

The background of the page is a dark blue color with a large, faint, light blue watermark of the Seal of the City of New York. The seal features an eagle with wings spread, perched atop a shield. The shield is divided into four quadrants, each containing a different symbol: a ship, a plow, a sheaf of wheat, and a bundle of arrows. The shield is flanked by two figures: on the left, a Native American man holding a bow and arrow; on the right, a Native American woman holding a staff. The entire seal is encircled by a laurel wreath. The Latin motto "SIGILLUM CIVITATIS NOVI EBORACI" is inscribed around the perimeter of the seal, with the date "1625" at the bottom center.

Mayor's Management Report

**Preliminary Fiscal 2018
Additional Tables**

**The City of New York
Mayor Bill de Blasio**

Dean Fuleihan, First Deputy Mayor

**Emily W. Newman, Acting Director
Mayor's Office of Operations**

February 2018

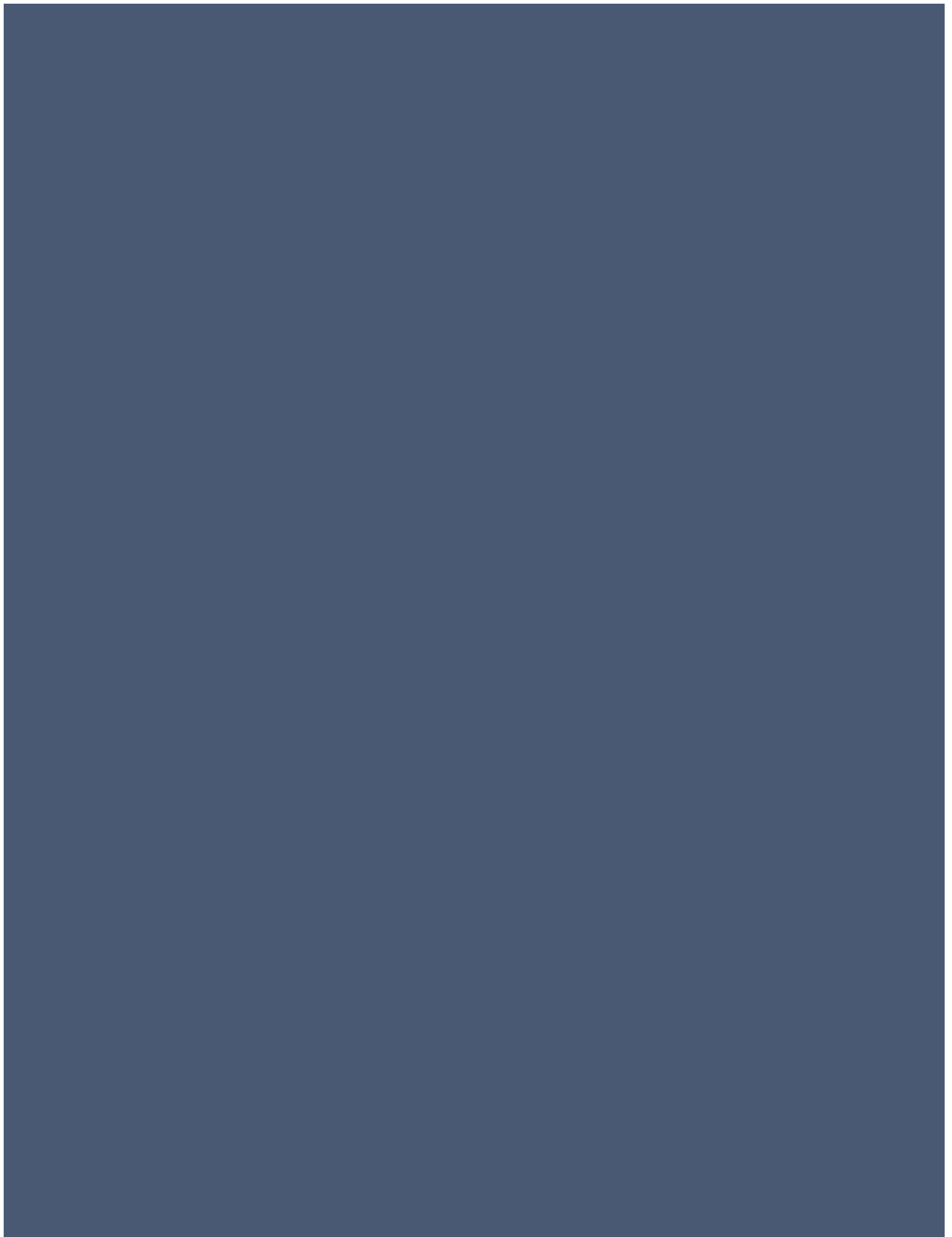




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CUSTOMER SERVICE

Timeliness Indicators

Percent of e-mails responded to in 14 days

Performance Statistics Agency	Actual			Target		4-Month Actual	
	FY15	FY16	FY17	FY18	FY19	FY17	FY18
311	100%	100%	96%	*	*	100%	100%
ACS	90%	98%	97%	*	*	99%	93%
BIC	100%	100%	100%	*	*	100%	100%
CCHR	100%	100%	100%	*	*	100%	99%
CCRB	98%	100%	100%	*	*	100%	75%
DCAS	74%	81%	85%	*	*	85%	85%
DCLA	92%	95%	89%	88%	88%	86%	80%
DCP	90%	85%	83%	85%	85%	98%	24%
DDC	95%	86%	90%	90%	90%	85%	99%
DEP	86%	93%	100%	95%	95%	100%	100%
DFTA	76%	81%	86%	*	*	87%	68%
DHS	69%	61%	NA	*	*	50%	23%
DOB	51%	60%	63%	57%	57%	68%	49%
DOC	100%	100%	100%	*	*	100%	100%
DOE	64%	60%	60%	61%	61%	NA	NA
DOF	83%	71%	73%	85%	85%	68%	67%
DOHMH	58%	72%	73%	75%	75%	52%	81%
DOI	100%	100%	100%	*	*	100%	100%
DOITT	95%	100%	100%	*	*	100%	100%
DOP	100%	100%	100%	*	*	100%	100%
DORIS	100%	100%	100%	*	*	100%	100%
DOT	95%	98%	97%	95%	95%	99%	99%
DPR	52%	60%	77%	60%	60%	71%	67%
DSNY	64%	75%	73%	*	*	72%	68%
DYCD	100%	100%	100%	*	*	100%	100%
FDNY	37%	54%	48%	*	*	69%	60%
HPD	76%	55%	67%	58%	58%	72%	64%
HRA	94%	93%	93%	90%	90%	91%	97%
LAW	100%	100%	100%	*	*	100%	100%
LPC	100%	98%	99%	*	*	98%	98%
NYCEM	97%	99%	100%	*	*	100%	100%
NYCHA	88%	83%	78%	*	*	74%	89%
OATH	100%	100%	100%	*	*	100%	95%
OCME	100%	100%	100%	*	*	100%	100%
SBS	100%	100%	100%	*	*	100%	100%
TLC	99%	98%	99%	85%	85%	99%	100%

"NA" - means Not Available in this report

* No Target

CUSTOMER SERVICE

Timeliness Indicators (cont.)

