pathways. Participants include firms that have completed a CCB cohort during the reporting period and firms that completed a cohort previously who have re-certified their prequalification during the reporting period.
Source: M/W/DBE

Indicator name: M/WBE construction capacity building programs cohort participant ethnicity—Asian (%)
Description: Ratio of participants of construction capacity-building (CCB) programs during the reporting period that are Minority-owned to the total number of participants during the reporting period. CCB programs include, but are not limited to, ConstructNYC and Waterfront Pathways. Participants include firms that have completed a CCB cohort during the reporting period and firms that completed a cohort previously who have re-certified their prequalification during the reporting period.
Source: M/W/DBE

Indicator name: M/WBE construction capacity building programs cohort participant ethnicity—Black (%)
Description: Ratio of participants of construction capacity-building (CCB) programs during the reporting period that are Minority-owned to the total number of participants during the reporting period. CCB programs include, but are not limited to, ConstructNYC and Waterfront Pathways. Participants include firms that have completed a CCB cohort during the reporting period and firms that completed a cohort previously who have re-certified their prequalification during the reporting period.
Source: M/W/DBE

Indicator name: M/WBE construction capacity building programs cohort participant ethnicity—Hispanic (%)
Description: Ratio of participants of construction capacity-building (CCB) programs during the reporting period that are Minority-owned to the total number of participants during the reporting period. CCB programs include, but are not limited to, ConstructNYC and Waterfront Pathways. Participants include firms that have completed a CCB cohort during the reporting period and firms that completed a cohort previously who have re-certified their prequalification during the reporting period.
Source: M/W/DBE

Indicator name: M/WBE construction capacity building programs cohort participant ethnicity—Non-minority women (%)
Description: Ratio of participants of construction capacity-building (CCB) programs during the reporting period that are non-minority women-owned to the total number of participants during the reporting period. CCB programs include, but are not limited to, ConstructNYC and Waterfront Pathways. Participants include firms that have completed a CCB cohort during the reporting period and firms that completed a cohort previously who have re-certified their prequalification during the reporting period.
Source: M/W/DBE

Indicator name: M/WBE construction capacity building programs total award value to cohort participants ($000,000)
Description: Total number of employees of businesses participating in a construction capacity-building (CCB) program cohorts during the reporting period. CCB programs include, but are not limited to, ConstructNYC and Waterfront Pathways.
Source: M/W/DBE

Indicator name: M/WBE construction capacity building programs—employees of cohort participants
Description: Total number of employees of businesses participating in construction capacity-building (CCB) program cohorts during the reporting period. CCB programs include, but are not limited to, ConstructNYC and Waterfront Pathways.
Source: M/W/DBE

Indicator name: Capital expenditures ($000,000) (excludes asset management and funding agreements)
Description: Based on an accrual basis, the amounts paid to firms (architecture, landscape architecture, engineering, resident engineering, etc.), construction managers, construction contractors, etc. for capital project related services. The data reported in the fiscal year Mayor's Management Report (MMR) is a preliminary number and is updated in the following year's Preliminary MMR to reflect the audited financial statements (e.g., Fiscal 2015 data is updated in the Fiscal 2016 PMMR).
Source: Budget

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: Asset Management

Indicator name: Portfolio revenue generated ($000,000)
Description: The amount of revenue generated from NYCEDC's portfolio of assets, including revenue generated from the NYC Ferry system.
Source: Accounting

Indicator name: Value of funding disbursed pursuant to City funding agreements ($000,000)
Description: The total value of funding disbursed in connection with active funding agreement contracts between NYCEDC and non-City entities. Funds are provided to non-City entities to implement projects that result in public betterment. Funding agreements are used to finance capital projects; typical projects include renovations, new construction and acquisition of property.
Source: Budget

Indicator name: Businesses operating in properties actively managed by NYCEDC
Description: The number of businesses utilizing space in properties that EDC directly manages. The number does not include subtenants whose lease or other operating agreement in not directly managed by EDC. Data reported in the Preliminary Mayor's Management Report is for the quarter ending in September.
Source: Asset Management

Indicator name: Community engagements facilitated by EDC
Description: The number of community-based engagements facilitated by NYCEDC through programs, community outreach events and public affairs, including neighborhood-based community events, educational outreach, speaking engagements, ribbon cuttings, and one-off programmatic engagements. Sustained cohort-based programs (with consistent, selected attendees, i.e. Construct NYC, Founder Fellows, etc.) have been omitted.

Indicator name: Square feet of building space to be developed or redeveloped through programs and investments (000)
Description: The square footage of assets and space committed for new or redeveloped space through programs, investments, and place-based development. Assets and space include industrial, commercial, and residential improvements, parks, and greenways.
Source: Asset Management, Capital, Inititatives, Neighborhood Strategy, Real Estate Transaction Services, Strategic Investments Group

Indicator name: NYC Ferry—Average monthly ridership
Description: The average monthly ridership of passengers traveling on the NYC Ferry as reported to NYCEDC by Hornblower, Inc.
Source: NYCEDC/NYC Ferry

Indicator name: NYC Ferry—Total ridership
Description: The cumulative ridership of passengers traveling on the NYC Ferry as reported to NYCEDC by Hornblower, Inc.
Source: NYC Ferry

Indicator name: NYC Ferry—On time performance (%)
Description: The percentage of trips that departed no more than 1 minute before and arrive no more than 5 minutes past their scheduled times at each landing. This report does not include delays due to events outside of the control of NYC Ferry, such as vessel traffic, river closures/obstructions, extreme weather conditions, and other U.S. Coast Guard restrictions. When tracking devices are offline, the stops are excluded from the calculation.
Source: NYC Ferry

Indicator name: Acres of open space to be developed or redeveloped through programs and investments
Description: The acres of new or redeveloped public space (greenspace, open space, park space) committed through place-based programs, investments and development during the reporting period.
Source: Multiple EDC departments

Indicator name: Total housing maintenance problems reported
Description: The number of all housing maintenance problems reported in privately-owned buildings recorded by the 311 Customer Service Center and Code Enforcement Borough Offices. Duplicate problems reported on building-wide conditions are included.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Unique housing maintenance problems requiring HPD response
Description: The number of reported housing maintenance problems reported in privately owned buildings recorded by the 311 Citizen Service Center and Code Enforcement Borough Offices excluding duplicate problems. Duplicate problems are problems reported on building-wide conditions when an original problem has not yet been actioned by the agency and which does not result in direct action by the agency. Primarily, duplicate problems are heat or hot water problems.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Unique immediate emergency housing maintenance problems requiring HPD response
Description: This number is a subset of unique housing maintenance problems requiring HPD response that represents a category of problems reported for dire conditions such as no electricity or water supply to an entire apartment or building or collapsing ceilings. This category of problems is highly prioritized by HPD for action. Lead-based paint problems are excluded from this category.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Unique emergency housing maintenance problems requiring HPD response
Description: This number is a subset of unique housing maintenance problems requiring HPD response that represents a category of problems reported for emergency conditions such as heat and hot water, mold, water leaks, broken/missing doors and cracked paint/plaster. Lead-based paint problems are excluded from this category.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Unique emergency housing maintenance problems requiring HPD response—Heat and hot water
Description: This number is a subset of unique emergency housing maintenance problems requiring HPD response related to the lack of or inadequate heat or hot water.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Unique emergency housing maintenance problems requiring HPD response—Other emergency
Description: This number is a subset of unique emergency housing maintenance problems requiring HPD response , reflecting non-heat, non-hot water and non-lead-based paint problems reported as emergency conditions.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Unique problems prompting lead-based paint hazard inspections
Description: This number is a subset of unique housing maintenance problems requiring HPD response. It includes problems reported in privately-owned buildings for conditions that require HPD to conduct an inspection for a lead-based paint hazard as defined by Local Law 1 of 2004.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Unique non-emergency housing maintenance problems requiring HPD response
Description: This number is a subset of unique housing maintenance problems requiring HPD response. It includes problems reported in privately-owned buildings for non-emergency conditions such as pests, slow leaks and accumulation of garbage.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Housing maintenance problem inspections attempted
Description: This is the number on inspections attempted within the reporting period by a Housing Inspector assigned to any Enforcement Unit in response to a housing maintenance problem reported to HPD within the reporting period. There may be more than one inspection attempted for a problem received.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Median time to first inspection (days)—Immediate emergency problems
Description: The median number of days it takes a Housing Inspector to make the first physical inspection attempt in response to a report of an immediate emergency problem (i.e. no electricity, no water) received within the period.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Median time to first inspection (days)—Heat and hot water problems
Description: The median number of days it takes a Housing Inspector to make the first physical inspection attempt in response to an original (non-duplicate) problem related to heat or hot water received within the period.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Median time to first inspection (days)—Other emergency problems
Description: The median number of days it takes a Housing Inspector to make the first physical inspection attempt in response to a report of an emergency problem (not including heat/hot water or lead-based paint hazard problems) received within the period.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Median time to first inspection (days)—Lead-based paint problems
Description: The median number of days it takes a Housing Inspector with an EPA Lead Certification to make the first physical inspection attempt in response to reported conditions that requires a lead-based paint hazard inspection, as defined by Local Law 1 of 2004, in an apartment where a child under six resides or visits received within the period.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Median time to first inspection (days)—Non-emergency problems
Description: The median number of days it takes a Housing Inspector to make the first physical inspection attempt in response to a report of an non-emergency problem (not including lead-based paint hazard problems) received within the period.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Unique housing maintenance problems closed
Description: The total number of problems closed due to an inspection, callback to tenant, or repeated attempts for access during the period.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Unique emergency housing maintenance problems closed
Description: The total number of unique emergency housing maintenance problems received before or during the period closed during the period due to an inspection, callback to tenant, or repeated attempts for access. Not directly related to the number of problems received in the period. This is not a subset of unique housing maintenance problems received.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Unique emergency housing maintenance problems closed—Heat and hot water
Description: The number of emergency heat and hot water problems closed due to an inspection, callback to tenant, or repeated attempts for access.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Unique emergency housing maintenance problems closed—Other emergency
Description: The number of unique other emergency problems received before or during the period that were closed during the period due to an inspection, callback to tenant, or repeated attempts for access. This is not a subset of unique housing maintenance problems received.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Unique problems prompting lead-based paint hazard inspections closed
Description: The number of lead emergency problems closed due to an inspection, callback to tenant, or repeated attempts for access.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Median time to close emergency problems (days)
Description: The median number of calendar days to close a unique emergency housing maintenance problems received before or during the period in a privately-owned building that was closed within the reporting period. An emergency problem can be closed due to an inspection, callback to tenant, or repeated attempts for access. Time related to the processing of administrative tasks to close the complaint is included in this indicator.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Median time to close non-emergency problems (days)
Description: The median number of calendar days to close a nonemergency problem in a privately-owned building received before or during the period that was closed during the reporting period. Problems can be closed due to an inspection, callback to tenant, or repeated attempts for access. Time related to the processing of administrative tasks to close the complaint is included in this indicator.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Unique emergency housing maintenance problems closed within 12 days of receipt (%)
Description: This is a calculation of unique emergency problems closed within 12 days of receipt divided by the number of unique emergency problems closed within the reporting period.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Unique emergency housing maintenance problems closed within 21 days of receipt (%)
Description: This is a calculation of unique emergency problems that were closed within 21 days of receipt divided by the number of unique emergency problems closed within the reporting period.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Unique non-emergency problems closed within 20 days of receipt (%)
Description: This is a calculation of unique nonemergency problems closed within 20 days of receipt divided by the number of unique nonemergency problems closed within the reporting period.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Total violations issued
Description: The total number of violations issued.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Class A non-hazardous violations
Description: The total number of hazard class “A” violations issued within the reporting period. These are violations classified as non-hazardous.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Class B hazardous violations
Description: The total number of hazard class “B” violations issued within the reporting period. These are violations classified as hazardous.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Class C immediately hazardous violations
Description: The total number of hazard class "C" violations issued within the reporting period. These are violations classified as immediately hazardous.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Class C immediately hazardous violations—Heat
Description: A subset of total class "C" violations, the total number of hazard class "C" violations issued within the reporting period for inadequate or no heat.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Class C immediately hazardous violations—Hot water
Description: A subset of total class "C" violations, the total number of hazard class "C" violations issued within the reporting period for a lack of or inadequate hot water.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Class C immediately hazardous violations—Lead-based paint hazard
Description: A subset of total class "C" violations, the total number of lead-based paint "hazard" violations.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Class C immediately hazardous violations—Self-closing doors
Description: The total number of hazard class "C" violations issued within the reporting period for apartment entrance doors or doors in the public area of a building that do not self-close.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Other Class C immediately hazardous violations
Description: The total number of all other types of hazard class "C" violations issued within the reporting period.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Class C violations certified as corrected (%)
Description: The percentage of class C violations issued within the reporting period for which a property owner/managing agent submits a certification of correction. Certified violations may be reinspected and closed by HPD or may be deemed corrected and closed 70 days after certification (except for lead-based paint violations, heat violations and hot water violations) if HPD does not reinspect. Lead-based paint violations, heat violations and hot water violations can only be closed upon reinspection by HPD or if the conditions are corrected by HPD. This indicator is the number of hazard class "C" violations for which a property owner/managing agent submits a valid certification of correction timely.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Class C violations for which HPD initiated the emergency repair process (%)
Description: Percentage of Class C violations issued in the Fiscal Year for which HPD initiated the emergency repair process.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Class C emergency repair violations corrected by owner (%)
Description: Percentage of Class C emergency repair-generating violations issued in the fiscal year that were deemed complied, closed as corrected on inspection, or closed as landlord complied by August 31st of the following Fiscal Year divided by the total number of class C emergency repair-generating violations issued in the reporting period. The deemed complied process, which is a legally defined proicess for closing certified violations, requires 70 days after the closed of the fiscal year to be completed.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Class C emergency repair violations corrected by HPD (%)
Description: Percentage of Class C emergency repair-generating violations issued in the Fiscal Year that were corrected by HPD by August 31st of the following Fiscal Year, divided by the total number of class C emergency repair-generating violations issued in the Fiscal Year.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Class C violations closed (%)
Description: Percentage of Class C violations issued in the Fiscal Year that were closed by August 31st of the following Fiscal Year divided by the total number of class C violations issued in the Fiscal Year.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Violations closed
Description: The total number of violations closed during the reporting period regardless of the date the violation was issued. A violation is closed once the violating condition is reinspected by HPD and found to be corrected, if deemed corrected by HPD based on landlord certification, or if administratively removed by HPD.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Inspection visits per team per day
Description: The 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. A route is comprised of stops (inspections) by an inspection team on any given day.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Ratio of completed inspections to attempted inspections (%)
Description: This indicator represents the proportion of times that HPD was required to engage in more than one attempted inspection in order to finish actioning a problem via inspection. The final action may or may not have resulted in access or a new violation being issued—this indicator does not speak to any actual outcome specifically. An attempted inspection is each attempt to observe conditions related to an individual problem. A completed inspection is the final inspection attempt of an individual problem. In some cases, HPD policy dictates that a problem may automatically have multiple inspection attempts if there is not access to observe all problems on the first attempted inspection (examples, lead-based paint problem inspections) and in some cases, HPD only makes one attempt to gain access and the inspection is considered completed whether or not access is gained to observe the problem as reported. In other cases, not gaining access on the initial attempted inspection may lead to second attempts (but not always) and the inspection may be considered completed on the first attempt. The ratio is the number of completed inspections divided by the number of attempted inspections.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Units in buildings where Comprehensive Litigation was closed due to compliance with the Order to Correct and payment of any civil penalties
Description: HPD pursues comprehensive litigation in Housing Court when there are conditions warranting litigation for multiple violations or building system issues or agency-issued Orders. The closing of a case based on the owners compliance with the Court Order indicate that the conditions at the building have improved. This indicator will count the number of units in any buildings which have addressed the majority of the violations that were the subject of the order and have paid any civil penalties obtained during the action.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Violations dismissed as a result of Comprehensive Litigation closed due to compliance with the Order to Correct
Description: A count of violations dismissed as a result of the comprehensive cases closed due to compliance with the order.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Distinct units affected by emergency repair work completed pursuant to HPD emergency repair generating violations
Description: The Emergency Repair Program completes work in a case where an immediately hazardous violation is issued by an HPD Inspector and the owner fails to correct the condition. The work may be limited to a repair in one apartment or affect multiple apartments in a building (for example, replacement of a heating plant). This count is of units affected by the repair. Includes lead and non-lead work. AEP units are not included in this count.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Units in buildings discharged from the Alternative Enforcement Program due to owner compliance
Description: The Alternative Enforcement Program (AEP) is an enhanced enforcement program which addresses the “most distressed” buildings (as defined by statute). Buildings can be discharged from the program for owner compliance when the owner reduces the violations, complies with an order (if issued), pays outstanding charges and registers the building. This indicator will count the number of units in any buildings which meet the discharge criteria based on owner compliance during the period.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Units in buildings discharged from the Underlying Conditions program due to owner compliance
Description: The Underlying Conditions Program is an enhanced enforcement program which addresses buildings with a significant number of mold and leak violations (as defined in rules). Buildings can be discharged from the program for owner compliance when the owner reduces the violations and complies with an order to have the building assessed for underlying causes of the mold/leaks. This indicator will count the number of units in any buildings which meet the discharge criteria based on owner compliance during the period.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Units in buildings discharged from 7A or where there is compliance with a 7A Consent Order
Description: HPD pursues the appointment of a 7A Administrator in Housing Court when a building is in significant distress and the owners are unresponsive to other enforcement efforts. In some cases, the agency enters into a consent order with the owners to make repairs and in some cases a 7A administrator is appointed. The closing of a case based on the owners compliance with the Court Order or the discharge of a 7A administrator indicate that the conditions at the building have improved. This indicator will count the number of units in any buildings which meet the above criteria based on owner compliance during the period.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Proactive Building Visits—Heat Sensor Program
Description: The number of building visits attempted within the reporting period to monitor compliance with Local Law 18 of 2020 which mandates HPD to select and monitor buildings that will be required to install internet capable temperature reporting devices.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Proactive Building Visits—Fire Vacate Monitoring
Description: The number of building visits attempted within the reporting period to monitor compliance with HPD Vacate Orders/Orders to Repair issued in response to fire events.
Source: Office of Enforcement and Neighborhood Services

