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CUSTOMER SERVICE

TIMELINESS INDICATORS

Percent of e-mails responded to in 14 days							
	Actual			Target		4-Month Actual	
Agency	**FY16**	**FY17**	**FY18**	**FY19**	**FY20**	**FY18**	**FY19**
311	100%	96%	100%	*	*	100%	100%
ACS	98%	97%	83%	*	*	93%	77%
BIC	100%	100%	100%	*	*	100%	92%
CCHR	100%	97%	98%	*	*	96%	99%
CCRB	100%	100%	86%	*	*	75%	100%
DCAS	81%	85%	85%	*	*	85%	53%
DCLA	95%	89%	84%	88%	88%	80%	89%
DCP	85%	83%	45%	85%	85%	37%	94%
DDC	86%	90%	99%	90%	90%	99%	100%
DEP	93%	100%	100%	95%	95%	100%	100%
DFTA	81%	86%	99%	*	*	76%	94%
DHS	61%	NA	65%	*	*	23%	99%
DOB	60%	63%	50%	57%	57%	49%	56%
DOC	100%	100%	100%	*	*	100%	100%
DOE	60%	60%	70%	61%	71%	NA	NA
DOF	71%	73%	64%	85%	85%	67%	76%
DOHMH	72%	73%	86%	75%	80%	80%	87%
DOI	100%	100%	100%	*	*	100%	100%
DOITT	100%	100%	100%	*	*	100%	100%
DOP	100%	100%	100%	*	*	100%	100%
DORIS	100%	100%	100%	*	*	100%	100%
DOT	98%	97%	99%	95%	95%	99%	99%
DPR	60%	77%	75%	60%	60%	67%	72%
DSNY	75%	73%	69%	*	*	68%	69%
DYCD	100%	100%	100%	*	*	100%	100%
FDNY	54%	48%	38%	*	*	60%	40%
HPD	55%	67%	67%	58%	58%	64%	52%
HRA	93%	93%	96%	90%	90%	97%	98%
LAW	100%	100%	100%	*	*	100%	100%
LPC	98%	99%	93%	*	*	98%	81%
NYCEM	99%	100%	100%	*	*	100%	100%
NYCHA	83%	78%	80%	*	*	89%	98%
OATH	100%	100%	99%	*	*	95%	100%
OCME	100%	100%	98%	*	*	100%	94%
SBS	100%	100%	100%	*	*	100%	100%
TLC	98%	99%	100%	85%	85%	100%	100%

"NA" - means Not Available in this report * No Target

CUSTOMER SERVICE

TIMELINESS INDICATORS

Percent of letters responded to in 14 days							
Performance Statistics	**Actual**			**Target**		**4-Month Actual**	
Agency	**FY16**	**FY17**	**FY18**	**FY18**	**FY19**	**FY18**	**FY19**
ACS	97%	88%	81%	*	*	88%	71%
BIC	100%	100%	100%	*	*	100%	100%
CCHR	98%	87%	83%	*	*	94%	98%
CCRB	88%	80%	79%	*	*	83%	70%
DCAS	66%	56%	58%	*	*	50%	12%
DCLA	100%	100%	100%	90%	90%	100%	100%
DCP	72%	71%	51%	50%	50%	59%	76%
DDC	88%	86%	98%	90%	90%	98%	99%
DEP	99%	99%	99%	95%	95%	99%	99%
DFTA	86%	80%	79%	*	*	85%	73%
DHS	65%	NA	82%	*	*	NA	84%
DOB	30%	60%	47%	57%	57%	40%	47%
DOC	99%	100%	100%	*	*	100%	100%
DOE	73%	71%	72%	72%	73%	NA	NA
DOF	87%	91%	89%	85%	85%	91%	87%
DOHMH	60%	44%	68%	50%	70%	59%	73%
DOI	100%	100%	100%	*	*	100%	100%
DOITT	100%	99%	100%	*	*	100%	100%
DOP	100%	100%	100%	*	*	100%	100%
DORIS	100%	100%	100%	*	*	100%	100%
DOT	98%	97%	94%	95%	95%	94%	97%
DPR	47%	74%	76%	60%	60%	64%	74%
DSNY	73%	66%	51%	*	*	44%	40%
DYCD	100%	100%	100%	*	*	100%	100%
FDNY	97%	97%	95%	*	*	91%	95%
HPD	53%	45%	49%	52%	52%	48%	36%
HRA	87%	94%	91%	90%	90%	83%	96%
LAW	100%	100%	100%	*	*	100%	100%
LPC	80%	85%	88%	*	*	97%	87%
NYCEM	100%	100%	100%	*	*	100%	100%
NYCHA	85%	84%	89%	*	*	90%	75%
OATH	100%	100%	100%	*	*	100%	100%
OCME	100%	100%	100%	*	*	100%	100%
SBS	100%	100%	100%	*	*	100%	100%
TLC	NA	88%	91%	90%	90%	94%	74%