Percent of letters responded to in 14 days							
Performance Statistics	Actual			Target		4-Month Actual	
Agency	FY15	FY16	FY17	FY18	FY19	FY17	FY18
ACS	85%	97%	88%	*	*	86%	88%
BIC	100%	100%	100%	*	*	100%	100%
CCHR	100%	98%	100%	*	*	40%	100%
CCRB	84%	88%	80%	*	*	78%	83%
DCAS	50%	66%	56%	*	*	43%	50%
DCLA	100%	100%	100%	90%	90%	NA	100%
DGP	64%	72%	71%	50%	50%	90%	38%
DDC	94%	88%	86%	90%	90%	79%	98%
DEP	99%	99%	99%	95%	95%	99%	99%
DFTA	77%	86%	80%	*	*	80%	85%
DHS	70%	65%	NA	*	*	15%	NA
DOB	69%	30%	60%	57%	57%	55%	40%
DOC	99%	99%	100%	*	*	100%	100%
DOE	75%	73%	71%	72%	72%	NA	NA
DOF	90%	87%	91%	85%	85%	90%	91%
DOHMH	36%	60%	44%	50%	50%	22%	58%
DOI	100%	100%	100%	*	*	100%	100%
DOITT	91%	100%	99%	*	*	100%	100%
DOP	100%	100%	100%	*	*	100%	100%
DORIS	100%	100%	100%	*	*	100%	100%
DOT	95%	98%	97%	95%	95%	97%	94%
DPR	43%	47%	74%	60%	60%	70%	64%
DSNY	58%	73%	66%	*	*	61%	44%
DYCD	100%	100%	100%	*	*	100%	100%
FDNY	92%	97%	97%	*	*	98%	91%
HPD	47%	53%	45%	52%	52%	40%	48%
HRA	81%	87%	94%	90%	90%	93%	83%
LAW	100%	100%	100%	*	*	100%	100%
LPC	85%	80%	85%	*	*	65%	97%
NYCEM	100%	100%	100%	*	*	100%	100%
NYCHA	79%	85%	84%	*	*	82%	90%
OATH	100%	100%	100%	*	*	100%	100%
OCME	100%	100%	100%	*	*	100%	100%
SBS	100%	100%	100%	*	*	100%	100%
TLC	99%	NA	88%	90%	90%	86%	94%

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CUSTOMER SERVICE

Timeliness Indicators (cont.)

Average customer in-person wait time (minutes)							
Performance Statistics	Actual			Target		4-Month Actual	
Agency	FY15	FY16	FY17	FY18	FY19	FY17	FY18
BIC	3	3	3	*	*	NA	NA
CCHR	10	11	9	*	*	5	5
DCA	13	9	9	17	17	NA	NA
DCAS	1	1	1	*	*	NA	NA
DEP	6	5	4	5	5	NA	NA
DHS	15	10	6	*	*	NA	NA
DOB	NA	NA	27	*	*	33	23
DOF	9	4	5	12	12	4	4
DOHMH	8	1	1	10	10	NA	NA
DOI	3	3	3	*	*	NA	NA
DOT	3	4	3	*	*	3	3
FDNY	11	14	17	*	*	NA	NA
HPD	36	27	19	29	29	NA	NA
HRA	42	35	34	60	60	34	35
NYCHA	15	13	18	*	*	16	21

Percent of calls answered in 30 seconds							
Performance Statistics	Target			Target		4-Month Actual	
Agency	FY15	FY16	FY17	FY18	FY19	FY17	FY18
3-1-1	84%	89%	85%	80%	80%	85%	88%
DEP	68%	73%	79%	76%	76%	75%	78%
DOB	NA	NA	NA	*	*	NA	73%
DOHMH	82%	78%	73%	80%	80%	75%	74%
DOT	61%	21%	12%	*	*	11%	69%
DYCD	47%	48%	43%	*	*	78%	69%
HRA	66%	80%	84%	80%	80%	93%	58%
NYCHA	72%	64%	46%	*	*	49%	64%
NYPD	99%	99%	99%	*	*	99%	99%

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CUSTOMER SERVICE

311 Customer Service Center Inquiries by Agency						
Top Inquiries	Total Jul-Oct FY17	% of Inquiries Jul-Oct FY17	Rank in # of Calls in Jul-Oct FY17	Total Jul-Oct FY18	% of Inquiries Jul-Oct FY18	Rank in # of Calls in Jul-Oct FY18
ACS						
Child Care Financial Assistance - Voucher Information	2,221	12%	2	2,369	13.95%	1
Child Care Financial Assistance - Eligibility Information and Application By Mail	2,223	12%	1	1,783	10.50%	2
Child Care Financial Assistance - Status of a Submitted Application	1,178	6%	7	1,683	9.91%	3
Child Care Financial Assistance - Children's Services Clients	1,683	9%	3	1,427	8.41%	4
Child Care Financial Assistance - Eligibility and Application In Person or By Phone	1,488	8%	4	1,365	8.04%	5
BIC						
Commercial Waste and Private Carters Information	531	65%	1	614	69%	1
Sanitation Complaint - Private Carter	275	34%	2	252	29%	2
Trade Waste License Registration	13	2%	3	18	2%	3
BOE						
Election and Voting Information	7,093	43%	1	1,241	47%	1
Find a Poll Site	2,356	14%	4	587	22%	2
Check Voter Registration Status	3,368	20%	2	224	8%	3
Absentee Voting	2,562	16%	3	202	8%	4
Become a Poll Worker	614	4%	5	200	8%	5
BPL						
Find a Library - Brooklyn	542	80%	1	382	81%	1
General Information - Brooklyn Public Library	46	7%	3	37	8%	2
Library Complaint - Brooklyn	27	4%	4	28	6%	3
Elementary School Student After School Program - Drop-In	46	7%	2	18	4%	4
Find a Library - Bronx, Manhattan, Staten Island	4	1%	5	2	0%	5
CCHR						
Report Discrimination	3,540	87%	1	3,081	86%	1
Disability Access Inadequate	417	10%	2	383	11%	2
Human Rights Commission Publications	67	2%	3	77	2%	3
Human Rights Education and Community Outreach	62	2%	4	60	2%	4
CCRB						
Police Officer Misconduct	2,558	99%	1	2,093	99%	1
Civilian Complaint Mediation	15	1%	2	19	1%	2
CUNY						
Excelsior Free Tuition Program for CUNY and SUNY Students	NA	NA	NA	510	29%	1
Find a CUNY College	574	39%	1	487	28%	2
CUNY Admissions Services	158	11%	3	178	10%	3
CUNY Citizenship Now	172	12%	2	146	8%	4
Free GED Bridge Classes - LaGuardia Community College	113	8%	4	96	5%	5

CUSTOMER SERVICE

311 Customer Service Center Inquiries by Agency						
Top Inquiries	Total Jul-Oct FY17	% of Inquiries Jul-Oct FY17	Rank in # of Calls in Jul-Oct FY17	Total Jul-Oct FY18	% of Inquiries Jul-Oct FY18	Rank in # of Calls in Jul-Oct FY18
DCA						
Financial Empowerment Center	1,750	6%	1	1,869	6%	1
Retail Store Complaint	1,478	5%	3	1,706	5%	2
NYC Online Licensing Service - Technical Assistance	1,494	5%	2	1,685	5%	3
Food Service Establishment Permit - Renew or Status	NA	NA	NA	1,415	4%	4
Investigate a Business Licensed by DCA	1,455	5%	4	1,392	4%	5
DCAS						
Civil Service Exam Information	4,270	62%	1	4,411	68%	1
NYC Jobs	753	11%	2	464	7%	2
City Employment Verification	338	5%	3	362	6%	3
Sale of City-Owned Real Estate and Sales Auctions	245	4%	5	200	3%	4
The Green Book	312	5%	4	144	2%	5
DCLA						
Find a Zoo or Aquarium	453	45%	1	325	43%	1
Find a Museum	346	34%	2	240	32%	2
Find a Botanical Garden	107	11%	3	103	14%	3
Grants for Cultural Programs	41	4%	4	28	4%	4
Find a Performing Arts Venue	18	2%	5	13	2%	5
DCP						
Locate an Elected Official	5,895	88%	1	5,128	86%	1
Zoning Information Desk	765	11%	2	718	12%	2
Waterfront - Flood Zone Information	27	0%	3	33	1%	3
City Planning - Hearings and Publications	10	0%	5	17	0%	4
CountNYC	NA	NA	NA	15	0%	5
DDC						
DDC Project Inquiries and Complaints	353	90%	1	296	90%	1
General Inquiries for the Department of Design and Construction	37	9%	2	27	8%	2
Bidding on DDC Projects	3	1%	3	5	2%	3
Construction Vendor Prequalification List	1	0%	4	2	1%	4
DEP						
Noise from Construction After Hours	6,902	9%	2	6,870	10%	1
Fire Hydrant Running Full	10,680	14%	1	5,106	8%	2
Water and Sewer Bill Information	4,462	6%	4	4,034	6%	3
Sewer Backup Complaint - Priority	4,206	6%	5	3,686	6%	4
Fire Hydrant Running	5,495	7%	3	3,560	5%	5
DFTA						
Housing Options - Senior - Low-Income	2,890	17%	1	2,850	19%	1
Lawyer Referral for Seniors	1,883	11%	2	1,787	12%	2
Housing Options - Senior - Frail, Disabled, or with Alzheimers or Dementia	937	6%	4	1,040	7%	3
Find a Senior Center	1,110	7%	3	849	6%	4
Case Assistance for Seniors	890	5%	5	790	5%	5