Department of Housing Preservation and Development

Indicator name: Proactive Building Visits—Anti-Harassment Unit
Description: The number of building visits attempted within the reporting period to conduct comprehensive inspection in buildings where maintenance-based harassment may be occurring.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Proactive Building Visits—Self-closing Door Survey
Description: The number of building visits attempted within the reporting period to conduct a survey to ensure that all doors within the building are self-closing as mandated by Local Law 71 of 2022.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Proactive Building Visits—Division of Neighborhood Preservation
Description: The number of building visits attempted within the reporting period to conduct building surveys/assessments, monitor buildings discharged from the Alternative Enforcement Program, monitor compliance with Voluntary Repair Agreements (VRAs) and investigate issues reported via correspondence and communication with Elected Officials and Community Advocates.
Source: Office of Enforcement and Neighborhood Services

Indicator name: Total affordable housing starts (units)
Description: The total number of housing units (starts) created or preserved and counted by HPD. Units are created or preserved through financed new construction or rehabilitation, regulatory agreements creating or extending affordability, and homebuyer and homeownership assistance. HPD counts units produced by Housing Preservation and Development, Housing Development Corporation, NYC Economic Development Corporation, New York City Housing Authority, Department of Homeless Services, City Planning and New York State Homes and Community Renewal.
Source: Office of Development

Indicator name: New construction starts (%)
Description: The percentage of counted housing units (starts) that were created by HPD. Units are created through financed new construction, regulatory agreements creating affordability requirements, homebuyer and homeownership assistance. HPD counts units produced by Housing Preservation and Development, Housing Development Corporation, NYC Economic Development Corporation, New York City Housing Authority, Department of Homeless Services, City Planning and New York State Homes and Community Renewal.
Source: Office of Development

Indicator name: Preservation starts (%)
Description: The percentage of counted housing units that were preserved by HPD. Preservation is defined as financed rehabilitation or a regulatory agreement extending affordability requirements. HNY counts units produced by Housing Preservation and Development, Housing Development Corporation, NYC Economic Development Corporation, New York City Housing Authority, Department of Homeless Services, City Planning and New York State Homes and Community Renewal.
Source: Office of Development

Indicator name: Rental starts (%)
Description: The percentage of counted housing units (starts) created or preserved by HPD that are rental.
Source: Office of Development

Indicator name: Homeownership starts (%)
Description: The percentage of counted housing units (starts) created or preserved by HPD that are for homeownership.
Source: Office of Development

Indicator name: Total affordable housing completions (units)
Description: The total number of new construction and preservation HPD housing units where construction was completed. In the case of programs with no construction or permanent financing only, start and completion are reported simultaneously. Completions are counted following receipt of a Certificate of Occupancy; Temporary Certificate of Occupancy; Program Status Report; Certificate of Substantial Completion; Letter of Completion; Directive 14; or, in tax exemption only cases, on the date the exemption is issued.
Source: Office of Development

Indicator name: New construction completions (%)
Description: The percentage of HPD housing units where construction was completed that were new construction. In the case of programs with no construction or permanent financing only, start and completion are reported simultaneously.
Source: Office of Development

Indicator name: Preservation completions (%)
Description: The percentage of HPD housing units where construction was completed that were preservation. In the case of programs with no construction or permanent financing only, start and completion are reported simultaneously.
Source: Office of Development

Indicator name: Rental completions (%)
Description: The percentage of HPD housing units where construction was completed that were rental. In the case of programs with no construction or permanent financing only, start and completion are reported simultaneously.
Source: Office of Development

Indicator name: Homeownership completions (%)
Description: The percentage of HPD housing units where construction was completed that were homeownership. In the case of programs with no construction or permanent financing only, start and completion are reported simultaneously.
Source: Office of Development

Indicator name: New construction in limited affordability areas (%)
Description: The percentage of new construction housing units (starts) in low affordability areas. Low affordability areas are defined as U.S census areas which fall below the 30th percentile citywide on the total existing stock of affordable housing units and the number of affordable housing units whose current residents moved in within the last five years.
Source: Office of Development

Indicator name: Preservation in limited affordability areas (%)
Description: The percentage of preservation housing units (starts) in low affordability areas. Low affordability areas are defined as U.S census areas which fall below the 30th percentile citywide on the total existing stock of affordable housing units and the number of affordable housing units whose current residents moved in within the last five years.
Source: Office of Development

Indicator name: Additional housing starts (unrestricted units)
Description: The number of new market rate units in new construction or adaptive re-use mixed affordable and market rate housing projects that HPD supported. Such support includes financial assistance, tax benefit, land subsidy, and/or density bonus for the affordable units in those projects. These additional housing start units are part of mixed-income developments that include both affordable and market rate housing. These units are not counted toward a Mayoral housing plan and are not income-restricted yet add to the city's overall housing supply.
Source: Office of Development

Indicator name: Stabilization housing assistance starts (units)
Description: The number of housing units supported by HPD through direct subsidy, tax benefit, or other financial assistance to foster building improvements and/or stabilization. Financial assistance units are not counted towards a Mayoral housing plan and may not be income restricted.
Source: Office of Development

Indicator name: Extremely low income (0–30% Area Median Income) starts (%)
Description: The percentage of housing units created or preserved for housings earning 0–30% of the area median income as defined by the U.S. Department of Housing and Urban Development for the New York Metropolitan Area.
Source: Office of Development

Indicator name: Very low income (31–50% Area Median Income) starts (%)
Description: The number of housing units created or preserved for households earning 31%–50% of the area median income as defined by the U.S. Department of Housing and Urban Development for the New York Metropolitan Area
Source: Office of Development

Indicator name: Low income (51–80% Area Median Income) starts (%)
Description: The percentage of housing units created or preserved for households earning 51%–80% of the area median income as defined by the U.S. Department of Housing and Urban Development for the New York Metropolitan Area.
Source: Office of Development

Indicator name: Extremely low income (0–30% Area Median Income) completions (%)
Description: The percentage of new construction and preservation HPD housing units where construction was completed for households earning 0%–30% of the area median income as defined by the U.S. Department of Housing and Urban Development for the New York Metropolitan Area.
Source: Office of Development

Indicator name: Very low income (31–50% Area Median Income) completions (%)
Description: The percentage of new construction and preservation HPD housing units where construction was completed for households earning 31–50% of the area median income as defined by the U.S. Department of Housing and Urban Development for the New York Metropolitan Area.
Source: Office of Development

Indicator name: Low income (51–80% Area Median Income) completions (%)
Description: The percentage of new construction and preservation HPD housing units where construction was completed for households earning 51%–80% of the area median income as defined by the U.S. Department of Housing and Urban Development for the New York Metropolitan Area.
Source: Office of Development

Indicator name: Units started that serve senior households
Description: New construction and preservation started units dedicated to serving senior individuals and families. Note: Additional New York City seniors live in affordable units created or preserved without any age restriction or unit adaptations.
Source: Office of Development

Indicator name: Units completed that serve senior households
Description: New construction and preservation completed units dedicated to serving senior individuals and families. Note: Additional New York City seniors live in affordable units created or preserved without any age restriction or unit adaptations.
Source: Office of Development

Indicator name: Asset management—Rental projects in portfolio
Description: The number of rental buildings that are monitored by HPD to ensure compliance with regulatory and financial requirements. Buildings included in the asset management program are those where the City has made an investment in the form of land or money or both, or that were formerly owned by the City.
Source: Division of Asset Management

Indicator name: Asset management—High risk rental projects in portfolio (%)
Description: The percentage of total rental projects in the asset management portfolio at high risk, where one or more buildings in the project are already showing significant indications of physical, or financial distress, or noncompliance with regulatory requirements. A project is deemed high risk if it meets certain criteria in at least one of three areas: physical health, financial health, or federal HOME and LIHTC compliance. Project physical health is measured by Housing Maintenance Code Class B (hazardous) and C (immediately hazardous) violations as well as Emergency Repair Balance. Project financial health is measured by municipal arrears, and tax lien sale history. HOME and LIHTC compliance is measured by instances of HOME or LIHTC non-compliance in the project. Fiscal year first quarter data is used as a proxy for the October year-to-date number reported in the Preliminary Mayor's Management Report.
Source: Division of Asset Management

Indicator name: Asset management—Co-op projects in portfolio
Description: The number of co-op buildings that are monitored by HPD to ensure compliance with regulatory and financial requirements. Buildings included in the asset management program are those where the City has made an investment in the form of land or money or both, or that were formerly owned by the City.
Source: Division of Asset Management

Indicator name: Asset management—High risk co-op projects in portfolio (%)
Description: The percentage of total co-op projects in the asset management portfolio at high risk, where one or more buildings in the project are already showing significant indications of physical or financial distress. A project is deemed high risk if it meets certain criteria in at least one of two areas: physical health or financial health. Project physical health is measured by Housing Maintenance Code Class B (hazardous) and C (immediately hazardous) violations as well as Emergency Repair Balance. Project financial health is measured by municipal arrears, and tax lien sale history. Fiscal year first quarter data is used as a proxy for the October year-to-date number reported in the Preliminary Mayor's Management Report.
Source: Division of Asset Management

Indicator name: Applicants approved for a new construction unit through the lottery
Description: Number of applicants approved for a new construction unit through lottery.
Source: Division of Housing Opportunity (DHO)

Indicator name: Homeless households moved into a newly constructed unit
Description: Number of homeless households that moved into a new construction unit through HPS.
Source: Division of Housing Opportunity (DHO)

Indicator name: Homeless households moved into a re-rental unit
Description: Number of homeless households that moved into a re-rental unit through HPS.
Source: Division of Housing Opportunity (DHO)

Indicator name: Lottery projects—Completed applicant approvals within three months (%)
Description: Percent of lotteries that have approved applicants for 95% of the total marketed units within three months of the certificate of occupancy issuance.
Source: Division of Housing Opportunity (DHO)

Indicator name: Lottery projects—Completed applicant approvals within six months (%)
Description: Percent of lotteries that have approved applicants for 95% of the total marketed units within six months of the certificate of occupancy issuance.
Source: Division of Housing Opportunity (DHO)

Indicator name: Lottery projects—Completed applicant approvals after two years (%)
Description: Percent of lotteries that took longer than two years from the certificate of occupancy issuance to approve applicants for 95% of the total marketed units.
Source: Division of Housing Opportunity (DHO)

Indicator name: Lottery projects—Median time to complete applicant approvals (days)
Description: Median days from the certificate of occupancy issuance to approval to completion of 95% of applicant approvals for a lottery project.
Source: Division of Housing Opportunity (DHO)

Indicator name: Lottery units—Applicants approved within three months (%)
Description: Percent of lottery units with applicants approved within three months of the certificate of occupancy issuance.
Source: Division of Housing Opportunity (DHO)

Indicator name: Lottery units—Applicants approved within six months (%)
Description: Percent of lottery units approved within six months of lottery project TCO issuance.
Source: Division of Housing Opportunity (DHO)

Indicator name: Lottery units—Applicants approved after two years (%)
Description: Percent of lottery units with applicants approved within a timeframe longer than two years of the certificate of occupancy issuance.
Source: Division of Housing Opportunity (DHO)

Indicator name: Lottery units—Median time to approve an applicant (days)
Description: Median days from the certificate of occupancy issuance to applicant approval for a lottery unit.
Source: Division of Housing Opportunity (DHO)

Indicator name: Median time to lease-up a homeless placement set-aside new construction unit (days)
Description: Lease-up for new construction units is the timing between when the project received TCO and the homeless household exited shelter. Homeless set-aside units are the units designated for homeless households. Median days from TCO to shelter exit date for set-aside units.
Source: Division of Housing Opportunity (DHO)

Indicator name: Median time to lease-up a homeless placement voluntary new construction unit (days)
Description: Lease-up for new construction units is the timing between when the project revealed TCO and the homeless household exited shelter. Voluntary units are additional affordable units developers chose to lease-up for homeless households through HPS. Median days from TCO to shelter exit date for voluntary units.
Source: Division of Housing Opportunity (DHO)

Indicator name: Section 8—Housing choice voucher utilization rate
Description: The percent of Section 8 Housing Choice Vouchers (HCV) 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 and Owner Resources (DTOR)

Indicator name: Section 8—Housing choice vouchers issued
Description: The total number of new households receiving assisted rental vouchers for use in the private housing market through the Housing Choice Voucher (HCV) program.
Source: Division of Tenant and Owner Resources (DTOR)

Indicator name: Section 8—Housing choice voucher households assisted
Description: The number of households receiving a rent subsidy for a residential unit in the private housing market through the tenant-based Housing Choice Voucher programs as well as Project-Based Vouchers.
Source: Division of Tenant and Owner Resources (DTOR)

Indicator name: Section 8—Median time from completed application to voucher issuance (days)
Description: The average time from application received by to the issuance of a voucher in the Housing Choice Voucher tenant-based program. Includes both complete as well as incomplete applications, which require additional information in order to proceed to voucher issuance, impacting the amount of time.
Source: Division of Tenant and Owner Resources (DTOR)

Indicator name: Section 8—Median time from voucher issuance to lease up (days)
Description: The average time from voucher issued to successful lease up in the Housing Choice Voucher tenant-based program. Includes both HPD processing times, as well as search times for the voucher holder.
Source: Division of Tenant and Owner Resources (DTOR)

Indicator name: Section 8—Subsidized units in abatement (%)
Description: The percent of subsidized units that failed the Housing Quality Standard (HQS) inspection conducted by HPD resulting in a unit being placed in abatement—i.e., the rent subsidy is temporarily suspended until all conditions resulting in failure are corrected by the owner. The percent total is derived from the number of units in abatement at the end of the month (June) divided by the total number of units receiving assistance. HQS standards are established by the Department of Housing and Urban Development's Section 8 program regulations.
Source: Division of Tenant and Owner Resources (DTOR)

Indicator name: Households assisted through other programs
Description: Total number of households assisted through Shelter Plus Care (SPC), NYC 15/15, and MOD Rehab. These are separate from housing choice vouchers.
Source: Division of Tenant and Owner Resources (DTOR)

Indicator name: Units started for homeless individuals and families
Description: New construction and preservation units started and counted towards by HPD that are restricted for homeless individuals and families.
Source: Office of Development

Indicator name: Supportive units started
Description: New construction and preservation units started and counted by HPD with contracts for supportive services.
Source: Office of Development

Indicator name: Units completed for homeless individuals and families
Description: Completed HPD new construction and preservation units that are restricted for homeless individuals and families.
Source: Office of Development

Indicator name: Supportive units completed
Description: New construction and preservation units started and counted by HPD with contracts for supportive services.
Source: Division of Housing Opportunity and Program Services

Indicator name: Census for single adults
Description: The number of single adults housed in HPD Emergency Facilities.
Source: Emergency Operations Division

Indicator name: Census for adult families
Description: The number of households comprised of two or more adult household members in HPD Emergency Facilities.
Source: Emergency Operations Division

Indicator name: Census for families with children
Description: The number of households with children under the age of 18 in HPD Emergency Shelters.
Source: Emergency Operations Division

Indicator name: Average length of stay—Single adults (days)
Description: The average number of days single adult households stay in HPD Emergency Facilities.
Source: Emergency Operations Division

Indicator name: Average length of stay—Adult families (days)
Description: The average number of days of adult families stay in HPD Emergency Facilities.
Source: Emergency Operations Division

Indicator name: Average length of stay—Families with children (days)
Description: The average number of days families with children under the age of 18 stay in HPD Emergency Shelters.
Source: Emergency Operations Division

Indicator name: Financed affordable housing projects with an M/WBE Build Up goal (%)
Description: The percent of affordable housing projects created or preserved by HPD that have an M/WBE Build Up goal associated with it. Through the Build Up program, developers with projects receiving Housing Preservation and Development (HPD) or Housing Development Corporation (HDC) funding greater than $2 million are required to spend at least 25% of HPD/HDC-supported costs on M/WBE services. All payments to certified M/WBEs performing construction or providing professional services count toward the goal.
Source: Division of Housing Opportunity and Program Services

Indicator name: Total dollar amount expected to be awarded to M/WBE contractors for financed affordable housing projects through the Build Up program ($)
Description: The total M/WBE goal amount for all projects subject to the M/WBE Build Up program that started within the Fiscal Year.
Source: Division of Housing Opportunity and Program Services

Indicator name: Completed affordable housing projects that met or exceeded their M/WBE Build Up goal (%)
Description: The percent of projects that completed construction within the Fiscal year that have fulfilled the requirements under the M/WBE Build Up program by either meeting or exceeding their M/WBE spending goal.
Source: Division of Housing Opportunity and Program Services

Indicator name: Total dollar amount awarded to M/WBE contractors for completed affordable housing projects through the Build Up program ($)
Description: The total dollar amount spent on M/WBE sub-contractors for projects subject to the M/WBE Build Up program that completed construction.
Source: Division of Housing Opportunity (DHO)

Indicator name: Total direct city subsidy investment
Description: Total city subsidy investment associated with new construction and preservation starts. City subsidy includes City Capital, HDC Reserves, Housing Infrastructure Fund, Reso A, 421-a Fund, and OurSpace.
Source: Office of Development

Indicator name: Employment impacts—Temporary jobs associated with housing production
Description: The number of temporary construction jobs calculated by the Economic Development Corporation using development costs (hard, soft, and acquisition) associated with new construction and preservation starts for the fiscal year.
Source: Office of Development

Indicator name: Employment impacts—Permanent jobs associated with housing production
Description: The number of permanent operations jobs calculated by the Economic Development Corporation using development costs (hard, soft, and acquisition) associated with new construction and preservation starts for the fiscal year. Permanent operations jobs are those that relate to the operation of new residential, commercial, or community space created.
Source: Office of Development

Indicator name: Human services contracts
Description: The number of human service contracts that were registered by the City Comptroller during the fiscal year. The reported number includes general contracts and task orders issued from master agreements, but excludes awards made using City Council Discretionary funding and Emergency Contracts as defined by the New York City Procurement Policy Board Rules.
Source: Mayor's Office of Contract Services

Indicator name: Human services contract registration within 30 days of the contract start date (%)
Description: The percentage of human service contracts that are registered by the City Comptroller within 30 days of the contract start date. This proportion reflects the contracts that were registered in that fiscal year, regardless of their contract start date. The reported number includes general contracts and task orders issued from master agreements, but excludes awards made using City Council Discretionary funding and Emergency Contracts as defined by the New York City Procurement Policy Board Rules.
Source: Mayor's Office of Contract Services

Indicator name: Total dollars disbursed for human services contracts ($000,000)
Description: The amount of dollars disbursed to providers during the fiscal year. Represents total dollars disbursed within the fiscal year regardless of when the invoice was submitted.
Source: Mayor's Office of Contract Services

Indicator name: E-mails responded to within 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: HPDInfo computer system

Indicator name: Letters responded to within 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: HPDInfo computer system

Indicator name: Average wait time to speak with a customer service agent (minutes)
Description: The average time in minutes 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: Division of Tenant and Owner Resources (DTOR)

Indicator name: Visitors to the Division of Tenant and Owner Resources (DTOR) rating customer service as good or better (%)
Description: The number of visitors to the Division of Tenant Resources, Client and Owner Services facility (HPD's Section 8 walk-in center) who rated their overall customer service experience as good or excellent as a percent of the total number of visitors who completed surveys.
Source: Division of Tenant and Owner Resources (DTOR)

Indicator name: Completed requests for interpretation
Description: The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source: Division of Tenant and Owner Resources (DTOR)

Indicator name: CORE facility rating
Description: CORE facility rating: An average Customers Observing and Reporting Experiences (CORE) score based on the rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations—SCOUT

Indicator name: Heating—% of SRs Meeting Time to Close (5 days)
Description: The percentage of service requests for which the agency met its planned time of action to provide the service.
Source: Citywide Performance Reporting

Indicator name: Non-Construction—Pests—% of SRs Meeting Time to Close (30 days)
Description: The percentage of service requests for which the agency met its planned time of action to provide the service.
Source: Citywide Performance Reporting

Indicator name: Paint/Plaster—Ceiling—% of SRs Meeting Time to Close (17 days)
Description: The percentage of service requests for which the agency met its planned time of action to provide the service.
Source: Citywide Performance Reporting

Indicator name: Paint/Plaster—Walls—% of SRs Meeting Time to Close (17 days)
Description: The percentage of service requests for which the agency met its planned time of action to provide the service.
Source: Citywide Performance Reporting

Indicator name: Plumbing—Water-Leaks—% of SRs Meeting Time to Close (17 days)
Description: The percentage of service requests for which the agency met its planned time of action to provide the service.
Source: Citywide Performance Reporting

New York City Housing Authority

Indicator name: Rent collection (%)
Description: Percent of total rent revenue collected from the total billed.
Source: Finance

Indicator name: Rent delinquency rate (%)
Description: The percent (%) of occupied units (households) that owe a balance greater than zero.
Source: Finance

Indicator name: Households in rent arrears
Description: The total number of households that are in rent arrears (balance greater than zero).
Source: NYCHA Systems

Indicator name: Rent collection without arrears (%)
Description: The rolling 12 month percentage of rent collected over monthly charges excluding arrears and rental assistance programs such as Emergency Rental Assistance Program (ERAP), COVID-19 Rental Assistance Program (CRA), and HOME American Rescue Plan Program (HOME-ARP). The data is reported for current tenants.
Source: Financial Systems

Indicator name: Average time to resolve emergency service requests (hours:minutes)
Description: The average number of hours to resolve heat, hot water and other high priority complaints.
Source: Performance Tracking and Analytics

Indicator name: Average time to resolve non-emergency service requests (days)
Description: The average number of days to resolve complaints that are not emergency complaints.
Source: Performance Tracking and Analytics

Indicator name: Non-emergency service requests resolved within 15 days (%)
Description: The percentage of non-emergency service requests that are resolved within 15 days.
Source: Performance Tracking and Analytics

Indicator name: Non-emergency service requests resolved within 60 days (%)
Description: The percentage of non-emergency service requests that are resolved within 60 days.
Source: Performance Tracking and Analytics

Indicator name: Average time to complete maintenance work orders (days)
Description: The average days to complete a work order performed by a Maintenance Worker from the date the work order is created to the date the work is completed.
Source: Performance Tracking and Analytics

Indicator name: Average time to complete skilled trades and vendor work orders (days)
Description: The average days to complete a work order performed by a skilled trades worker (i.e. carpenter, painter, plasterer, plumber, etc.) from the date the work order is created to the date the work is completed.
Source: NYCHA Systems

Indicator name: Average time to resolve heat outages (hours:minutes)
Description: The average time to resolve a heat outage from the date/time it is reported to when the work is completed. A heat outage is a disruption of heat service to a line of apartments, stair hall, building(s), or development.
Source: Performance Tracking and Analytics

Indicator name: Average time to resolve elevator outages (hours:minutes)
Description: The average number of hours to resolve reported elevator outages.
Source: Research & Management Analysis

Indicator name: Elevator outages resolved within 10 hours (%)
Description: The percentage of elevator service interruptions resolved within 10 hours. The numerator is the number of elevator disruptions lasting 10 hours or less and the denominator is the total number of elevator disruptions.
Source: Performance Tracking and Analytics

Indicator name: Average outage 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: Performance Tracking and Analytics

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

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

Indicator name: Elevator-related fatalities
Description: Number of elevator related fatalities
Source: Elevator Services and Repair Department

Indicator name: Rat complaints responded within 2 business days (%)
Description: The percentage of resident generated rat complaints submitted through NYCHA's Customer Contact Center, MyNYCHAApp (mobile or web) where the initial visit took place within 2 business days. The numerator is the number of complaints responded to within 2 business days and the denominator is the total number of complaints.
Source: Performance Tracking and Analytics

Indicator name: Rat complaints responded within 5 days (%)
Description: The percentage of resident generated rat complaints submitted through the Customer Contact Center, MyNYCHAApp (mobile or web) where the initial visit took place within 5 days. The numerator is the number of complaints responded to within 5 calendar days and the denominator is the total number of complaints.
Source: Performance Tracking and Analytics

Indicator name: Other pest complaints responded within 7 days (%)
Description: The percentage of resident generated complaints submitted through the Customer Contact Center, MyNYCHAApp (mobile or web) where the initial visit took place within 7 days. Other pests include bedbugs, mice, and roaches. The numerator is the number of complaints responded to within 7 calendar days and the denominator is the total number of complaints.
Source: Performance Tracking and Analytics

Indicator name: Other pest complaints responded within 10 days (%)
Description: The percentage of resident generated complaints submitted through the Customer Contact Center, MyNYCHAApp (mobile or web) where the initial visit took place within 7 days. Other pests include bedbugs, mice, and roaches. The numerator is the number of complaints responded to within 10 calendar days and the denominator is the total number of complaints.
Source: Performance Tracking and Analytics

Indicator name: Mold removed within 5 business days (%)
Description: The percentage of mold cases where the visible mold was removed within 5 business days of the date the work order was created. There could be additional steps needed to complete the entire repair. The numerator is the number of mold complaints where the visible mold was removed within 5 business days and the denominator is the total number of verified mold complaints.
Source: Performance Tracking and Analytics

Indicator name: Simple mold repairs completed within 7 days (%)
Description: The percentage of simple mold repairs that can be performed by a Maintenance Worker or Caretaker within 7 days. The numerator is the number of mold simple repairs completed within 7 calendar days and the denominator is the total number of verified mold simple repairs.
Source: Performance Tracking and Analytics

Indicator name: Complex mold repairs completed within 15 days (%)
Description: The percentage of complex mold repairs that must be performed by skilled trade workers or other specialized staff (in one or more visits) that are completed within 15 days. The numerator is the number of mold complex repairs completed within 15 calendar days and the denominator is the total number of verified mold complex repairs.
Source: Performance Tracking and Analytics

Indicator name: Mold cases without recurrence (%)
Description: The percentage of mold cases where the mold did not reoccur within a 12-month period. The numerator is the number of cases where mold did not reoccur within a 12-month period and the denominator is the total number of verified mold cases over the same time period.
Source: Performance Tracking and Analytics