CUSTOMER SERVICE

311 Customer Service Center Inquiries by Agency						
Top Inquiries	Total Jul-Oct FY17	% of Inquiries Jul-Oct FY17	Rank in # of Calls in Jul-Oct FY17	Total Jul-Oct FY18	% of Inquiries Jul-Oct FY18	Rank in # of Calls in Jul-Oct FY18
DHS						
Homeless Shelter Complaint - Shelter Client	7,362	25%	1	8,225	33%	1
Homeless Shelter Intake for Single Adults	4,942	17%	3	4,316	18%	2
Homeless Person Outreach Assistance	4,116	14%	4	4,253	17%	3
Homeless Shelter Intake for Families with Children	3,126	11%	5	2,945	12%	4
Assistance for Homeless People in Shelters	1,360	5%	6	1,600	7%	5
DOB						
Schedule a Plan Examiner Appointment	37,889	40%	1	34,911	39%	1
Illegal Conversion of Residential Space	6,425	7%	2	6,250	7%	2
Building Construction Without Permit	5,828	6%	3	5,802	7%	3
Elevator or Escalator Defective or Without Permit	5,747	6%	4	4,869	5%	4
Building Construction Unauthorized After Hours	1,237	1%	8	1,625	2%	5
DOC						
Jail System Complaint	11,399	38%	1	10,816	37%	1
Inmate Location and Information	8,681	29%	2	10,261	35%	2
Property Pickup for Former Rikers Island Inmates	5,774	19%	3	4,292	15%	3
Inmate Visit Schedule	1,138	4%	4	888	3%	4
Department of Correction Facilities	562	2%	6	734	3%	5
DOE						
Public School Calendar	10,868	23%	1	7,584	19%	1
Find a School	4,096	9%	2	3,758	9%	2
Find a School Zone	1,996	4%	4	2,052	5%	3
Pre-Kindergarten - General Information	2,017	4%	3	1,764	4%	4
3-K for All	NA	NA	NA	1,571	4%	5
DOF						
Parking Ticket Lookup - Ticket or Plate Number Known	63,582	20%	1	67,632	21%	1
Find a Towed Vehicle - Plate Number Known	32,153	10%	2	36,039	11%	2
Property Tax Account Assistance and Bill Information	24,960	8%	3	30,951	10%	3
Find a Towed Vehicle - Plate Number Unknown - NYPD	11,964	4%	6	14,529	5%	4
Parking Ticket Payment Problem or Penalty Adjustment	12,076	4%	5	8,680	3%	5
DOHMH						
Birth Certificate from 1910 to Present	13,854	11%	1	14,810	12%	1
Rodent Complaint - Other Location	8,460	7%	2	8,779	7%	2
Status of a Birth Certificate Order	4,561	4%	3	5,201	4%	3
Animal - Injured or Sick - Stray Dog or Cat	3,993	3%	4	3,492	3%	4
Birth Certificate Correction or Change	2,764	2%	7	3,081	3%	5
DOI						
City Worker or City Contractor Corruption or Criminal Misconduct	523	47%	1	409	43%	1
Contact or Locate a City Marshal	456	41%	2	376	40%	2
Report Section 8 Landlord or Tenant Fraud	NA	NA	NA	58	6%	3
Fingerprinting - Center-Based Day Care or Pre-School	50	4%	4	56	6%	4
City Marshal Complaint	86	8%	3	47	5%	5

CUSTOMER SERVICE

311 Customer Service Center Inquiries by Agency						
Top Inquiries	Total Jul-Oct FY17	% of Inquiries Jul-Oct FY17	Rank in # of Calls in Jul-Oct FY17	Total Jul-Oct FY18	% of Inquiries Jul-Oct FY18	Rank in # of Calls in Jul-Oct FY18
DOITT						
Cable Complaint - Service	365	20%	1	625	26%	1
Cable Complaint - Billing	324	18%	3	477	20%	2
Cable Phone and Internet Service Complaint	327	18%	2	462	19%	3
Verizon City-Wide Cable TV Franchise	201	11%	4	184	8%	4
Cable Complaint - Installation	118	7%	6	143	6%	5
DOP						
Adult Probation Supervision - Brooklyn	79	25%	1	59	26%	1
Adult Probation Supervision - Manhattan	51	16%	3	52	23%	2
Adult Probation Supervision - Bronx	60	19%	2	47	20%	3
Adult Probation Supervision - Queens	48	15%	4	42	18%	4
Probation Warrant Enforcement	14	4%	6	7	3%	5
DORIS						
Marriage Record Before 1950	NA	NA	NA	580	37%	1
Death Certificate Before 1949	260	22%	2	351	23%	2
Birth Certificate Before 1910	196	17%	3	231	15%	3
Status of Request for Death Certificate from Before 1949	166	14%	4	90	6%	4
Genealogy Research	62	5%	6	78	5%	5
DOT						
Alternate Side Parking or Street Cleaning Information	2,550	3%	10	11,565	11%	1
Streetlight Condition	10,943	12%	1	9,139	9%	2
Traffic or Pedestrian Signal Condition	4,906	5%	3	5,324	5%	3
Parking Meter Defective or Damaged	7,051	8%	2	4,546	5%	4
Pothole on Street	4,065	4%	5	4,099	4%	5
DPR						
Removal of Large Branch or Entire Tree - City Tree or Property	8,200	14%	1	8,431	15%	1
Wood Disposal, Chipping, and Pickup - Brooklyn and Queens	5,105	9%	2	4,590	8%	2
Standing Dead Tree Removal - City Tree	3,975	7%	4	4,418	8%	3
Trees and Sidewalk Repair for 1, 2 and 3 Family Residential Property	3,553	6%	6	4,089	7%	4
Park Maintenance Complaint	4,135	7%	3	4,034	7%	5
DSNY						
Bulk Item Disposal Information	28,744	14%	1	28,066	12%	1
CFC and Freon Removal - Appointment	27,901	14%	2	27,329	11%	2
Recycling and Trash Collection Schedules	13,752	7%	4	18,446	8%	3
Bulk Item Pick Up - Appointment	NA	NA	NA	16,399	7%	4
Missed Garbage Collection	16,295	8%	3	13,568	6%	5
DVS						
Benefits for Veterans	NA	NA	NA	433	73%	1
Healthcare Information for Veterans	NA	NA	NA	83	14%	2
Legal Assistance for Veterans	NA	NA	NA	50	8%	3
Crisis Intervention Support and Trauma Counseling for Veterans	NA	NA	NA	27	5%	4