Indicator name: Units abated for lead
Description: The number of units abated for lead each month at NYCHA developments at the 0.5 mg/cm2 threshold established by NYC as of December 1, 2021.
Source: Lead Hazard Control

Indicator name: Management cost per dwelling unit per month ($)
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: Average turnaround time for vacant units (days)
Description: The average time from when a unit becomes vacant to when it’s re-occupied.
Source: Information Technology

Indicator name: New move-ins (units)
Description: The number of units that have been re-occupied or leased to a new tenant.
Source: Performance Tracking and Analytics

Indicator name: Vacant units—turnover in process
Description: The number of vacant units, including units that are available for rental immediately and units that need preparation to make them available to rent.
Source: Performance Tracking and Analytics

Indicator name: Major felony crime rate per 1,000 residents
Description: Rate per 1000 residents of seven major felony crime categories reported at NYCHA developments for the fiscal year to date. The seven major felony categories are: murder & non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, grand larceny, and grand larceny auto.
Source: NYPD

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: Active capital projects on track or with minor delays (%)
Description: Percent of all active capital projects that are on schedule or have minor delays (six months or less).
Source: Asset & Capital Management

Indicator name: Active capital projects in construction phase on track or with minor delays (%)
Description: Percent of all active capital projects in construction phase that are on schedule or have minor delays (six months or less).
Source: Asset & Capital Management

Indicator name: Public Housing Portfolio—Unit Inventory (000)
Description: Number of apartments in public housing developments.
Source: Performance Tracking and Analytics

Indicator name: Public Housing Portfolio—Buildings
Description: Number of buildings in public housing developments
Source: Performance Tracking and Analytics

Indicator name: Public Housing Portfolio—Developments
Description: Number of unconsolidated public housing developments
Source: Performance Tracking and Analytics

Indicator name: PACT Portfolio—Developments preserved
Description: The total number of developments that were transitioned from public housing to the RAD/PACT program each year.
Source: Performance Tracking and Analytics

Indicator name: PACT Portfolio—Buildings preserved
Description: The total number of residential buildings that were transitioned from public housing to the RAD/PACT program each year.
Source: Performance Tracking and Analytics

Indicator name: PACT Portfolio—Units preserved
Description: The total number of units each year that were transitioned from public housing to the RAD/PACT program.
Source: Performance Tracking and Analytics

New York City Housing Authority

Indicator name: PACT Portfolio—Units rehabbed
Description: The number of public housing units rehabilitated through the PACT program. Units are counted as rehabbed once the entire PACT project is at 100% completion. Rehabilitation includes improvements to individual apartments, building structures, common spaces, the site and grounds along with energy and building systems. The Housing Blueprint released in 2022 calls for NYCHA to convert and recapitalize 62,000 units.
Source: Real Estate Development Department (REDD)

Indicator name: PACT Portfolio—Cumulative developments preserved
Description: The total number of developments that were transitioned from public housing to the RAD/PACT program starting with the Ocean Bay conversion in 2016.
Source: Performance Tracking and Analytics

Indicator name: PACT Portfolio—Cumulative buildings preserved
Description: The total number of residential buildings that were transitioned from public housing to the RAD/PACT program starting with the Ocean Bay conversion in 2016.
Source: Performance Tracking and Analytics

Indicator name: PACT Portfolio—Cumulative units preserved
Description: The total number of units that were transitioned from public housing to the RAD/PACT program starting with the Ocean Bay conversion in 2016.
Source: Performance Tracking and Analytics

Indicator name: PACT Portfolio—Cumulative units rehabbed
Description: The cumulative number of public housing units rehabilitated through the PACT program from the beginning of the program. Units are counted as rehabbed once the entire PACT project is at 100% completion. Rehabilitation includes improvements to individual apartments, building structures, common spaces, the site and grounds along with energy and building systems. The Housing Blueprint released in 2022 calls for NYCHA to convert and recapitalize 62,000 units.
Source: Performance Tracking and Analytics

Indicator name: Apartment attrition rate (%)
Description: Percent of public housing apartments vacated.
Source: Performance Tracking and Analytics

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

Indicator name: Applicants placed in public housing
Description: The number of applicants placed in conventional public housing.
Source: Applications and Tenancy Administration

Indicator name: Total homeless applicants placed in public housing
Description: Total number of homeless applicants placed in public housing.
Source: Applications and Tenancy Administration

Indicator name: Homeless applicants placed in public housing—NYCHA housing
Description: Total number of homeless applicants placed in NYCHA housing.
Source: Applications and Tenancy Administration

Indicator name: Homeless applicants placed in public housing—Section 8
Description: Total number of homeless applicants placed in public housing—Section 8.
Source: Applications and Tenancy Administration

Indicator name: Working families residing in public housing (cumulative) (%)
Description: The percent of working families residing in public housing.
Source: Performance Tracking and Analytics

Indicator name: Section 8—Families on waiting list (000)
Description: The number of families on the waiting list to receive a Section 8 voucher (federal rent assistance), including applicants in the eligibility and certification stages of the process and those who are in the preliminary stage of the application process.
Source: Leased Housing

Indicator name: Section 8—Maximum allowable vouchers
Description: Number of maximum allowable Section 8 vouchers.
Source: Leased Housing

Indicator name: Section 8—Funded vouchers
Description: Number of funded Section 8 vouchers.
Source: Leased Housing

Indicator name: Section 8—Funded vouchers occupied units (%)
Description: Percent of funded Section 8 vouchers occupied units.
Source: Leased Housing

Indicator name: Section 8—Utilization rate for authorized 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: Leased Housing

Indicator name: Section 8—Housing Assistance Payments funding utilization rate (%)
Description: Percent of funding (HAP) utilization rate.
Source: Leased Housing

Indicator name: Section 8—Occupied units
Description: The number of households in the Section 8 program.
Source: Leased Housing

Indicator name: Section 8—Biennial inspections
Description: The percentage of annual inspections completed of those due.
Source: Leased Housing

Indicator name: Section 8—Annual recertifications
Description: The percentage of annual reviews completed of those due.
Source: Leased Housing

Indicator name: Section 8—Applicants placed through vouchers
Description: The number of Section 8 voucher applicants who were placed during the reporting period.
Source: Leased Housing

Indicator name: Residents approved for emergency transfers
Description: Number of Emergency Transfer Program cases approved for transfer.
Source: Applications and Tenancy Administration

Indicator name: Emergency transfer disposition time (days)
Description: Average number of days to disposition Emergency Transfer Program cases.
Source: Applications and Tenancy Administration

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: Family Partnerships

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

Indicator name: Total resident job placements
Description: The sum of NYCHA Direct Placements and Partner Placements.
Source: Resident Economic Empowerment and Sustainability and Human Resources

Indicator name: Resident job placements—Direct placements
Description: Direct Job Placements are NYCHA Human Resources and NYCHA Vendor Hires (I.e. Section 3, residents directly hired by NYCHA HR, REES NRTA Janitorial or Pest Control graduates hired by NYCHA.
Source: Resident Economic Empowerment and Sustainability and Human Resources

Indicator name: Resident job placements—Program and partner placements
Description: The sum of Jobs Plus, NYCHA Resident Training Academy (NRTA), and Partner Placements. Partners are employment assistance or vocational training providers that REES has partnership agreements with to directly connect NYCHA residents to their services via referrals or facilitated information sessions. Partners are asked to report on any placements as outlined in the partnership agreement.
Source: Resident Economic Empowerment and Sustainability

Indicator name: Resident job placements—Job training graduates placed (%)
Description: The ratio of NYCHA residents who completed NYCHA sponsored job training programs and the number of trainees who found jobs.
Source: Resident Economic Empowerment and Sustainability

Indicator name: Resident job placements—Youth placed 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: Completed 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: Customer Contact Center and Department of Communications

Indicator name: E-mails responded to within 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.

Indicator name: Average wait time to speak with a customer service agent (minutes:seconds)
Description: The average time in minutes from the time a customer meets with a greeter or information desk representative until he or she is met by a customer service representative.
Source: Customer Contact Center

Indicator name: CORE facility rating
Description: CORE facility rating: An average Customers Observing and Reporting Experiences (CORE) score based on the rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations—SCOUT

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

Indicator name: Number of agency customers surveyed for overall customer satisfaction
Description: Number of agency customers surveyed for overall customer satisfaction
Source: Information Technology

Indicator name: Customers rating service good or better (%)
Description: Customers rating service good or better (%) (As applicable)
Source: Information Technology

Landmarks Preservation Commission

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

Indicator name: Individual landmarks, interior landmarks and scenic landmarks designated
Description: The number of individual, interior, and scenic landmarks designated by the Commission. An individual landmark is the exterior of an individual structure, ranging from farmhouses to skyscrapers. An interior landmark is a building interior that is customarily open or accessible to the public and also meets the criteria for an individual landmarks. A scenic landmark is a City-owned park or other landscape feature, such as Prospect Park, Central Park, and Ocean Parkway.
Source: LPC Research Department

Indicator name: Historic districts designated
Description: The number of historic districts designated by the Commission. A historic district is an area of the City that possesses architectural and historical significance and a distinct sense of place.
Source: LPC Research Department

Indicator name: Total buildings designated
Description: The number of individually landmarked buildings and the total number of designated buildings within historic districts.
Source: 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: LPC Preservation Department

Indicator name: Actions taken on work permit applications
Description: The number of actions taken on work permit applications. 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: LPC Preservation Department

Indicator name: Certificates of No Effect issued within 10 business days (%)
Description: The percentage of Certificates of No Effect issued within 10 business 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: LPC Preservation Department

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

Indicator name: Permits for minor work issued within 10 business days (%)
Description: The percentage of Permits for Minor Work issued within 10 business 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: LPC Preservation Department

Indicator name: Complaints received
Description: The number of complaints received of illegal work being performed on designated structures.
Source: LPC Enforcement Department

Indicator name: Complaints investigated
Description: The number of complaints investigated of illegal work being performed on designated structures.
Source: LPC Enforcement Department

Indicator name: Properties investigated
Description: The number of buildings or sites investigated in response to reported incidences of illegal work on designated structures. This can include initial and follow-up investigations.
Source: LPC Enforcement Department

Indicator name: Enforcement actions taken: Total Warning Letters, Summonses, and Stop Work Orders issued
Description: The total number of Warning letters, Summonses, and Stop Work Orders issued for illegal work performed on designated structures. When work is done to a landmark building without a permit, the enforcement department follows a series of steps, starting with issuing a Warning Letter describing the work performed without a permit and instructing the owner to submit an application to legalize or correct the work. If the Warning Letter is not responded to, and the violation is not cured, LPC will issue a Summons, which may require an appearance at a hearing held at the Office of Administrative Trials and Hearings (OATH) and may result in a civil penalty. In cases of ongoing illegal work, LPC will issue a Stop Work Order, in which all illegal work must stop immediately once the construction site has been made safe.
Source: LPC Enforcement Department

Indicator name: Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)
Description: The number of Summonses at the NYC Office of Administrative Trials and Hearings (OATH) for which a penalty was paid as a percentage of all LPC Summonses issued and received at OATH.
Source: LPC Enforcement Department

Indicator name: Archaeology applications reviewed within 10 business days (%)
Description: The percentage of archaeology applications reviewed within 10 business days of receipt of a completed application. LPC regulates work that may affect protected archeological (below grade) features at sites that are designated to protect archeological resources, such as cemeteries. LPC reviews plans to determine potential effects on known or unknown archeological resources and reviews plans for the treatment of any artifacts discovered in the course of the project.
Source: LPC Archaeology Department

Landmarks Preservation Commission

Indicator name:	Letters responded to within 14 days (%)
Description:	The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement that includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day-response. Agencies must track internally the additional time until a customer has a complete and full response.
Source:	LPC External Affairs Department

Indicator name:	E-mails responded to within 14 days (%)
Description:	The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement that includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14-day response. Agencies must track internally the additional time until a customer has a complete and full response.
Source:	LPC External Affairs Department

Administrative Services

Administrative Services

Department of Citywide Administrative Services p 327

Office of Technology and Innovation p 351

Department of Records & Information Services p 337

Board of Elections p 355

Department of Finance p 341

Indicator name: Applications received for all DCAS civil service exams
Description: The number of completed applications received by DCAS for Open Competitive, Promotion, and Qualified Incumbent civil service examinations, excluding NYC Transit Authority (NYCTA) exams.
Source: DCAS Bureau of Examinations

Indicator name: Employment applications received via Jobs NYC
Description: The number of completed applications received from internal and external applicants via Jobs NYC (cityjobs.nyc.gov) during the reporting period.
Source: New York City Automated Personnel System (NYCAPS)

Indicator name: New hires—Asian/Pacific Islander (%)
Description: The number of newly hired people who identified themselves as Asian/Pacific Islander divided by the sum of all new hires in the mayoral agencies during the reporting period, represented as a percentage. The mayoral agencies included are the Offices of the Mayor, ACS, BIC, BSA, CCHR, CCRB, COIB, DCP, DCAS, DCLA, DCWP, DDC, DEP, DFTA, DOB, DOC, DOF, DOHMH, DOI, DOP, DORIS, DOT, DPR, DSNY, DVS, DYCD, FDNY, FISA, HPD, HRA, LAW, LPC, MOCS, NYCEM, NYCOA, NYCTC, NYPD, OATA, OATH, OLR, OMB, OPA, OTI, SBS, and TLC. Does not include DOE or public authorities and corporations.
Source: DCAS Citywide Equity & Inclusion and DCAS Human Capital

Indicator name: New hires—Black (%)
Description: The number of newly hired people who identified themselves as Black divided by the sum of all new hires in the mayoral agencies during the reporting period, represented as a percentage. The mayoral agencies included are the Offices of the Mayor, ACS, BIC, BSA, CCHR, CCRB, COIB, DCP, DCAS, DCLA, DCWP, DDC, DEP, DFTA, DOB, DOC, DOF, DOHMH, DOI, DOP, DORIS, DOT, DPR, DSNY, DVS, DYCD, FDNY, FISA, HPD, HRA, LAW, LPC, MOCS, NYCEM, NYCOA, NYCTC, NYPD, OATA, OATH, OLR, OMB, OPA, OTI, SBS, and TLC. Does not include DOE or public authorities and corporations.
Source: DCAS Citywide Equity & Inclusion and DCAS Human Capital

Indicator name: New hires—Hispanic (%)
Description: The number of newly hired people who identified themselves as Hispanic divided by the sum of all new hires in the mayoral agencies during the reporting period, represented as a percentage. The mayoral agencies included are the Offices of the Mayor, ACS, BIC, BSA, CCHR, CCRB, COIB, DCP, DCAS, DCLA, DCWP, DDC, DEP, DFTA, DOB, DOC, DOF, DOHMH, DOI, DOP, DORIS, DOT, DPR, DSNY, DVS, DYCD, FDNY, FISA, HPD, HRA, LAW, LPC, MOCS, NYCEM, NYCOA, NYCTC, NYPD, OATA, OATH, OLR, OMB, OPA, OTI, SBS, and TLC. Does not include DOE or public authorities and corporations.
Source: DCAS Citywide Equity & Inclusion and DCAS Human Capital