CUSTOMER SERVICE

311 Customer Service Center Inquiries by Agency						
Top Inquiries	Total Jul-Oct FY17	% of Inquiries Jul-Oct FY17	Rank in # of Calls in Jul-Oct FY17	Total Jul-Oct FY18	% of Inquiries Jul-Oct FY18	Rank in # of Calls in Jul-Oct FY18
DYCD						
Literacy and GED or TASC Instruction for Non-English Speakers	669	15%	1	467	13%	1
Summer Jobs for Youth - General	567	12%	2	415	11%	2
Immigration Assistance from Community-Based Organizations	539	12%	3	335	9%	3
Literacy and GED or TASC Instruction for Adults	453	10%	4	316	9%	4
Elementary School Student After School Program - Enrolled	384	8%	5	289	8%	5
FDNY						
Fire Hazard Complaint	2,132	16%	1	1,769	16%	1
Ambulance Patient Locator	1,453	11%	2	1,426	13%	2
Locate a Firehouse - Brooklyn	954	7%	4	791	7%	3
Get a Job with FDNY	436	3%	13	741	7%	4
Ambulance Billing for FDNY	574	4%	7	551	5%	5
HPD						
Apartment Maintenance Complaint	39,661	32%	1	43,736	39%	1
Residential Public Area Maintenance Complaint	8,638	7%	4	8,484	7%	2
Heat or Hot Water Complaint in Entire Residential Building	13,116	10%	2	6,557	6%	3
Heat or Hot Water Complaint in Apartment	9,723	8%	3	6,189	5%	4
Residential Building-Wide Maintenance Complaint	5,436	4%	5	5,953	5%	5
HRA						
IDNYC - Make an Appointment	20,948	20%	1	9,657	11%	1
Public Assistance or Welfare	6,411	6%	5	6,465	8%	2
IDNYC - Documents Required to Apply	10,446	10%	2	5,125	6%	3
Homelessness Prevention through HomeBase	5,748	NA	NA	4,475	5%	4
SNAP (Food Stamps) - Status	NA	NA	NA	4,197	5%	5
LAW						
Laws of the City of New York	338	100%	1	343	100%	1
LPC						
Landmark and Historic District Information	90	49%	1	74	46%	1
Landmark Building Alteration Permit	69	38%	2	53	33%	2
Landmark Status Application	9	5%	4	24	15%	3
Landmark Building Painting Complaint	10	5%	3	6	4%	4
Landmark Restoration Grant Application	5	3%	5	4	2%	5
NYCEM						
Donate Critically-Needed Items for Hurricane Relief in Puerto Rico	NA	NA	NA	1,249	36%	1
NYC Hurricane Service Center	NA	NA	NA	982	29%	2
Cooling Center Locations	2,364	76%	1	374	11%	3
Know Your Zone - Hurricane Evacuation Lookup	240	8%	2	198	6%	4
Ready New York Guide	47	2%	5	171	5%	5

CUSTOMER SERVICE

311 Customer Service Center Inquiries by Agency						
Top Inquiries	Total Jul-Oct FY17	% of Inquiries Jul-Oct FY17	Rank in # of Calls in Jul-Oct FY17	Total Jul-Oct FY18	% of Inquiries Jul-Oct FY18	Rank in # of Calls in Jul-Oct FY18
NYCHA						
Public Housing Maintenance	6,250	32%	1	4,692	31%	1
NYCHA Borough Management Office - Brooklyn	1,752	9%	2	1,523	10%	2
NYCHA Borough Management Office - Manhattan	1,639	8%	4	1,404	9%	3
Public Housing Application Information and Assistance	1,688	9%	3	1,225	8%	4
NYCHA Borough Management Office - Bronx	1,350	7%	6	1,082	7%	5
NYCHH						
Find a Public Hospital	6,688	53%	1	4,445	47%	1
Inmate Health and Mental Health Complaints and Concerns	2,715	22%	2	2,277	24%	2
MetroPlus Health Plan	269	2%	5	376	4%	3
Health Department Low to No-Cost Confidential Clinics	461	4%	3	336	4%	4
Adult Immunization Clinic	447	4%	4	312	3%	5
NYPD						
Noise from Neighbor	40,349	13%	1	42,910	13%	1
Vehicle Blocking Driveway Complaint	34,873	11%	2	38,576	12%	2
Find a Police Precinct or PSA by Location	27,415	9%	3	29,107	9%	3
Illegal Parking Complaint	25,649	8%	4	27,977	8%	4
Find a Police Precinct or PSA by Name	16,624	5%	6	16,966	5%	5
NYPL						
Find a Library - Bronx, Manhattan, Staten Island	961	89%	1	549	84%	1
Library Complaint - Bronx - Manhattan - Staten Island	54	5%	2	52	8%	2
General Information - New York Public Library	48	4%	3	34	5%	3
Library Hotspot	12	1%	4	14	2%	4
Library Video Visitation	NA	NA	NA	6	1%	5
OATH						
City-Issued Summons - Information	5,234	62%	1	5,456	71%	1
City-Issued Summons - Request Status or Copy	1,329	16%	2	1,476	19%	2
City-Issued Summons - Request a Hearing by Phone	302	4%	4	377	5%	3
Hearings Division Borough Office Locations	345	4%	3	218	3%	4
City-Issued Summons - Request an Online Hearing	246	3%	6	174	2%	5
OCME						
Death Inquiries	419	59%	1	336	54%	1
Proof of Death	114	16%	2	132	21%	2
Autopsy Report	109	15%	3	103	17%	3
Cremation Inquiries	31	4%	4	28	5%	4
Reflection Room at the World Trade Center Memorial	31	4%	5	16	3%	5
QPL						
Find a Library - Queens	255	63%	1	243	73%	1
Library Complaint - Queens	39	10%	3	35	11%	2
Elementary School Student After School Program - Drop-In	45	11%	2	30	9%	3
General Information - Queens Public Library	30	7%	4	9	3%	4
Free Mobile Hotspot Lending	19	5%	5	7	2%	5

CUSTOMER SERVICE

311 Customer Service Center Inquiries by Agency

	Total Jul-Oct FY17	% of Inquiries Jul-Oct FY17	Rank in # of Calls in Jul-Oct FY17	Total Jul-Oct FY18	% of Inquiries Jul-Oct FY18	Rank in # of Calls in Jul-Oct FY18
Top Inquiries						
SBS						
Find a Workforce1 Career Center	739	24%	2	912	23%	1
Help Starting a Small Business	861	27%	1	841	22%	2
Job Training - Jobseeker Assistance	NA	NA	NA	447	11%	3
NYC Small Business Support Center Information	123	4%	6	263	7%	4
Business Legal Assistance	103	3%	7	160	4%	5
SCA						
School Construction Complaint	219	88%	1	192	90%	1
School Construction Information	29	12%	2	21	10%	2
TLC						
Lost Property in a Taxi - Medallion Number Known	6,179	22%	1	5,357	23%	1
Lost Property in a Taxi - Medallion Number Unknown	5,137	18%	2	4,290	18%	2
Lost Property in a Taxi - Medallion Number Not Found by 311	2,255	8%	3	1,803	8%	3
Accessible Taxi Dispatch for Passenger in a Wheelchair	1,291	5%	6	1,052	5%	4
Taxi Inquiry or Complaint from Taxi Driver or Taxi Licensee	1,339	5%	5	999	4%	5

"NA" - means Not Available in this report

CUSTOMER SERVICE

Requests for Interpretation

Performance Statistics Agency	Actual			Target		4-month Actual	
	FY15	FY16	FY17	FY18	FY19	FY17	FY18
311	531,194	556,576	545,132	*	*	185,281	168,769
ACS	79,347	87,775	94,864	*	*	26,233	35,200
BIC	26	93	24	*	*	NA	NA
CCHR	1,126	1,671	1,425	*	*	388	577
CCRB	591	695	744	*	*	NA	NA
DCA	3,377	3,861	3,695	*	*	NA	NA
DCP	2	6	12	*	*	NA	NA
DEP	12,976	13,685	13,783	*	*	NA	NA
DFTA	428	892	873	*	*	246	330
DHS	6,445	8,164	13,357	*	*	NA	NA
DOB	66	68	63	*	*	NA	NA
DOE	49,922	54,626	67,131	*	*	NA	NA
DOF	4,466	5,453	7,699	*	*	2,321	2,891
DOHMH	12,475	14,986	18,486	*	*	NA	NA
DOI	24	26	23	*	*	NA	NA
DOP	15,859	9,425	11,870	*	*	NA	NA
DOT	1,261	1,415	2,209	*	*	NA	NA
DPR	81	122	110	*	*	NA	NA
DSNY	17	16	15	*	*	NA	NA
DYCD	1,986	2,380	1,705	*	*	712	484
FDNY	4,501	5,484	5,098	*	*	NA	NA
HPD	1,526	1,202	969	*	*	NA	NA
HRA	909,712	989,229	1,264,815	*	*	393,370	451,117
LAW	762	1,002	875	*	*	NA	NA
NYCHA	187,871	196,996	189,243	*	*	55,457	45,628
NYPD	273,575	238,382	288,561	*	*	104,095	101,492
OATH	9,419	10,185	11,842	*	*	3,761	5,910
OCME	304	664	1,091	*	*	297	335
SBS	2,351	7,327	6,652	*	*	NA	2,080
TLC	5,336	6,880	7,247	*	*	NA	NA

P A I D A B S E N C E R A T E S

FIRST FOUR MONTHS OF FISCAL YEAR

WORKFORCE OR AGENCY	TOTAL SICK LEAVE	LODI/ WC	TOTAL ABSENCE	TOTAL ABSENCE	EQUIV. ABSENCE DAYS/YEAR
	FY18	FY18	FY18	FY17	FY18
UNIFORMED WORKFORCES					
DOC (U)	4.39%	0.98%	5.36%	6.71%	13.3
FDNY (U)	2.35%	5.02%	7.37%	7.47%	18.3
NYPD (U)	2.08%	0.71%	2.79%	2.68%	6.9
DSNY (U)	4.55%	1.77%	6.32%	5.83%	15.6
<i>Uniformed Subtotal</i>	2.78%	1.61%	4.39%	4.48%	10.9
LARGER CIVILIAN WORKFORCES					
NYPD (C)	2.37%	0.09%	2.46%	2.76%	6.1
FDNY (C)	3.75%	1.36%	5.11%	4.80%	12.6
ACS	3.45%	0.57%	4.02%	3.89%	9.9
HRA	3.92%	0.27%	4.19%	4.08%	10.3
DHS	3.50%	0.79%	4.29%	3.63%	10.6
HPD	3.42%	0.23%	3.65%	3.49%	9.0
DOHMH	2.96%	0.08%	3.05%	2.95%	7.6
DEP	3.26%	0.19%	3.45%	3.24%	8.5
DSNY (C)	3.52%	0.50%	4.02%	3.95%	10.0
DOF	3.29%	0.19%	3.48%	3.44%	8.6
DOT	3.30%	0.73%	4.02%	3.76%	10.0
DPR	2.24%	0.22%	2.46%	2.34%	6.1
LAW	2.98%	0.03%	3.01%	2.76%	7.5
DCAS	2.86%	0.05%	2.92%	3.04%	7.2
DDC	3.51%	0.08%	3.59%	3.05%	8.9
DOC (C)	3.64%	0.49%	4.12%	3.56%	10.1
PROBATION	3.71%	0.12%	3.83%	3.92%	9.5
DOB	3.18%	0.02%	3.20%	3.10%	7.9
DOITT	2.85%	0.04%	2.89%	2.86%	7.2
<i>Subtotal</i>	3.06%	0.32%	3.38%	3.30%	8.3
SMALLER CIVILIAN WORKFORCES					
NYCEM	2.01%	0.01%	2.02%	2.22%	5.0
DCP	2.89%	0.16%	3.05%	3.12%	7.5
DOI	2.61%	0.37%	2.98%	2.42%	7.4
DFTA	3.65%	0.00%	3.65%	2.98%	9.1
CULTURAL	2.93%	0.00%	2.93%	2.33%	7.3
LANDMARKS	2.70%	0.01%	2.71%	2.99%	11.0
TLC	4.42%	0.00%	4.42%	2.27%	6.7
CCHR	4.60%	0.00%	4.60%	3.93%	11.3
DYCD	2.60%	0.00%	2.60%	2.73%	6.5
DSBS	3.25%	0.38%	3.63%	3.86%	9.0
DOR	2.43%	0.00%	2.43%	2.47%	5.9
CONSUMER	3.21%	0.01%	3.23%	3.21%	8.0
BIC	2.73%	0.01%	2.75%	3.03%	6.8
OATH	2.80%	0.00%	2.80%	6.12%	6.9
ELECTIONS	3.19%	0.00%	3.19%	3.04%	7.9
CCRB	3.40%	0.03%	3.43%	2.82%	8.5
<i>Subtotal</i>	3.26%	0.09%	3.35%	3.22%	8.3
<i>Uniformed</i>	2.78%	1.61%	4.39%	4.48%	10.9
<i>Civilian</i>	3.07%	0.31%	3.37%	3.29%	8.3
TOTAL	2.95%	0.86%	3.80%	3.78%	9.4
CITYWIDE	2.95%	0.18%	3.12%	3.09%	7.7

Note: The **Total Absence Rate** is calculated by dividing the sum of paid sick leave for all employees, Line-of-Duty Injury (LODI) absence for uniformed employees, and paid Workers' Compensation (WC) absence for civilian employees, by paid scheduled hours for all employees. The **Citywide Absence Rate** is calculated by dividing paid sick leave for all employees plus paid Workers' Compensation absence for civilian employees by paid scheduled hours for all employees.

VEHICLE FLEETS AND MAINTENANCE

New York City operates the largest municipal fleet in the United States, with 30,000 units. Citywide, fleet operations are led by DCAS Fleet through the Deputy Commissioner for Fleet Management, who serves as Citywide Chief Fleet Officer, consistent with Executive Order 161. The Chief Fleet Officer works with the more than 50 City agencies that operate fleet units, especially the 12 major fleet agencies of NYPD, FDNY, DOC, DSNY, DPR, DOT, DEP, DOE, DOHMH, NYCEM, TLC and DCAS, known as the Fleet Federation.

DCAS Fleet leads initiatives in safety, sustainability, transparency, and emergency management, while also providing direct services in areas including repair, collisions management, subrogation, fuel, auction and parts. DCAS manages the City's central fleet management systems and FleetStat reporting.

As part of Vision Zero, New York City's fleet operations are undertaking a series of initiatives to improve safety and reporting relating to vehicle collisions. These initiatives currently include:

- 1) Training all authorized City fleet drivers in defensive driving. DCAS Fleet is leading this initiative for all staff except uniformed drivers at NYPD, FDNY and DOC, who receive separate driver training for their emergency response vehicles.
- 2) Assessing the safety outfitting of City vehicles and developing a Safe Fleet Transition Plan. As part of this initiative, the City has a policy to install side-guards on all fleet units. The City is also working with private fleets to assess and promote best industry practices. NYC Fleet has barred the use of hands-free phone devices by City fleet operators.
- 3) Improving the tracking of vehicle collisions. DCAS Fleet is introducing new indicators in the Vehicle Fleets and Maintenance tables of the Mayor's Management Report (MMR) to refine reporting on fleet safety. DCAS will report on fatalities, injuries, and then all crashes, a category which includes mostly minor dents and mirror events. DCAS will also report on whether these were deemed preventable or not through agency evaluations, and provide crash rates by vehicle miles travelled (VMT) which is the standard fleet industry reporting metric.
- 4) Installing tracking devices in City fleet vehicles. Tracking devices provide data to be used to monitor City fleet driving habits and enable DCAS to create a Safety Index to help improve safe driving of City vehicles. DCAS uses multiple telematics providers as part of this initiative and is working to upgrade this technology in Fiscal 2018.

The City is also implementing a series of sustainability initiatives as part of the OneNYC and NYC Clean Fleet plans, including efforts to expand electric and hybrid vehicles; install additional diesel particulate filters; increase the use of fossil fuel alternatives; and introduce anti-idling and other technologies. Fleet has committed to reduce greenhouse gas emissions by 50 percent by 2025. DCAS Fleet has also worked to increase the transparency of citywide fleet operations. The vehicle out-of-service report and CRASH collisions reporting are available now online, as is Fleet's regular newsletter. The roll-out of fleet systems to better track, monitor and share fleet assets, parts and fuel, and driving behaviors, will increase understanding of fleet operations; allow for better management oversight; and facilitate further service improvements.

In addition to this report, the Local Law 75 Annual Report contains information on use-based fuel economy for non-emergency light and medium fleets. The Local Law 38 Annual Report, prepared by the Department of Environmental Protection, contains information on City purchases of light and medium duty vehicles, the fuel economy of light duty vehicles purchased by the City, and the fuel consumption and carbon dioxide emission of the City fleet of light and medium duty vehicles. The Local Law 41 report provides information on our citywide Car and Fleet Share efforts.