Indicator name: New hires—Some other race (%)
Description: The number of newly hired people who identified themselves as some other race divided by the sum of all new hires in the mayoral agencies during the reporting period, represented as a percentage. The mayoral agencies included are the Offices of the Mayor, ACS, BIC, BSA, CCHR, CCRB, COIB, DCP, DCAS, DCLA, DCWP, DDC, DEP, DFTA, DOB, DOC, DOF, DOHMH, DOI, DOP, DORIS, DOT, DPR, DSNY, DVS, DYCD, FDNY, FISA, HPD, HRA, LAW, LPC, MOCS, NYCEM, NYCOA, NYCTC, NYPD, OATA, OATH, OLR, OMB, OPA, OTI, SBS, and TLC. Does not include DOE or public authorities and corporations.
Source: DCAS Citywide Equity & Inclusion and DCAS Human Capital

Indicator name: New hires—White (%)
Description: The number of newly hired people who identified themselves as White divided by the sum of all new hires in the mayoral agencies during the reporting period, represented as a percentage. The mayoral agencies included are the Offices of the Mayor, ACS, BIC, BSA, CCHR, CCRB, COIB, DCP, DCAS, DCLA, DCWP, DDC, DEP, DFTA, DOB, DOC, DOF, DOHMH, DOI, DOP, DORIS, DOT, DPR, DSNY, DVS, DYCD, FDNY, FISA, HPD, HRA, LAW, LPC, MOCS, NYCEM, NYCOA, NYCTC, NYPD, OATA, OATH, OLR, OMB, OPA, OTI, SBS, and TLC. Does not include DOE or public authorities and corporations.
Source: DCAS Citywide Equity & Inclusion and DCAS Human Capital

Indicator name: New hires—Race/ethnicity: Prefer not to say or unknown (%)
Description: The number of newly hired people who preferred not to share their race/ethnicity or who did not respond to this item divided by the sum of all new hires in the mayoral agencies during the reporting period, represented as a percentage. The mayoral agencies included are the Offices of the Mayor, ACS, BIC, BSA, CCHR, CCRB, COIB, DCP, DCAS, DCLA, DCWP, DDC, DEP, DFTA, DOB, DOC, DOF, DOHMH, DOI, DOP, DORIS, DOT, DPR, DSNY, DVS, DYCD, FDNY, FISA, HPD, HRA, LAW, LPC, MOCS, NYCEM, NYCOA, NYCTC, NYPD, OATA, OATH, OLR, OMB, OPA, OTI, SBS, and TLC. Does not include DOE or public authorities and corporations.
Source: DCAS Citywide Equity & Inclusion and DCAS Human Capital

Indicator name: New hires—Female (%)
Description: The number of newly hired people who identified themselves as female divided by the sum of all new hires in the mayoral agencies during the reporting period, represented as a percentage. The mayoral agencies included are the Offices of the Mayor, ACS, BIC, BSA, CCHR, CCRB, COIB, DCP, DCAS, DCLA, DCWP, DDC, DEP, DFTA, DOB, DOC, DOF, DOHMH, DOI, DOP, DORIS, DOT, DPR, DSNY, DVS, DYCD, FDNY, FISA, HPD, HRA, LAW, LPC, MOCS, NYCEM, NYCOA, NYCTC, NYPD, OATA, OATH, OLR, OMB, OPA, OTI, SBS, and TLC. Does not include DOE or public authorities and corporations.
Source: DCAS Citywide Equity & Inclusion and DCAS Human Capital

Indicator name: New hires—Male (%)
Description: The number of newly hired people who identified themselves as male divided by the sum of all new hires in the mayoral agencies during the reporting period, represented as a percentage. The mayoral agencies included are the Offices of the Mayor, ACS, BIC, BSA, CCHR, CCRB, COIB, DCP, DCAS, DCLA, DCWP, DDC, DEP, DFTA, DOB, DOC, DOF, DOHMH, DOI, DOP, DORIS, DOT, DPR, DSNY, DVS, DYCD, FDNY, FISA, HPD, HRA, LAW, LPC, MOCS, NYCEM, NYCOA, NYCTC, NYPD, OATA, OATH, OLR, OMB, OPA, OTI, SBS, and TLC. Does not include DOE or public authorities and corporations.
Source: DCAS Citywide Equity & Inclusion and DCAS Human Capital

Indicator name: New hires—Other gender (%)
Description: The number of newly hired people who identified themselves as other gender (e.g., non-binary, other gender) divided by the sum of all new hires in the mayoral agencies during the reporting period, represented as a percentage. The mayoral agencies included are the Offices of the Mayor, ACS, BIC, BSA, CCHR, CCRB, COIB, DCP, DCAS, DCLA, DCWP, DDC, DEP, DFTA, DOB, DOC, DOF, DOHMH, DOI, DOP, DORIS, DOT, DPR, DSNY, DVS, DYCD, FDNY, FISA, HPD, HRA, LAW, LPC, MOCS, NYCEM, NYCOA, NYCTC, NYPD, OATA, OATH, OLR, OMB, OPA, OTI, SBS, and TLC. Does not include DOE or public authorities and corporations.
Source: DCAS Citywide Equity & Inclusion and DCAS Human Capital

Indicator name: New hires—Gender: Prefer not to say or unknown (%)
Description: The number of newly hired people who preferred not to share their gender or who did not respond to this item divided by the sum of all new hires in the mayoral agencies during the reporting period, represented as a percentage. The mayoral agencies included are the Offices of the Mayor, ACS, BIC, BSA, CCHR, CCRB, COIB, DCP, DCAS, DCLA, DCWP, DDC, DEP, DFTA, DOB, DOC, DOF, DOHMH, DOI, DOP, DORIS, DOT, DPR, DSNY, DVS, DYCD, FDNY, FISA, HPD, HRA, LAW, LPC, MOCS, NYCEM, NYCOA, NYCTC, NYPD, OATA, OATH, OLR, OMB, OPA, OTI, SBS, and TLC. Does not include DOE or public authorities and corporations.
Source: DCAS Citywide Equity & Inclusion and DCAS Human Capital

Indicator name: Median time from exam administration to exam results completion for DCAS-administered exams (business days)
Description: The median number of business days elapsed from the date a civil service exam was given to the date exam results were completed (list published or directly established at the request of a hiring agency) for all single-part (i.e., education & experience or multiple choice exams) and multi-part (i.e., qualifying education & experience or qualifying practical exams with competitive multiple choice exams) exams, excluding NYCTA exams during the reporting period. NYCTA exams are excluded from this indicator as NYCTA has jurisdiction over the development, administration, and scoring of its civil service exams; DCAS is only responsible for processing NYCTA's eligible lists. List publication refers to the point at which results are sent to candidates and published lists are sent to hiring agencies. Appointments cannot be made until a list has been established and certified to hiring agencies.
Source: DCAS Bureau of Examinations

Indicator name: Civil service exams open for filing by DCAS
Description: The total number of civil service examinations open for filing by DCAS during the reporting period excluding NYCTA exams.
Source: DCAS Bureau of Examinations

Indicator name: Active employees in competitive title on exam schedule (%)
Description: The percentage of active employees in titles that require civil service examinations to fill vacancies that are represented on the City's annual exam schedule, which releases every July, mapping out planned exams through June 30 of the following year. The share of active City employees serving in titles that are represented on the annual examination schedule, whether those employees are serving permanently, provisionally, or through another appointment type.
Source: Exam Schedule and NYCAPS

Indicator name: Average rating for professional development training sessions (%)
Description: The average rating for professional development training sessions sponsored by DCAS Citywide Leaning and Development based on post-session surveys completed by training participants and City employees that receive services during the reporting period. The highest possible rating given by each participant is 100%.
Source: DCAS Citywide Learning and Development

Indicator name: Trainings completed by City employees/participants in managerial and professional development
Description: The total number of City employee/participant completions of the various trainings in the managerial and professional development portfolio during the reporting period, excluding compliance training.
Source: DCAS Citywide Learning and Development

Indicator name: Trainings completed by City employees/participants in equity and inclusion
Description: The total number of City employee/participant completions of the various trainings in the equity and inclusion portfolio during the reporting period.
Source: DCAS Citywide Learning and Development

Indicator name: Mandatory trainings completed by City employees/participants in equity and inclusion
Description: The total number of City employee/participant completions of mandated equity and inclusion courses during the reporting period.
Source: DCAS Citywide Learning and Development

Indicator name: Average building cleanliness and condition rating for DCAS-managed space (non-court) (%)
Description: The average cleanliness and condition rating of DCAS-managed office buildings. The ratings are derived from items on a survey of tenants in DCAS-managed buildings and does not include court space. The survey is closely related to the checklist used by the New York State Office of Court Administration. Most items are rated on a three-point scale—Adequate (highest), Marginal, and Inadequate (lowest)—with overall performance calculated as a percentage.
Source: DCAS Tenant Relations

Indicator name: CORE facility rating
Description: An average Customers Observing and Reporting Experiences (CORE) score based on the rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair, or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points, and poor ratings receive no points. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations

Indicator name: In-house trade shop work orders completed within 30 days (%)
Description: The percentage of in-house work orders during the reporting period received by the DCAS Trade Shops finished within 30 days of the work being assigned. The trade shops include carpenters, plumbers, electricians, etc., and is independent of maintenance and mechanical work.
Source: DCAS Construction and Technical Services

Indicator name: Average time to complete in-house trade shop work orders (days)
Description: The mean time, in calendar days, for DCAS staff to complete work orders during the reporting period for construction repairs, starting from the time the work is assigned a trade (carpentry, plumbing, electrical, locksmith, masonry, plaster, etc.) to completion.
Source: DCAS Construction and Technical Services

Indicator name: Completed in-house trade shop work orders
Description: The total number of in-house work orders completed by the DCAS Trade Shops during the reporting period.
Source: DCAS Construction and Technical Services

Indicator name: Lease-in agreements executed
Description: The number of lease-in real estate agreements executed by DCAS for City agency use in private space during the fiscal year. Real estate agreements executed include renewals, amendments, and new executions of leases or licenses.
Source: DCAS Real Estate Services

Indicator name: Square footage associated with executed lease-in agreements (000)
Description: The total square footage, in thousands, as specified in the lease-in or license agreement, associated with real estate agreements executed by DCAS during the fiscal year for City agency use in private space. Real estate agreements executed include renewals, amendments, and new executions of leases or licenses.
Source: DCAS Real Estate Services

Indicator name: Lease revenue generated ($000)
Description: Total revenue, in thousands of dollars, generated during the reporting period from the lease of City-owned properties.
Source: Financial Management System

Indicator name: Revenue generated from the sale of surplus goods ($000)
Description: Total revenue, in thousands of dollars, generated during the reporting period from the sale of the City's surplus goods.
Source: Financial Management System

Indicator name: Revenue generated from auto auctions ($000)
Description: Total revenue, in thousands of dollars, generated during the reporting period from vehicle surplus (auto auction) sales. Auto auction revenue is a component of revenue generated from the sale of surplus goods.
Source: Financial Management System

Indicator name: Average number of bidders per bid
Description: The total number of bids tabulated during the reporting period divided by the total number of bid openings during the reporting period, excluding bids for surplus goods sold by DCAS.
Source: DCAS Vendor Relations Team

Indicator name: Mayoral agency spending on goods against DCAS master contracts (%)
Description: The percentage of mayoral agency spending on goods (e.g., office supplies) through consolidated master contracts put in place by the DCAS Office of Citywide Procurement (OCP), that occurred during the reporting period. For procurements under $100,000 ("small purchases"), agencies can process their own purchases/contracts if DCAS OCP does not have a master contract in place to meet that need. This indicator does not include spending outside of DCAS OCP's portfolio (e.g., technology, construction and professional services).
Source: Financial Management System

Indicator name: Mayoral agency spending on services against DCAS master contracts (%)
Description: The percentage of mayoral agency spending on standard services (e.g., elevator maintenance) through consolidated master contracts put in place by DCAS that occurred during the reporting period.
Source: Financial Management System

Indicator name: Inspections deemed non-compliant
Description: The total number of quality assurance inspections during the reporting period that resulted in a deduction, rejection, or withhold, as a result of not meeting contract specifications. Deductions or credits applied are discounts of the original purchase price. Rejections are products deemed non-compliant or rejected and withholds are partial payments that cover the accepted portion of a product. Withholds primarily apply to vehicle deliveries. If an item is delivered to the City that does not conform to the bid specification but may still be used, or deviates slightly from the requirements in the specification, DCAS OCP may negotiate an appropriate price deduction with the supplier. Judgments regarding the magnitude of an agreed upon price deduction will draw upon contract specifications, laboratory reports, determinations of technical experts, and other generally recognized trade and government sources.
Source: DCAS Bureau of Quality Assurance

Indicator name: Inspections deemed non-compliant (%)
Description: The percentage of inspections deemed non-compliant over the total amount of inspections conducted.
Source: DCAS BQA Unit

Indicator name: Value of cost avoidance ($000)
Description: The total value, in thousands of dollars, of cost avoidance during the reporting period for products deemed non-compliant with contract requirements and specifications by quality assurance inspectors. If an item is delivered to the City that does not conform to the bid specification but may still be used, or deviates slightly from the requirements in the specification, DCAS OCP may negotiate an appropriate price deduction with the supplier. Judgments regarding the magnitude of an agreed upon price deduction will draw upon contract specifications, laboratory reports, determinations of technical experts, and other generally recognized trade and government sources.
Source: DCAS Bureau of Quality Assurance

Indicator name: Value of goods and services purchased ($000,000)
Description: The total value, in millions of dollars, of purchase orders processed by DCAS on behalf of City agencies during the reporting period. Purchase orders are requests from City agencies to purchase goods through DCAS contracts.
Source: Financial Management System

Indicator name: Average time to fulfill an agency requisition (days)
Description: The average number of days from submission of an agency request for goods stored at the DCAS Central Storehouse until signed delivery at the requesting location during the reporting period.
Source: DCAS Central Storehouse

Indicator name: M/WBE Small Purchase awards
Description: The total number of contracts awarded by DCAS to Minority and Women-Owned Business Enterprises (M/WBEs) using the M/WBE Small Purchase Method during the reporting period.
Source: Financial Management System

Indicator name: Value of M/WBE Small Purchase awards ($000)
Description: The total value of M/WBE Small Purchase contracts awarded by DCAS during the reporting period in thousands of dollars.
Source: Financial Management System

Indicator name: M/WBE one-on-one vendor engagement sessions
Description: The total number of one-on-one meetings held by the DCAS M/WBE Unit with current and potential M/WBE vendors during the reporting period.
Source: DCAS M/WBE Unit

Indicator name: Electricity purchased (billions of kilowatt hours)
Description: Total electricity purchased during the fiscal year in billions of kilowatt hours (kWh).
Source: DCAS Energy Management

Indicator name: Total energy purchased (trillions of British thermal units)
Description: Total energy purchased during the fiscal year in trillions of British thermal units (BTUs), including electricity, gas, and steam.
Source: DCAS Energy Management

Indicator name: Percentage of total energy purchased for electricity (%)
Description: Electricity purchased as a percent of the total energy purchased by the City during the fiscal year.
Source: DCAS Energy Management

Indicator name: Percentage of total energy purchased for natural gas (%)
Description: Natural gas purchased as a percent of total energy purchased by the City during the fiscal year.
Source: DCAS Energy Management

Indicator name: Percentage of total energy purchased for steam (%)
Description: Steam purchased as a percent of total energy purchased by the City during the fiscal year.
Source: DCAS Energy Management

Indicator name: Annual estimated reduction in greenhouse gas emissions from all energy projects (MTCO2e)
Description: The annual reduction in greenhouse gas (GHG) emissions, in metric tons of carbon dioxide equivalent (MTCO2e, estimated to be reduced as a result of energy efficiency projects that have been funded, in whole or in part, by DCAS on behalf of the City and that were completed during the fiscal year. This metric reports the GHG reductions in building-related emissions only for buildings in which energy projects were completed during the fiscal year and does not account for adjustments in other variables (e.g., changes in weather, occupancy, operation, etc.) which may affect the actual change in energy usage reported in MMR energy usage data. Funded refers to funds invested by DCAS, or awarded by DCAS, to other City agencies for that agency's implementation of a project.
Source: DCAS Energy Management

Indicator name: Cumulative estimated reduction in greenhouse gas emissions from all energy projects (MTCO2e)
Description: Using Fiscal 2014 as the baseline, the cumulative reduction in GHG emissions, in metric tons of carbon dioxide equivalent (MTCO2e), estimated to be reduced as a result of energy efficiency projects that have been funded, in whole or in part, by DCAS on behalf of the City. This metric reports the GHG reductions in building-related emissions only for buildings in which energy projects were completed during a fiscal year and does not account for adjustments in other variables (e.g., changes in weather, occupancy, operation, etc.) which may affect the actual change in energy usage reported in MMR energy usage data. Funded refers to funds invested by DCAS, or awarded by DCAS, to other City agencies for that agency's implementation of a project.
Source: DCAS Energy Management

Indicator name: Annual estimated avoided energy cost from all energy projects ($000,000)
Description: The annual estimated energy cost avoided, in millions of dollars, derived from municipal energy projects completed during the fiscal year based on project scopes without adjusting for other variables (e.g., changes in weather) that may affect the actual change in energy usage as reported in MMR energy usage data.
Source: DCAS Energy Management

Indicator name: Cumulative estimated avoided energy cost from all energy projects ($000,000)
Description: Using Fiscal 2014 as the baseline, the cumulative estimated energy cost avoided, in millions of dollars, derived from municipal energy and retro-commissioning projects based on project scopes, that have been funded, in whole or in part, by DCAS on behalf of the City, without adjusting for other variables (e.g., changes in weather) that may affect the actual change in energy usage as reported in MMR energy usage data.
Source: DCAS Energy Management

Indicator name: Annual energy retrofit/conservation projects completed
Description: The number of energy retrofit, retro-commissioning, solar thermal, and co-generation projects installed and operational in or on municipal buildings/structures during the fiscal year.
Source: DCAS Energy Management

Indicator name: Cumulative energy retrofit/conservation projects completed
Description: Using Fiscal 2014 as the baseline, the cumulative number of energy retrofit, retro-commissioning, solar thermal, and co-generation projects installed and operational in or on municipal buildings/structures.
Source: DCAS Energy Management

Indicator name: Cumulative installed solar capacity (megawatts)
Description: Using Fiscal 2014 as the baseline, the cumulative energy generating capacity, in megawatts, of exclusively solar systems that have been installed and operational within or on City-owned buildings/structures, including those operated by City-affiliated public benefit corporations or not-for-profit corporations.
Source: DCAS Energy Management

Indicator name: Hybrid or alternative fuel vehicles in the citywide fleet (%)
Description: The percentage of the City's total fleet that is hybrid and/or runs on fuels other than conventional petroleum gasoline/diesel, as of the last day in the reporting period. Alternative fuels include compressed natural gas, biodiesel blends, electricity, and solar.
Source: DCAS Fleet Management

Indicator name: Hybrid or alternative fuel vehicles in the DCAS-managed fleet (%)
Description: The percentage of the DCAS-managed fleet, a subset of the City fleet that is directly managed by DCAS, that is hybrid and/or runs on fuels other than conventional petroleum gasoline/diesel. Alternative fuels include compressed natural gas, biodiesel blends, electricity, and solar.
Source: DCAS Fleet Management

Indicator name: Vehicles with highest emission ratings purchased pursuant to Local Law 38 in the citywide fleet (%)
Description: The percentage of light-duty and medium-duty vehicles purchased for the City during the reporting period that were certified with the three highest ratings, as 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 (LL38), each light- and medium-duty vehicle that the City purchases should have the highest certified emission rating in its vehicle category while meeting the requirements for the City's intended use. In accordance with the law, some exceptions apply, based on cost and other limited exemptions, including exceptions for certain emergency vehicles.
Source: DCAS Fleet Management

Indicator name: Vehicles with highest emission ratings purchased pursuant to Local Law 38 in the DCAS-managed fleet (%)
Description: The percentage of light-duty and medium-duty vehicles purchased for the DCAS-managed fleet during the reporting period. These vehicles are certified with the three highest ratings, as defined by 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 LL38, each light- and medium-duty vehicle that the City purchases should have the highest certified emission rating in its vehicle category while meeting the requirements for the City's intended use. In accordance with the law, some exceptions apply, based on cost and other limited exemptions, including exceptions for certain emergency vehicles.
Source: DCAS Fleet Management

Indicator name: Electric vehicles in the citywide fleet
Description: The number of electric and plug-in vehicles in the City's fleet as of the last day of the reporting period.
Source: DCAS Fleet Management

Indicator name: Electric vehicles in the DCAS-managed fleet
Description: The number of electric and plug-in vehicles in the DCAS-managed fleet as of the last day of the reporting period.
Source: DCAS Fleet Management

Indicator name: Biofuel used in diesel (%)
Description: The share of diesel fuel used during the reporting period that was comprised of biofuels, either biodiesel or renewable diesel, diesel fuel manufactured and refined using renewable waste and farm feedstocks such as used cooking oil, animal fats, and soy and corn plant oil.
Source: DCAS Fleet Management

Indicator name: Electric vehicle charging ports installed
Description: The total number of electric vehicle charging ports installed for City electric powered vehicles during the reporting period. Many of the City's EV chargers are dual port and can support charging two vehicles at the same time.
Source: DCAS Fleet Management

Indicator name: Cumulative electric vehicle charging ports installed
Description: The total number of ports available for all electric vehicle chargers as of the last day of the reporting period. Many of the City's EV chargers are dual port and can support charging two vehicles at the same time.
Source: DCAS Fleet Management

Indicator name: Fleet in-service rate citywide (%)
Description: The percentage of the total citywide fleet that is available for use each month of the reporting period.
Source: DCAS Fleet Management

Indicator name: Fleet in-service rate for DCAS-managed fleet (%)
Description: The percentage of the DCAS-managed fleet that is available for use each month of the reporting period.
Source: DCAS Fleet Management

Indicator name: Workplace injuries reported
Description: All incidents during the reporting period resulting in a workers' compensation or line of duty injury claim, regardless of whether or not time is lost. The number of incidents reported by DCAS, on a monthly basis, reflects the number of incidents that occurred. Employees may not report an injury at the time the incident occurred and may report it on a later date, resulting in a delay of the date an incident is reported.
Source: DCAS Administration and DCAS Office of the General Counsel

Indicator name: Accidents involving the public in DCAS-managed properties
Description: All accidents recorded by DCAS's security vendor during the reporting period.
Source: DCAS Security

Indicator name: Letters responded to within 14 days (%)
Description: The numbers of letters answered in 14 calendar days or less divided by the total number of letters responded to during the reporting period, represented as a percentage. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and/or additional action on the part of the agency, an acknowledgement, which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14-day response. Agencies track the additional time until a customer has a complete response.
Source: DCAS Correspondence Management System

Indicator name: E-mails responded to within 14 days (%)
Description: The number of emails answered in 14 calendar days or less divided by the total number of emails responded to during the reporting period, represented as a percentage. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and/or additional action on the part of the agency, an acknowledgement, which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14-day response. Agencies track the additional time until a customer has a complete response.
Source: DCAS Correspondence Management System

Indicator name: Average wait time to speak with a customer service agent (minutes:seconds)
Description: The average time in minutes from the time a customer meets with a greeter or information desk representative until he or she is met by a customer service representative or begins receiving a service. Security/building entry wait times are not included unless a security guard plays a formal intake role.
Source: DCAS Strategic Operations

Department of Records and Information Services

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

Indicator name: Municipal Archives resource records
Description: The number of resource records added to the Municipal Archives online collection guide. Resource records are collection-level descriptions that provide information about the title, creator, language, date, quantity, and administrative/biographical descriptions.
Source: Municipal Archives

Indicator name: Publications and reports acquired
Description: The number of government reports and publications acquired by the Municipal Library either in print or electronically.
Source: Municipal Library

Indicator name: Required agency reports submitted to the Municipal Library publications portal (%)
Description: The percentage of agency compliance with Section 1133 of the City Charter, which requires City agencies to post their qualifying publications to the Department's electronic portal for public access. The percentage is the ratio of publications posted by agencies to the number of applicable publications released.
Source: Municipal Library

Indicator name: Records accessioned in Municipal Archives (cubic ft.)
Description: The volume of archival records accessioned, measured in cubic feet.
Source: Municipal Archives Division

Indicator name: Digital archival records accessioned (terabytes)
Description: The volume of digital archival records accessioned, measured in terabytes.
Source: Municipal Archives Division

Indicator name: Records digitized
Description: The total number of digital images produced by the Municipal Archives digital laboratory or by vendor contract.
Source: Municipal Archives Division

Indicator name: Attendees at DORIS public programs
Description: The number of in-person and virtual attendees at DORIS programs.
Source: Department of Records and Information Services

Indicator name: Visits made to agency walk-in facilities
Description: The number of visits to Department of Records walk-in facilities.

Source: Department of Records and Information Services.

Indicator name: Unique visitors to agency website and related online platforms (000)
Description: The number of unique visitors to the agency website and its other online platforms.
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: Average response time to vital record requests (days)
Description: The average time 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.
Source: Municipal Archives Division

Indicator name: Vital record requests responded to within 12 business days (%)
Description: The percent of vital record requests for which DORIS 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 specified timeframe.
Source: Municipal Archives Division

Indicator name: Photographic reproduction requests received
Description: The number of applications for reproductions of historical photographs received.
Source: Archives

Indicator name: Average response time to historical photo requests (days)
Description: The average time it took the Department to produce and send the requested historical image.
Source: Municipal Archives Division

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

Indicator name: Municipal Archives and Municipal Library patron services (hours)
Description: Quantity (hours) of reference services provided to patrons of Municipal Library and Municipal Archives including in-person and virtual consultation, research, telephone and emailed correspondence.
Source: Municipal Archives and Municipal Library

Indicator name: Preservation actions performed
Description: The number of records or holdings that require preservation work that have had any preservation action completed by the Conservation Unit including the necessary rehousing, conservation treatments and other specialized measures.
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 pickup.
Source: Municipal Records Management Division

Indicator name: Requests for stored records processed within 48 hours (%)
Description: The percentage of requests for stored records processed within 48 hours, calculated from the business hour that the requests area received from client agencies to the business hour the records are available for pick-up.
Source: Municipal Records Management Division

Indicator name: Agencies managing records in electronic format using the Electronic Records Management System (cumulative)
Description: The ERMS is a significant DORIS initiative aimed at guiding agencies to adopt record management practices for their records in digital format. The goal is to dispose of obsolete digital records and ultimately to reduce storage costs.
Source: Municipal Records Management Division

Indicator name: Records disposed by City government entities (cubic ft.)
Description: The overall total amount of records disposed directly by all City government entities from their offices or off-site storage facilities. This measurement is the sum of the indicator tracking the quantity of records disposed by DORIS from its off-site facilities, plus the quantity disposed by agencies directly from their offices or off-site facilities.
Source: Municipal Records Management Division

Indicator name: Records transferred into Municipal Records Center (cubic ft.)
Description: The quantity of records transferred into the Municipal Records Center during the reporting period.
Source: Municipal Records Management Division

Indicator name: Storage capacity available for new accessions in Municipal Records Center (%)
Description: Space available in Municipal Records Center and other DORIS storage facilities for client agency records, reported as percentage of total space available.
Source: Municipal Records Management Division

Indicator name: Average time between records disposal eligibility and application sent to Law Department (months)
Description: The average time it takes the Department of Records and Information Services (DOR) 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 DOR that a record series is eligible for disposal; agencies must return an authorized disposal application to DOR 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 time 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

Indicator name: Records disposed by DORIS from Municipal Records Center and its other storage sites (cubic ft.)
Description: The volume of obsolete City government records, measured in cubic feet, disposed by DORIS directly from the Municipal Records Center and its other off-site storage facilities.
Source: Records Management

Indicator name: Letters responded to within 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement that includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day-response. Agencies must track internally the additional time until a customer has a complete and full response.
Source: Department of Records and Information Services

Indicator name: E-mails responded to within 14 days (%)

Description: The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement that includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14-day response. Agencies must track internally the additional time until a customer has a complete and full response.

Source: Department of Records and Information Services

Indicator name: CORE facility rating

Description: CORE facility rating: An average Customers Observing and Reporting Experiences (CORE) score based on the rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors.