Additional Resources

Fleet newsletter:

<http://www.nyc.gov/html/dcas/html/employees/fleet.shtml>

Use-based fuel economy report (Local Law 75):

http://www.nyc.gov/html/dcas/downloads/pdf/fleet/FY2016_Local_Law_75_Report_on_Use_Based_Fuel_Economy.pdf

Air pollution from City vehicles report (Local Law 38)

<http://www.nyc.gov/html/dep/html/air/index.shtml>

Local Law 41, Car Share report:

http://www.nyc.gov/html/dcas/downloads/pdf/fleet/Local_law_41_report_on_NYC_Car_and_Fleet_Share_1-30-2018.pdf

VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY16 Annual Actual	FY17 Annual Actual	FY18 Annual Target	FY19 Annual Target	FY17 4-Month Actual	FY18 4-Month Actual
CITYWIDE FLEET SIZE	29,374	30,037	29,300	30,850	29,628	30,457
- Light Duty	12,605	12,778	12,500	13,000	12,740	12,927
- Medium Duty	4,825	4,797	4,825	5,000	4,847	4,831
- Heavy Duty	7,184	7,317	7,200	7,550	7,229	7,478
- Other Vehicles	4,760	5,145	4,775	5,300	4,812	5,221
Vehicle in-service rate (%)	91%	92%	91%	92%	92%	92%
Daily fleet in-service targets achieved (%)	89%	100%	90%	98%	100%	100%
Purchased vehicles compliant with Local Law 38 (%)	98%	100%	95%	98%	100%	100%
Alternative fuel vehicles	16,681	17,491	17,000	18,000	16,903	17,743
Alternative fuel vehicles in City fleet (%)	59%	60%	63%	63%	59%	60%
Electric vehicles	945	1,295	1,750	2,000	1,015	1,530
- On-road electric vehicles	468	793	1,200	1,400	531	1,036
- Off-road electric vehicles	477	502	550	600	484	494
Vehicle fuel used (gallons)	28,865,173	29,602,763	28,500,000	28,500,000	9,725,530	9,843,858
- Biodiesel fuel used (gallons)	15,281,204	15,994,051	15,500,000	16,250,000	5,009,883	4,987,531
Fleet miles per gallon (FMPG)	5.4	5.9	6.0	5.8	6.3	6.6
Electric chargers installed	55	109	100	100	75	34
Vehicles purchased	4,352	4,064	3,000	3,000	2,700	1,490
Average age of fleet (months)	72	70	72	70	71	70
Collisions in City vehicles ¹	6,344	6,363	*	*	2,077	2,008
Collisions per 100,000 miles involving City vehicles citywide	7.3	6.2	*	*	5.6	5.4
Preventable collisions per 100,000 miles involving City vehicles citywide	3.5	3.0	*	*	2.5	2.7
Injuries involving collisions in City vehicles citywide per 100,000 miles	0.7	0.7	*	*	0.7	0.7
Injuries involving preventable collisions per 100,000 miles	0.3	0.3	*	*	0.3	0.3
Preventable collisions in City vehicles ²	2,815	3,095	*	*	1,077	999
Injuries involving collisions in City vehicles	510	727	*	*	285	291
Fatalities involving collisions in non-emergency City vehicles	1	1	*	*	1	1
Revenue from recoverable affirmative claims	\$2,680,961	\$2,864,761	*	*	\$774,391	\$1,112,635
Employees trained in defensive driving	7,929	7,876	8,000	8,500	2,035	4,526
Authorized City drivers trained in defensive driving (%)	77%	77%	85%	85%	68%	83%
Fleet repair expenditures (\$000,000)	\$235.3	\$248.7	*	*	\$72.2	\$82.1
Fleet fuel expenditures (\$000,000)	\$46.0	\$54.8	*	*	\$16.8	\$19.1
Fleet acquisition expenditures (capital) (\$000,000)	\$215.3	\$273.5	\$240.0	\$240.0	\$178.0	\$100.0
Fleet acquisition expenditures (expense) (\$000,000)	\$109.4	\$96.8	\$60.0	\$80.0	\$57.3	\$44.4
Automotive repair personnel	1,356	1,427	1,350	1,375	1,366	1,434
Fleet support personnel	384	389	380	380	382	372

¹Collisions in City vehicles do not include NYPD collisions.

"NA" Not Available *None

²Preventable collisions - A collision in which the driver did not take all reasonable avoidance actions.

VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY16 Annual Actual	FY17 Annual Actual	FY18 Annual Target	FY19 Annual Target	FY17 4-Month Actual	FY18 4-Month Actual
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The following is a detailed fleet breakdown for agencies with the largest City-managed fleets:

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

Total Vehicles	2,458	2,333	*	*	2,394	2,307
- Light Duty	1,934	1,802	*	*	1,853	1,781
- Medium Duty	301	294	*	*	308	287
- Heavy Duty	80	82	*	*	80	83
- Other Vehicles	143	155	*	*	153	156
Vehicle in-service rate (%)	98%	99%	*	*	99%	98%
Fleet miles per gallon (FMPG)	16.1	17.9	*	*	NA	NA
Collisions involving City vehicles ¹	400	421	*	*	140	139
Preventable collisions involving City vehicles ²	145	161	*	*	60	39
Collisions per 100,000 miles involving City vehicles	3.0	2.6	*	*	2.5	3.4
Preventable collisions per 100,000 miles involving City vehicles	1.1	1.0	*	*	1.1	1.0
Injuries involving collisions in City vehicles per 100,000 miles	0.5	0.4	*	*	0.3	0.9
Injuries involving preventable collisions per 100,000 miles	0.1	0.2	*	*	0.2	0.2
Authorized City drivers trained in defensive driving (%)	70%	55%	*	*	66%	52%
Revenue from recoverable affirmative claims	\$293,618	\$376,788	*	*	\$89,637	\$99,125

DEPARTMENT OF ENVIRONMENTAL PROTECTION

Total Vehicles	2,176	2,164	*	*	2,155	2,203
- Light Duty	834	811	*	*	809	847
- Medium Duty	471	461	*	*	474	460
- Heavy Duty	435	439	*	*	431	437
- Other Vehicles	436	453	*	*	441	459
Vehicle in-service rate (%)	92%	93%	*	*	93%	94%
Fleet miles per gallon (FMPG)	10.2	12.6	*	*	NA	NA
Collisions involving City vehicles ¹	380	413	*	*	136	131
Preventable collisions involving City vehicles ²	207	226	*	*	74	80
Collisions per 100,000 miles involving City vehicles	3.7	3.1	*	*	3.1	3.4
Preventable collisions per 100,000 miles involving City vehicles	2.1	1.7	*	*	1.7	2.1
Injuries involving collisions in City vehicles per 100,000 miles	0.3	1.3	*	*	0.3	0.2
Injuries involving preventable collisions per 100,000 miles	0.1	0.1	*	*	0.1	0.1
Authorized City drivers trained in defensive driving (%)	49%	72%	*	*	52%	60%
Revenue from recoverable affirmative claims	\$12,561	\$32,391	*	*	\$8,570	\$7,370

VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY16 Annual Actual	FY17 Annual Actual	FY18 Annual Target	FY19 Annual Target	FY17 4-Month Actual	FY18 4-Month Actual
DEPARTMENT OF HEALTH AND MENTAL HYGIENE						
Total Vehicles	298	320	*	*	322	370
- Light Duty	205	226	*	*	221	268
- Medium Duty	85	86	*	*	93	91
- Heavy Duty	6	6	*	*	6	9
- Other Vehicles	2	2	*	*	2	2
Vehicle in-service rate (%)	98%	99%	*	*	98%	99%
Fleet miles per gallon (FMPG)	23.5	23.3	*	*	NA	NA
Collisions involving City vehicles ¹	28	28	*	*	11	12
Preventable collisions involving City vehicles ²	23	6	*	*	0	4
Collisions per 100,000 miles involving City vehicles	1.7	1.5	*	*	1.1	3.6
Preventable collisions per 100,000 miles involving City vehicles	1.0	0.3	*	*	0.0	1.2
Injuries involving collisions in City vehicles per 100,000 miles	0.2	0.1	*	*	0.0	1.8
Injuries involving preventable collisions per 100,000 miles	0.2	0.1	*	*	0.0	0.9
Authorized City drivers trained in defensive driving (%)	93%	87%	*	*	94%	92%
Revenue from recoverable affirmative claims	\$10,815	\$25,943	*	*	\$758	\$17,683
DEPARTMENT OF TRANSPORTATION						
Total Vehicles	3,065	3,231	*	*	3,096	3,250
- Light Duty	864	945	*	*	888	945
- Medium Duty	476	507	*	*	490	509
- Heavy Duty	844	864	*	*	830	861
- Other Vehicles	881	915	*	*	888	935
Vehicle in-service rate (%)	91%	93%	*	*	93%	93%
Fleet miles per gallon (FMPG)	4.2	4.8	*	*	NA	NA
Collisions involving City vehicles ¹	370	465	*	*	159	186
Preventable collisions involving City vehicles ²	282	296	*	*	107	89
Collisions per 100,000 miles involving City vehicles	4.6	4.4	*	*	4.4	4.7
Preventable collisions per 100,000 miles involving City vehicles	3.4	2.9	*	*	2.9	2.3
Injuries involving collisions in City vehicles per 100,000 miles	0.6	0.7	*	*	0.7	0.9
Injuries involving preventable collisions per 100,000 miles	0.5	0.4	*	*	0.5	0.5
Authorized City drivers trained in defensive driving (%)	80%	83%	*	*	82%	84%
Revenue from recoverable affirmative claims	\$550,000	\$17,770	*	*	\$4,038	\$14,721

VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY16 Annual Actual	FY17 Annual Actual	FY18 Annual Target	FY19 Annual Target	FY17 4-Month Actual	FY18 4-Month Actual
DEPARTMENT OF SANITATION						
Total Vehicles	6,060	6,107	*	*	6,127	6,233
- Light Duty	996	978	*	*	980	974
- Medium Duty	317	312	*	*	322	314
- Heavy Duty	3,826	3,808	*	*	3,874	3,908
- Other Vehicles	921	1,009	*	*	951	1,037
Vehicle in-service rate (%)	84%	84%	*	*	83%	83%
Fleet miles per gallon (FMPG)	2.2	2.5	*	*	NA	NA
Collisions involving City vehicles ¹	2,625	2,463	*	*	712	616
Preventable collisions involving City vehicles ²	1,201	1,267	*	*	402	365
Collisions per 100,000 miles involving City vehicles	10.9	9.0	*	*	8.1	5.0
Preventable collisions per 100,000 miles involving City vehicles	5.2	4.6	*	*	4.6	2.9
Injuries involving collisions in City vehicles per 100,000 miles	0.7	1.0	*	*	1.0	0.6
Injuries involving preventable collisions per 100,000 miles	0.3	0.4	*	*	0.4	0.4
Authorized City drivers trained in defensive driving (%)	86%	87%	*	*	87%	89%
Revenue from recoverable affirmative claims	\$69,303	\$275,958	*	*	\$24,564	\$114,422
DEPARTMENT OF PARKS AND RECREATION						
Total Vehicles	2,916	2,909	*	*	2,966	2,913
- Light Duty	614	614	*	*	649	593
- Medium Duty	858	828	*	*	850	834
- Heavy Duty	347	354	*	*	362	354
- Other Vehicles	1,097	1,113	*	*	1,105	1,132
Vehicle in-service rate (%)	95%	95%	*	*	95%	95%
Fleet miles per gallon (FMPG)	5.9	5.8	*	*	NA	NA
Collisions involving City vehicles ¹	550	556	*	*	180	225
Preventable collisions involving City vehicles ²	230	308	*	*	34	120
Collisions per 100,000 miles involving City vehicles	6.6	6.6	*	*	6.4	7.9
Preventable collisions per 100,000 miles involving City vehicles	3.4	3.6	*	*	3.7	4.2
Injuries involving collisions in City vehicles per 100,000 miles	0.6	0.5	*	*	0.2	0.9
Injuries involving preventable collisions per 100,000 miles	0.1	0.2	*	*	0.2	0.2
Authorized City drivers trained in defensive driving (%)	77%	94%	*	*	85%	100%
Revenue from recoverable affirmative claims	\$81,974	\$66,491	*	*	\$27,781	\$7,435

VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY16 Annual Actual	FY17 Annual Actual	FY18 Annual Target	FY19 Annual Target	FY17 4-Month Actual	FY18 4-Month Actual
POLICE DEPARTMENT						
Total Vehicles	9,240	9,666	*	*	9,436	9,798
- Light Duty	6,378	6,582	*	*	6,564	6,671
- Medium Duty	1,338	1,325	*	*	1,340	1,358
- Heavy Duty	418	440	*	*	434	448
- Other Vehicles	1,106	1,319	*	*	1,098	1,321
Vehicle in-service rate (%)	94%	95%	*	*	94%	94%
Fleet miles per gallon (FMPG)	9.0	8.9	*	*	NA	NA
Collisions involving City vehicles ¹	3.9	4.6	*	*	3.7	4.5
Revenue from recoverable affirmative claims	\$1,591,850	\$1,866,856	*	*	\$577,562	\$793,940
¹ NYPD Collisions figure represents Collisions per 100,000 miles.						
FIRE DEPARTMENT						
Total Vehicles	2,289	2,367	*	*	2,270	2,444
- Light Duty	372	382	*	*	364	411
- Medium Duty	734	713	*	*	721	708
- Heavy Duty	1,020	1,106	*	*	1,023	1,159
- Other Vehicles	163	166	*	*	162	166
Vehicle in-service rate (%)	83%	85%	*	*	85%	85%
Fleet miles per gallon (FMPG)	3.9	4.6	*	*	NA	NA
Collisions involving City vehicles ¹	1,877	1,853	*	*	643	640
Preventable collisions involving City vehicles ²	681	746	*	*	276	261
Collisions per 100,000 miles involving City vehicles	12.2	9.6	*	*	9.7	7.2
Preventable collisions per 100,000 miles involving City vehicles	5.1	3.9	*	*	4.2	2.8
Injuries involving collisions in City vehicles per 100,000 miles	1.6	1.0	*	*	0.9	0.8
Injuries involving preventable collisions per 100,000 miles	0.5	0.4	*	*	0.4	0.3
Revenue from recoverable affirmative claims	\$35,928	\$103,774	*	*	\$15,569	\$36,304

VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY16 Annual Actual	FY17 Annual Actual	FY18 Annual Target	FY19 Annual Target	FY17 4-Month Actual	FY18 4-Month Actual
DEPARTMENT OF CORRECTION						
Total Vehicles	549	621	*	*	540	622
- Light Duty	218	250	*	*	224	250
- Medium Duty	136	164	*	*	140	164
- Heavy Duty	184	194	*	*	164	195
- Other Vehicles	11	13	*	*	12	13
Vehicle in-service rate (%)	91%	94%	*	*	93%	94%
Fleet miles per gallon (FMPG)	6.9	6.0	*	*	NA	NA
Collisions involving City vehicles ¹	107	116	*	*	31	45
Preventable collisions involving City vehicles ²	82	64	*	*	12	33
Collisions per 100,000 miles involving City vehicles	2.3	2.9	*	*	2.5	2.4
Preventable collisions per 100,000 miles involving City vehicles	1.2	1.7	*	*	1.1	1.8
Injuries involving collisions in City vehicles per 100,000 miles	1.1	1.7	*	*	2.1	1.2
Injuries involving preventable collisions per 100,000 miles	0.8	0.5	*	*	0.0	0.5
Authorized City drivers trained in defensive driving (%)	NA	NA	*	*	NA	20%
Revenue from recoverable affirmative claims	\$8,604	\$14,183	*	*	NA	\$6,523
DEPARTMENT OF EDUCATION						
Total Vehicles	323	319	*	*	322	317
- Light Duty	190	188	*	*	188	187
- Medium Duty	109	107	*	*	109	106
- Heavy Duty	24	24	*	*	25	24
- Other Vehicles	0	0	*	*	0	0
Vehicle in-service rate (%)	98%	99%	*	*	99%	99%
Collisions involving City vehicles ¹	52	52	*	*	14	14
Preventable collisions involving City vehicles ²	16	21	*	*	5	8
Revenue from recoverable affirmative claims	\$26,308	\$84,607	*	*	\$25,912	\$15,112

¹Collisions in City vehicles do not include NYPD collisions.

"NA" Not Available

*None

²Preventable collisions - A collision in which the driver did not take all reasonable avoidance actions.

DEFINITIONS

Alternative fuel vehicles in City fleet (%):

The percentage of City vehicles that are using alternative fuel.

Alternative fuel vehicles:

The total number of City vehicles that are using alternative fuel.

Automotive repair personnel:

The number of City personnel assigned to repair and maintain City fleet for the year.

Average age of fleet (months):

The average number of months from the date a vehicle is put in service to the end of the reporting period (i.e., the MMR/PMMR reporting period).

Authorized City drivers trained in defensive driving (%):

The percentage of active authorized City drivers that have been trained in defensive driving centrally.

Citywide fleet size:

The total number of vehicles in the City managed fleet and the subtotals by vehicle size/type.

Collisions in City vehicles:

The number of collisions in the year as reported by City agencies.

Collisions per 100,000 miles involving City vehicles:

The number of City vehicle involved collision reports per 100,000 miles involving injury or property damage in the citywide fleet reported in the citywide collision reporting system (CRASH).

Daily fleet in-service targets achieved (%):

The percentage of days the target for vehicle in-service rate was met.

Electric chargers installed:

The number of chargers installed for the City hybrid-electric powered vehicles.

Electric vehicles:

The number of electric and plug-in vehicles in the citywide fleet. The fiscal year figure is the number of electric vehicles on the last day of the reporting period.

Employees trained in defensive driving:

The number of City drivers trained in defensive driving centrally during the year.

Fatalities involving collisions in nonemergency City vehicles:

The number of fatalities to City employees and all other parties involved in collisions that included one or more non-emergency City fleet vehicle (and no City emergency response vehicle).

Fleet acquisition expenditures (capital) (\$000,000):

The amount of capital funds spent on City fleet during the year.

Fleet acquisition expenditures (expense) (\$000,000):

The amount of expense funds spent on fuel for City fleet during the year.

Fleet fuel expenditures (\$000,000):

The amount spent on fuel for City fleet during the year.

Fleet miles per gallon (FMPG):

This indicator shows a total miles per gallon average for all vehicles combined. Agency fuel use may involve off-road and specialized equipment usage that impacts this calculation. It is not a vehicle-specific MPG indicator, but offers a general view of fuel efficiency for the City fleet.

Fleet repair expenditures (\$000,000):

The amount spent on repair and maintenance of City fleet during the year.

Fleet support personnel:

The number of City personnel assigned to administer and support City fleet operations for the year.

VEHICLE FLEETS AND MAINTENANCE

Injuries involving collisions in City vehicles:

The number of injuries to City employees and all other parties involved in collisions that included at least one City fleet vehicle.

Injuries involving collisions in City vehicles per 100,000 miles:

The number of injuries associated with collisions per 100,000 miles that included at least one City vehicle.

Injuries involving preventable collisions per 100,000 miles:

The number of injuries in preventable collisions reported per 100,000 miles in the citywide fleet.

Off-road electric vehicles:

The number of off-road electric and plug-in vehicles in the citywide fleet. The fiscal year figure is the number of electric vehicles on the last day of the reporting period. This includes off-road solar electric units.

On-road electric vehicles:

The number of on-road electric and plug-in vehicles in the citywide fleet. The fiscal year figure is the number of electric vehicles on the last day of the reporting period.

Preventable collisions in City vehicles:

A collision in which the driver, by his/her own admission or in the judgment of an Agency Accident Review Committee, did not take all reasonable avoidance actions, including attention to road conditions and improper actions of other drivers. "Preventability" is not limited to the violation of traffic laws and is distinguished from "chargeability" as determined by the law.

Preventable collisions per 100,000 miles involving City vehicles citywide:

The number of preventable collisions reports per 100,000 miles in the citywide fleet.

Purchased vehicles compliant with Local Law 38 (%):

The percentage of light and medium-duty vehicles purchased for the City through DCAS during the period that are certified with the highest ratings defined by California Low-Emission Vehicle (LEV) II standards. The four highest ratings are zero emission vehicles (ZEV), transitional zero emission vehicles (TZEV), advanced technology partial zero emission vehicles (ATPZEV) and partial zero emission vehicles (PZEV). Pursuant to Local Law 38 of 2005, each light and medium-duty vehicle that the City purchases should have the best certified emission rating within its vehicle category while meeting the requirements for the City's intended use. According to the law, some exceptions apply based on cost and other limited exemptions, including for certain emergency vehicles.

Revenue from recoverable affirmative claims:

The amount of money recovered following collisions in City vehicles.

Vehicle and Biodiesel fuel used (gallons):

The volume of fuel used by City fleet in year (biodiesel is included in vehicle fuel).

Vehicle in-service rate (%):

The percentage of fleet in full service.

Vehicles purchased:

The number of City fleet vehicles acquired.

Source: DCAS Citywide Fleet Management.

VEHICLE FLEETS AND MAINTENANCE

LIST OF AGENCIES IN THE CITYWIDE FLEET

Department of Citywide Administrative Services*
Department of Environmental Protection
Department of Correction
Department of Parks and Recreation
Department of Health and Mental Hygiene

New York City Fire Department
New York City Police Department
Department of Transportation
Department of Sanitation
Department of Education

Department of Citywide Administrative Services vehicles include those used by the following client agencies:

Administration of Children's Services	Department of Youth and Community Development
Board of Elections	Financial Information Services Agency
Bronx Borough President	GrowNY (formerly known as "Council on the Environment")
Brooklyn Borough President	Human Resources Administration
Business Integrity Commission	Landmarks Preservation Commission
Campaign Finance Board	Law Department
City Commission on Human Rights	Manhattan Borough President
City Council	Mayor's Office
Civilian Complaint Review Board	New York City Emergency Management
Department for the Aging	NYC Economic Development Corporation
Department of Buildings	Office of Administrative Trials and Hearings
Department of City Planning	Office of Chief Medical Examiner
Department of Citywide Administrative Services	Office of Labor Relations
Department of Consumer Affairs	Office of Management and Budget
Department of Cultural Affairs	Office of Payroll Administration
Department of Design and Construction	Office of the City Clerk
Department of Finance	Office of the Comptroller
Department of Homeless Services	Office of the Public Advocate
Department of Housing Preservation and Development	Queens Borough President
Department of Information Technology and Telecommunications	Sheriff's Office
Department of Investigation	Sports Commission
Department of Probation	Staten Island Borough President
Department of Records and Information Services	Tax Commission
Department of Small Business Services	Taxi and Limousine Commission

SPENDING AND BUDGET INFORMATION FISCAL 2018 PMMR

Spending and budget information is displayed as a table within each agency's chapter, between "Agency Resources" and the "Noteworthy Changes, Additions or Deletions" sections. The tables indicate, where possible, the relationship between an agency's PMMR goals and its units of appropriations.

The NYC Office of Management and Budget provided the Mayor's Office of Operations with expenditures for City agencies, as reported in the City's Fiscal 2017 Comprehensive Annual Financial Report, and the planned amounts for Fiscal 2018 as presented in the February 2018 Financial Plan. Figures cited reflect all funds.

The Preliminary Mayor's Management Report and Mayor's Management Report cover the operations of City agencies that report directly to the Mayor. Additional non-Mayoral agencies, legally separate organizations, and unit components of agencies are included in these reports, however, spending and budget or goal information may be more limited. These include:

- 311
- Board of Elections
- City University of New York
- New York City Health + Hospitals
- New York City Housing Authority
- Public Libraries
- School Construction Authority

The City's contributions to the New York City Housing Authority (NYCHA) and the School Construction Authority (SCA), both public authorities, are not made through distinct units of appropriation. For more information, refer to:

- **NYCHA's Annual Plan and Financial Information webpage:**
<http://www1.nyc.gov/site/nycha/about/annual-plan-financial-information.page>
- **SCA's proposed five year capital plan:**
<http://www.nycsca.org/Community/Capital-Plan-Reports-Data>