Source: Mayor's Office of Operations

Indicator name: Property taxes billed that are paid (%)
Description: The percent of property taxes that Finance bills New York City property owners that was resolved by the end of the tax period. This is the inverse of the property tax delinquency rate.
Source: Tax Policy Division

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

Indicator name: Average turnaround time for field audits (days)
Description: The average number of days its takes Finance to complete a field 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 turnaround time for non-field audits (days)
Description: The average number of days its takes Finance to complete a non-field 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: 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: Increase in tax liability as a result of field 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 Unit

Indicator name: Increase in tax liability as a result of non-field audits (%)
Description: For non-field 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. Finance conducts audits of bank, corporate, commercial rent, general corporation, hotel,unincorporated business, utility, sales and personal income tax returns.
Source: Audit Unit

Indicator name: Originally noticed properties sold in lien sale (%)
Description: The number of liens sold in a lien sale after receiving a 90 day notice as a percentage 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: Properties in final lien sale
Description: The number of properties that were included in the annual lien sale of properties on which unpaid debt (property taxes, water bill, or other property charges) remains after four lien sale notices have been sent to the property owner.
Source: Collections Division

Indicator name: Field audits closed within a year (%)
Description: The percentage of field audit cases conducted by the Audits unit closed within one year.
Source: Audits

Indicator name: Non-Field audits closed within a year (%)
Description: The percentage of non-field audit cases conducted by the Audits unit closed within one year.
Source: Audits

Indicator name: Property tax refunds and adjustments processed
Description: The total number of property tax refunds and adjustments processed.
Source: Refunds & Adjustments/ISS

Indicator name: Business tax refunds processed
Description: The number of refunds issued for business taxes. Taxpayers file business tax returns either via paper or electronically. If the collections exceed the tax liability, a refund may be requested by the taxpayer for the overpayment. This number represents credits issued via check or direct deposit.
Source: STARS system/Information Technology Division

Indicator name: Average time to issue a property tax refund (days)
Description: The average number of calendar 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 (requested or non-requested) (days)
Description: The average number of calendar 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 time to issue a requested business tax refund (days)
Description: The average number of calendar 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 time to issue a non-requested business tax refund (days)
Description: The average number of calendar days it takes Finance to issue a refund for business taxes, measured from the postmark date of the tax return as these are not requested by the customer to the date the check is mailed to the customer.
Source: Payment Operations

Indicator name: Parking and camera summonses received (000)
Description: The total number of parking summonses, red light, camera violations, and bus lane violations issued by City agencies that Finance received for processing.
Source: Tax Policy Division

Indicator name: Parking and camera summonses resolved within 90 days (000)
Description: The number of parking tickets and camera violations that were either paid or dismissed within 90 days of issuance. The 90-day period is related to the length of time allowed to contest a parking ticket or camera violation and appeal a hearing decision.
Source: STARS system/Information Technology Division.

Indicator name: Parking and camera summonses paid within 90 days (%)
Description: The number of parking tickets and camera violations that are paid within 90 calendar days as a percent of the total number of parking tickets and camera violations issued in a particular month. The 90-day period is related to the length of time allowed to contest a parking ticket or camera violation and appeal a hearing decision.
Source: STARS system/Information Technology Division

Indicator name: Parking and camera summonses dismissed within 90 days (%)
Description: The number of parking tickets and camera summonses that are dismissed at a hearing within 90 calendar days of issuance as a percent of the total number of parking tickets and camera summonses issued in a particular month. The 90-day period is related to the length of time allowed to contest a parking ticket or camera summons and appeal a hearing decision.
Source: Adjudication Division

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

Indicator name: Parking summons hearings
Description: The total number of parking ticket hearings conducted by Administrative Law Judges. There are three ways motorists can request a hearing to dispute a parking ticket—online, in person and by mail.
Source: Adjudications Division

Indicator name: In-person parking summons hearings
Description: The total number of in-person parking ticket hearings conducted by Administrative Law Judges.
Source: Adjudications Division

Indicator name: Parking summons hearings-by-mail
Description: The total number of parking ticket hearings-by-mail conducted by Administrative Law Judges.
Source: Adjudications Division

Indicator name: Web parking summons hearings
Description: The total number of online parking ticket hearings conducted by Administrative Law Judges.
Source: Adjudications Division

Indicator name: Parking summons “Pay or Dispute” app transactions
Description: The number of transactions made using NYC’s mobile “pay or dispute” app to securely pay or dispute parking and camera violations.
Source: Adjudications Division

Indicator name: Average turnaround time for in-person parking summons 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 Parking Violations Settlement Program. (Note: The Program ended January 31, 2012.)
Source: Q-Matics system and manual records maintained by Administrative Law Judges in the Business Centers

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

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

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

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

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

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

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

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

Indicator name: Initial applications received—Disability Rent Increase Exemption
Description: The number of initial DRIE applications received by DOF. Applications are received at the DOF mail room or business centers and then immediately sent to the DRIE unit, where they are date stamped. This is the count of that date stamp.
Source: DRIE Unit

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

Indicator name: Renewal applications received— Disability Rent Increase Exemption
Description: The number of renewal applications for DRIE benefits received by DOF. Applications are received by the DOF mail room or business centers and then immediately sent to the DRIE unit, where they are date stamped. This is the count of that date stamp.
Source: DRIE Unit

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

Indicator name: Initial applications received—Senior Citizen Homeowners' Exemption
Description: The number of initial SCHE applications received by DOF. Applications are received at the DOF mail room or business centers and then immediately sent to the SCHE unit, where they are date stamped. This is the count of that date stamp.
Source: SCHE Unit

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

Indicator name: Renewal applications received—Senior Citizen Homeowners' Exemption
Description: The number of renewal applications for SCHE benefits received by DOF. Applications are received by the DOF mail room or business centers and then immediately sent to the SCHE unit, where they are date stamped. This is the count of that date stamp.
Source: SCHE Unit

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

Indicator name: Initial applications received—Disability Homeowners' Exemption
Description: The number of initial DHE applications received by DOF. Applications are received at the DOF mail room or business centers and then immediately sent to the DHE unit, where they are date stamped. This is the count of that date stamp.
Source: DHE Unit

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

Indicator name: Renewal applications received—Disability Homeowners' Exemption
Description: The number of renewal applications for DHE benefits received by DOF. Applications are received by the DOF mail room or business centers and then immediately sent to the DHE unit, where they are date stamped. This is the count of that date stamp.
Source: DHE Unit

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

Indicator name: Inquiries received by the Office of the Taxpayer Advocate
Description: The total number of new requests received by OTA from taxpayers, property owners or others for specific information needed for assistance with a business, excise or property tax matter. Inquiries include calls, e-mails, referrals from 311, walk-ins, referrals from other parts of the Department of Finance or elected officials for instructions on how to comply with a tax law or requirement, who to contact to discuss or resolve a tax problem through normal channels or information about how taxes were imposed or computed. Inquiries are matters resolved by the Office of the Taxpayer Advocate (OTA) using in-house knowledge and resources.
Source: Office of the Taxpayer Advocate

Indicator name: Average time to address Office of the Taxpayer Advocate inquiries (days)
Description: The average number of calendar days it takes the Office of the Taxpayer Advocate to provide a response to an inquiry.
Source: Office of the Taxpayer Advocate

Indicator name: Cases opened by the Office of the Taxpayer Advocate
Description: The total number of new formal requests by taxpayers, property owners or representatives to the Office of the Taxpayer Advocate asking for assistance in resolving a matter because they meet one of the following criteria: 1) The person has made a reasonable attempt to solve the inquiry or complaint with the Department of Finance but the inquiry or complaint has not been resolved or the person has not received a timely response. 2) The person believes he or she can show that the Department of Finance is applying the tax laws, regulations or policies unfairly or incorrectly, or that the person's Taxpayer Rights have been or will be injured. 3) The person will face a threat of immediate harmful action (e.g., seizure of funds or property) by the Department of Finance for a debt the person believes he or she can show is not owed or is incorrect, unfair or illegal. 4) The person believes he or she can show that he or she will suffer damage that is beyond repair or a long-term harmful impact if relief is not granted. 5) The person believes he or she can show that the problem also affects other similar taxpayers and is a problem with the Department of Finance's systems or processes. 6) The person believes he or she can show that the rare facts in the case justify help from the Office of the Taxpayer Advocate. 7) The person believes he or she can show that there is a compelling public policy reason why he or she should get help from the Office of the Taxpayer Advocate. Cases are matters resolved by the Office of the Taxpayer Advocate (OTA) which require assistance, information, or resolution from another Department of Finance business unit or government agency.
Source: Office of the Taxpayer Advocate

Indicator name: Cases closed by the Office of the Taxpayer Advocate
Description: The total number of formal requests (cases) from taxpayers, property owners or their representatives meeting eligibility criteria that were resolved and formally closed by the Office of the Taxpayer Advocate. Cases are matters resolved by the Office of the Taxpayer Advocate (OTA) which require assistance, information, or resolution from another Department of Finance business unit or government agency.
Source: Office of the Taxpayer Advocate

Indicator name: Average time to close an Office of the Taxpayer Advocate case (days)
Description: The average number of calendar days it takes the Office of the Taxpayer Advocate to close a case.
Source: Office of the Taxpayer Advocate

Indicator name: Property recording transactions online (%)
Description: The number of property recording transactions submitted online as a percentage of total property recording transactions submitted.
Source: Land Records

Indicator name: Average time to record and index property documents citywide (days)
Description: The average number of calendar days from receipt of property records to completion of the entry process, measured from the date the document is submitted to Finance. Data excludes Staten Island property documents, which are recorded at the Richmond County Clerk's office.
Source: Automated City Register Information System (ACRIS)

Indicator name: Arrest warrants successfully executed (%)
Description: The number of arrest warrants that were successfully executed (person was arrested) by the Sheriff's Office as a percentage of total arrest attempts.
Source: Sheriff's Office

Indicator name: Orders of protection successfully served (%)
Description: The number of Orders of Protection successfully served by the Sheriff's Office as a percent of total service attempts.
Source: Sheriff's Office

Indicator name: Property seizure orders successfully executed (%)
Description: The number of property seizure orders successfully executed by the Sheriff's Office as a percent of total attempts—i.e., property was seized. A seizure order is an instrument used by the Sheriff's Office to seize the property assets of a debtor.
Source: Sheriff's Office

Indicator name: Child support orders successfully served (%)
Description: The number of child support orders successfully served by the Sheriff's Office as a percent of total service attempts.
Source: Sheriff's Office

Indicator name: Total revenue collected ($000,000)
Description: Total tax and non-tax revenues collected. The total includes revenue from property taxes; business income and excise taxes; real property transfer and mortgage recording taxes; parking fines; audit, enforcement and collection divisions; and all other revenue sources. The revenue data reported in the fiscal year Mayor's Management Report (MMR) are based on preliminary September numbers from the City's Financial Management System (FMS) and are updated in the following year's Preliminary MMR to reflect final revenue as per FMS (e.g., Fiscal 2016 data is updated in the Fiscal 2017 PMMR).
Source: Tax Policy Division

Indicator name: Property taxes collected ($000,000)
Description: Revenue collected from property taxes. The revenue data reported in the fiscal year Mayor's Management Report (MMR) is based on preliminary September numbers from the City's Financial Management System (FMS) and is updated in the following year's Preliminary MMR to reflect final revenue as per FMS (e.g., Fiscal 2016 data is updated in the Fiscal 2017 PMMR).
Source: Tax Policy Division

Indicator name: Business taxes collected ($000,000)
Description: Revenue collected from all business income and excise taxes. The revenue data reported in the fiscal year Mayor's Management Report (MMR) is based on preliminary September numbers from the City's Financial Management System (FMS) and is updated in the following year's Preliminary MMR to reflect final revenue as per FMS (e.g., Fiscal 2016 data is updated in the Fiscal 2017 PMMR).
Source: Tax Policy Division

Indicator name: Property transfer taxes collected ($000,000)
Description: Revenue collected from the real property transfer and mortgage recording taxes. The revenue data reported in the fiscal year Mayor's Management Report (MMR) is based on preliminary September numbers from the City's Financial Management System (FMS) and is updated in the following year's Preliminary MMR to reflect final revenue as per FMS (e.g., Fiscal 2016 data is updated in the Fiscal 2017 PMMR).
Source: Tax Policy Division

Indicator name: Parking summmons revenue ($000,000)
Description: Revenue collected from traffic violations. The revenue data reported in the fiscal year Mayor's Management Report (MMR) is based on preliminary September numbers from the City's Financial Management System (FMS) and is updated in the following year's Preliminary MMR to reflect final revenue as per FMS (e.g., Fiscal 2016 data is updated in the Fiscal 2017 PMMR).
Source: Tax Policy Division

Indicator name: Audit and enforcement revenue collected ($000,000)
Description: Revenue collected from the Audit, Enforcement and Collections Divisions. The revenue data reported in the fiscal year Mayor's Management Report (MMR) is based on preliminary September numbers from the City's Financial Management System (FMS) and is updated in the following year's Preliminary MMR to reflect final revenue as per FMS (e.g., Fiscal 2016 data is updated in the Fiscal 2017 PMMR).
Source: Tax Policy Division

Indicator name: Other revenue ($000,000)
Description: Other revenue collected that is not related to property and property transfer taxes, business and excise taxes, parking fines, or audit and enforcement revenue. The revenue data reported in the fiscal year Mayor's Management Report (MMR) is based on preliminary September numbers from the City's Financial Management System (FMS) and is updated in the following year's Preliminary MMR to reflect final revenue as per FMS (e.g., Fiscal 2016 data is updated in the Fiscal 2017 PMMR).
Source: Tax Policy Division

Indicator name: E-mails responded to within 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Division of External Affairs

Indicator name: Letters responded to within 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Division of External Affairs

Indicator name: Completed requests for interpretation
Description: The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source: Division of External Affairs

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

Indicator name: Calls answered by a Collections customer service representative (%)
Description: The number of calls made to the agency's Collections call center regarding judgment notices that were answered by an agent as a percent of all incoming calls.
Source: Collections Division

Indicator name: CORE facility rating
Description: CORE facility rating: An average Customers Observing and Reporting Experiences (CORE) score based on the rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations—SCOUT

Indicator name: Number of calls answered by the Customer Contact Center
Description: The number of calls received by the Department of Finance Customer Contact Center.
Source: Customer Contact Center

Indicator name: Average time to complete calls to the Customer Contact Center (minutes:seconds)
Description: The average time to complete calls received by the Department of Finance Customer Contact Center.
Source: Customer Contact Center

Indicator name: Services OTI provides
Description: Number of services OTI provides to internal and external Agency customers as of the close of the reporting period.
Source: Customer Service

Indicator name: Critical public safety outages
Description: Number of outages that impacted the operations of a life safety system.
Source: Public Safety

Indicator name: Total outage time for critical public safety infrastructure (minutes)
Description: Total time the operations of life safety systems were impacted by outages.
Source: Public Safety

Indicator name: Major incidents that directly impact services that OTI provides
Description: Number of major incidents for OTI services. A major incident reflects a loss of IT service (outage) without any reasonable contingencies.
Source: Customer Service

Indicator name: Incidents by severity level—Critical
Description: Number of reported incidents by severity level—critical
Source: Customer Service, Public Safety

Indicator name: Incidents by severity level—High
Description: Number of reported incidents by severity level—High
Source: Customer Service, Public Safety

Indicator name: Incidents by severity level—Medium and Low
Description: Number of reported incidents by severity level—Medium and Low
Source: Customer Service, Public Safety

Indicator name: Average incident resolution time by SLA level (hours)—Critical
Description: Average time from the initial reporting of an incident to the incident resolution time broken out by SLA—Critical
Source: Customer Service, Public Safety

Indicator name: Average incident resolution time by SLA level (hours)—High
Description: Average time from the initial reporting of an incident to the incident resolution time broken out by SLA—High
Source: Customer Service, Public Safety

Indicator name: Average incident resolution time by SLA level (hours)—Medium
Description: Average time from the initial reporting of an incident to the incident resolution time broken out by SLA—Medium.
Source: Customer Service, Public Safety

Indicator name: Average incident resolution time by SLA level (hours)—Low
Description: Average time from the initial reporting of an incident to the incident resolution time broken out by SLA—Low
Source: Customer Service, Public Safety

Indicator name: New service catalog submissions to support outside agencies
Description: Number of approved requests for infrastructure provision, application devleopment or other IT services
Source: Customer Service

Indicator name: Catalog items
Description: Number of standard OTI catalog request.
Source: Customer Service

Indicator name: Delivery time of services for external agencies (days)
Description: Average time of delivery for external agency submissions through the OTI catalog.
Source: Customer Service

Indicator name: Customer satisfaction rate (%)
Description: Percentage of Customers Satisfied utilizing OTI Services.
Source: Customer Service

Indicator name: Customer survey completion rate
Description: Percentage of customers completing OTI services survey.
Source: Customer Service

Indicator name: NYC.gov web page views (000)
Description: Cumulative number of requests to load a single HTML file ('page') on the City's website at www.nyc.gov.
Source: Web and New Media Operations

Indicator name: NYC.gov unique visitors (average monthly) (000)
Description: Average of the number of unique visitors per month, as determined by IP addresses, to one or more pages within the www.nyc.gov portal.
Source: Web and New Media Operations

Indicator name: Rows of data available for download on NYC.gov/OpenData (000)
Description: Reflects the number of rows of raw and mapped data from City agencies available to the public on the City's website at www.nyc.gov/opendata.
Source: Open Data

Indicator name: Datasets with data dictionaries on NYC.gov/OpenData (%)
Description: Percentage of datasets available through OpenData that have a data dictionary available to the public on the City's website at www.nyc.gov/opendata.
Source: Open Data

Indicator name: NYC.gov/OpenData Dataset Downloads
Description: The number of times that any dataset on NYC.gov/OpenData has been downloaded.
Source: Open Data

Indicator name: NYC.gov/OpenData Dataset Views (Website)
Description: The total number of views of any dataset's primer page (with basic information and dataset metadata) or online data preview page on NYC.gov/OpenData.
Source: OpenData

Indicator name: NYC.gov/OpenData Dataset Views (API) (000)
Description: The total number of times that any dataset on NYC.gov/OpenData has been automatically accessed through an Application Programming Interface (API).
Source: OpenData

Indicator name: Video cable complaints citywide
Description: Number of cable complaints received by DoITT from Altice, Charter and Verizon.
Source: Franchise Administration & Broadband

Indicator name: Video complaints resolved citywide (%)
Description: Percentage of cable complaints received by DoITT from Altice, Charter and Verizon that were determined to be actually resolved.
Source: Franchise Administration & Broadband

Indicator name: Cumulative number of LinkNYC subscribers
Description: Cumulative number of LinkNYC subscribers.
Source: Telecommunications Planning

Indicator name: Summonses issued for LinkNYC kiosks with inoperable phone service or unacceptable appearance
Description: The number of summons issued in a fiscal year for Link kiosks for inoperability (phone service is not functioning) or appearance, (e.g. cleanliness, graffiti, stickers, etc.).
Source: Telecommunications Planning

Indicator name: Revenue collected from LinkNYC Franchise Fees and liquidated damages ($000)
Description: The total dollar amount, in thousands, that is the greater of: 1) the amount equal to the Minimum Annual Guarantee of $3 million; or 2) in the event that the Gross Revenues of the Franchisee total more than $100 million in any Contract Year, eight percent (8%) of Gross Revenue for such Contract Year that totals more than $100 million up to $199,999,999.99 in a contract year; or 3) in a Contract Year in which the event that the Gross Revenue of the franchise totals more than $200 million in any Contract Year, eight percent (8%) of such Gross Revenue that totals more than $100 million up to $199,999,999.99 plus an additional fifty percent (50%) of any such Gross Revenue above $200 million.
Source: Telecommunications Planning

Indicator name: Eligible households adopting Big Apple Connect services (%)
Description: Percentage of Eligible households adopting Big Apple Connect Services
Source: Franchise Administration & Broadband

Indicator name: Households eligible for the Big Apple Connect program
Description: Total NYCHA households that are eligible to participate in the Big Apple Connect Program (“BAC”)—providing free internet and basic cable.
Source: Franchise Administration & Broadband

Indicator name: Child care applications submitted using MyCity
Description: The number of MyCity—Child Care applications submitted by the public to either ACS or DOE including re-certifications.
Source: Applications

Indicator name: Citywide IT professional services contracts in use by agencies (%)
Description: The percentage of the value of task orders and task order amendments registered by agencies against the overall value of citywide IT professional services contracts administered by DoITT.
Source: Vendor Management

Indicator name: Letters responded to within 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: Office of Technology and Innovation

Indicator name: E-mails responded to within 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: Office of Technology and Innovation

Indicator name: SLA—Cable complaint—Cable TV video service (% of SRs meeting time to action)
Description: The percentage of service requests received through the 311 Customer Service Center for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations/Citywide Performance Reporting

Indicator name: SLA—Cable complaint—Billing (% of SRs meeting time to action)
Description: The percentage of service requests received through the 311 Customer Service Center for which the agency met its planned time of action to provide the service
Source: Mayor's Office of Operations/Citywide Performance Reporting

Indicator name: SLA—Cable complaint—Miscellaneous (% of SRs meeting time to action)
Description: The percentage of service requests received through the 311 Customer Service Center for which the agency met its planned time of action to provide the service
Source: Mayor's Office of Operations/Citywide Performance Reporting

Board of Elections

Indicator name: Voter turnout—General Election (000) (CY)
Description: The number of eligible active voters who voted on Election Day.
Source: BOE annual reports: http://vote.nyc.ny.us/html/forms/reports.shtml

Indicator name: Voter Registration forms processed (CY)
Description: The number of registration application forms processed from all sources: BOE, NYS DMV, City agencies, and CUNY.
Source: BOE annual reports: http://vote.nyc.ny.us/html/forms/reports.shtml

Indicator name: Registered voters (000) (CY)
Description: The number of registered voters at the end of the reporting period.
Source: BOE annual reports: http://vote.nyc.ny.us/html/forms/reports.shtml

Indicator name: Active voters (000) (CY)
Description: The number of active voters at the end of the preceding calendar year.
Source: BOE annual reports: http://vote.nyc.ny.us/html/forms/reports.shtml

Indicator name: Absentee Ballots utilized (CY)
Description: The number of absentee ballots utilized
Source: BOE annual reports. http://vote.nyc.ny.us/html/forms/reports.shtml

Indicator name: Accessible Absentee Ballot requests (CY)
Description: The number of registered of accessible absentee ballots applicated on Election Day
Source: BOE annual reports. http://vote.nyc.ny.us/html/forms/reports.shtml

Indicator name: Accessible Absentee Ballots requests accepted (%) (CY)
Description: The percent of accessible absentee ballots received on Election Day
Source: BOE annual reports. http://vote.nyc.ny.us/html/forms/reports.shtml

Indicator name: Accessible Absentee Ballots returned (%) (CY)
Description: The percent of accessible absentee ballots returned on Election Day
Source: BOE annual reports. http://vote.nyc.ny.us/html/forms/reports.shtml

Indicator name: Poll worker attendance on election day (%) (CY)
Description: The percent of poll workers assigned to work on Election Day who worked on Election Day.
Source: BOE annual reports: http://vote.nyc.ny.us/html/forms/reports.shtml

Indicator name: Voter complaints regarding poll workers (CY)
Description: The total number of complaints lodged with the Board regarding poll workers.
Source: BOE annual reports: http://vote.nyc.ny.us/html/forms/reports.shtml

Indicator name: Voter complaints regarding poll workers—Service (CY)
Description: The total number of complaints lodged with the Board regarding poll workers who “Were Rude/ Behavior Issues.”
Source: BOE annual reports: http://vote.nyc.ny.us/html/forms/reports.shtml

Indicator name: Voter complaints regarding poll workers—Procedure (CY)
Description: The total number of complaints lodged with the Board regarding poll workers who “Were Not Following Proper Procedures.”
Source: BOE annual reports: http://vote.nyc.ny.us/html/forms/reports.shtml

Indicator name: Voting equipment replacement rate—Ballot scanners (%) (CY)
Description: The rate of received and documented calls for ballot scanners, which resulted in replaced equipment.
Source: BOE annual reports: http://vote.nyc.ny.us/html/forms/reports.shtml

Indicator name: Voting equipment replacement rate—Ballot marking devices (%) (CY)
Description: The rate of received and documented calls for ballot marking devices, which resulted in replaced equipment.
Source: BOE annual reports: http://vote.nyc.ny.us/html/forms/reports.shtml

Indicator name: Precision of unofficial election results (%) (CY)
Description: The difference between election night results and re-canvass results.
Source: BOE annual reports: http://vote.nyc.ny.us/html/forms/reports.shtml

Indicator name: Interpreters deployed on election day (CY)
Description: The total number of interpreters deployed to poll sites on election day citywide.
Source: BOE annual reports: http://vote.nyc.ny.us/html/forms/reports.shtml

Indicator name: Interpreters deployed on election day—Bronx (CY)
Description: The number of interpreters assigned to poll sites in the Bronx on Election Day.
Source: BOE annual reports: http://vote.nyc.ny.us/html/forms/reports.shtml

Indicator name: Interpreters deployed on election day—Brooklyn (CY)
Description: The number of interpreters assigned to poll sites in Brooklyn on Election Day.
Source: BOE annual reports: http://vote.nyc.ny.us/html/forms/reports.shtml

Indicator name: Interpreters deployed on election day—Queens (CY)
Description: The number of interpreters assigned to poll sites in Queens on Election Day.
Source: BOE annual reports: http://vote.nyc.ny.us/html/forms/reports.shtml

Indicator name: Interpreters deployed on election day—Manhattan (CY)
Description: The number of interpreters assigned to poll sites in Manhattan on Election Day.
Source: BOE annual reports: http://vote.nyc.ny.us/html/forms/reports.shtml

Indicator name: Interpreters deployed on election day—Staten Island (CY)
Description: The number of interpreters assigned to poll sites in Staten Island on Election Day.
Source: BOE annual reports: http://vote.nyc.ny.us/html/forms/reports.shtml

Indicator name: Interpreter attendance on election day (%) (CY)
Description: The percent of interpreters assigned to work on Election Day who worked on Election day
Source: BOE annual reports. http://vote.nyc.ny.us/html/forms/reports.shtml

Indicator name: Interpreter attendance on General Election (%) (CY)
Description: The percent of interpreters assigned to work on General election who worked on Election day
Source: BOE annual reports. http://vote.nyc.ny.us/html/forms/reports.shtml

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 2020 is consistent with previous Mayor's Management Reports. Fiscal 2026 expenditures reflect the forecast of Fiscal 2026 final expenditures submitted to the Financial Control Board as of June 2026. Fiscal 2026 and Fiscal 2027 plans reflect the City's Modified and Adopted Budgets for Fiscal 2026 and Fiscal 2027, respectively. NYC Health + Hospitals 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 2020 is consistent with previous Mayor's Management Reports. Fiscal 2026 revenues are derived from the City's Financial Management System and include anticipated closing adjustments. Fiscal 2026 and Fiscal 2027 plans reflect the City's Modified and Adopted Budgets for Fiscal 2026 and Fiscal 2027, respectively. NYC Health + Hospitals and the New York City Housing Authority self-report revenue information.

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 2026 personnel reflect the number of employees active on June 30, 2026. Fiscal 2026 plans and Fiscal 2027 plans are consistent with the City's Modified and Adopted Budgets for Fiscal 2026 and Fiscal 2027, respectively. The School Construction Authority self-reports personnel plan information.

Indicator name: Overtime paid
Description: The additional monetary compensation received by those employees who worked in excess of the 35- or 40-hour work week.
Actuals: In the MMR, actual overtime amounts for the most current fiscal year are not yet final, and are estimated from the planned amounts in the City's Financial Management System at the time of budget adoption for the subsequent fiscal year. Final fiscal year actual values for annual overtime paid are reported in the subsequent PMMR (e.g., the Fiscal 2027 PMMR will contain final overtime values for Fiscal 2026) and are provided by OMB. Those final actual values reflect the Comptroller's "Annual Comprehensive Financial Reports", the closing audit of the City's fiscal year budget, which is released after the publication of the MMR.
Plans: In the MMR, overtime plan information for the most current fiscal year (e.g. Fiscal 2026) reflects the City's prior preliminary financial plan, and the subsequent fiscal year plan reflects the City's adopted budget for the year. In the PMMR, the value of the September MMR plan for the current fiscal year (e.g. Fiscal 2026) is consistent with the adopted budget, and the values for the updated current year plan and subsequent year plan are consistent with the City's most recent preliminary financial plan.
Source: The Office of Management and Budget (OMB). NYC Health + Hospitals and the New York City Housing Authority self-report overtime information. Annual overtime data from Fiscal 2003 onward is consistent in the MMR since Fiscal 2007, when the City changed to reporting budget-based overtime costs rather than the payroll-based overtime earnings reported in previous MMRs. Overtime plan information was not included in the MMR prior to September 2012. Four-month overtime figures in the PMMR are as of October 31 of each fiscal year, based on the October Financial Information Services Agency report for each year.

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. All figures reflect capital commitments that are authorized by the City budget, and do not reflect capital commitments from other sources that are not captured by the City budget.

Source: The Office of Management and Budget. Data prior to Fiscal 2020 is consistent with previous Mayor's Management Reports. Fiscal 2027 commitment plan figures are consistent with the Fiscal 2027 Executive Capital Commitment Plan. Fiscal 2026 actual data is as of July 31 and may change upon closure and audit. To view the Fiscal 2027 Adopted Capital Commitment Plan upon its release, please visit www.nyc.gov/omb. The School Construction Authority self-reports capital commitment data in conjunction with OMB.

Indicator name: Human services contract budget

Description: Total amount budgeted or actually obligated for human services contracts. This data is shown for eight agencies that together account for over 95 percent of the City total in this category. These agencies are: Department of Health and Mental Hygiene, Department of Education, 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 provides actual figures, derived from the Financial Management System. Fiscal 2026 actuals are subject to additional finalization and closing adjustments. Fiscal 2026 and Fiscal 2027 plans are consistent with the Contracts section of the City's Fiscal 2026 and Fiscal 2027 Adopted Budgets, respectively.