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CUSTOMER SERVICE

TIMELINESS INDICATORS

Average customer in-person wait time (minutes)							
Performance Statistics	**Actual**			**Target**		**4-Month Actual**	
Agency	**FY16**	**FY17**	**FY18**	**FY19**	**FY20**	**FY18**	**FY19**
BIC	3	3	3	*	*	NA	NA
CCHR	11	9	6	*	*	5	6
DCA	9	9	16	17	17	NA	NA
DCAS	1	1	1	*	*	NA	NA
DEP	5	4	4	5	5	NA	NA
DHS	10	6	5	*	*	NA	NA
DOB	NA	27	21	*	*	23	19
DOF	4	5	5	12	12	4	7
DOHMH	1	1	1	10	10	NA	NA
DOI	3	3	3	*	*	NA	NA
DOT	4	3	3	*	*	3	NA
FDNY	14	17	32	*	*	NA	NA
HPD	27	19	15	29	29	NA	NA
HRA	35	34	34	60	60	35	33
NYCHA	13	18	17	*	*	21	17

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Percent of calls answered in 30 seconds							
Performance Statistics	**Actual**			**Target**		**4-Month Actual**	
Agency	**FY16**	**FY17**	**FY18**	**FY19**	**FY20**	**FY18**	**FY19**
3-1-1	89%	85%	81%	80%	80%	88%	82%
DEP	73%	79%	72%	76%	76%	78%	78%
DOB	NA	NA	70%	*	*	73%	71%
DOHMH	78%	73%	80%	80%	80%	75%	83%
DOT	21%	12%	68%	*	*	69%	38%
DYCD	48%	43%	51%	*	*	69%	68%
HRA	80%	84%	58%	80%	80%	58%	56%
NYCHA	64%	46%	57%	*	*	64%	54%
NYPD	99%	99%	99%	*	*	99%	99%

"NA" - means Not Available in this report * No Target

CUSTOMER SERVICE

311 CUSTOMER SERVICE CENTER INQUIRIES BY AGENCY

Top Inquiries	Total Jul-Oct FY18	% of Inquiries in Jul-Oct FY18	Rank in # of Calls in Jul-Oct FY18	Total Jul-Oct FY19	% of Inquiries in Jul-Oct FY19	Rank in # of Calls in Jul-Oct FY19
ACS						
Child Care Financial Assistance - Voucher Information	2,369	14%	1	2,132	14%	1
Child Care Financial Assistance - Status of a Submitted Application	1,683	10%	3	1,269	8%	2
Child Care Financial Assistance - Eligibility Information and Application By Mail	1,783	11%	2	1,198	8%	3
Child Care Financial Assistance - Children's Services Clients	1,427	8%	4	1,167	8%	4
Child Care Financial Assistance - Eligibility and Application In Person or By Phone	1,365	8%	5	1,082	7%	5
BIC						
Sanitation Salvage License Suspension - Affected Customers	NA	NA	NA	480	40%	1
Commercial Waste and Private Carters Information	614	69%	1	445	37%	2
Sanitation Complaint - Private Carter	252	29%	2	260	21%	3
Trade Waste License Registration	18	2%	3	15	1%	4
Staff Information Provided	NA	NA	NA	9	1%	5
BOE						
Elections and Voting	1,241	47%	1	2,919	36%	1
Poll Sites and Election Districts	587	22%	2	2,262	28%	2
Voter Registration	224	8%	3	1,603	20%	3
Absentee Voting	202	8%	4	874	11%	4
Become a Poll Worker	200	8%	5	196	2%	5
BPL						
Find a Library - Brooklyn	382	81%	1	335	67%	1
Library Complaint - Brooklyn	28	6%	3	44	9%	2
General Information - Brooklyn Public Library	37	8%	2	33	7%	3
Elementary School Student After School Program - Drop-In	18	4%	4	23	5%	4
Middle School Student After School Program - Drop-In	2	0%	10	2	0%	5
CCHR						
Report Discrimination	3,081	86%	1	3,159	84%	1
Disability Access Inadequate	383	11%	2	400	11%	2
Human Rights Commission Publications	77	2%	3	85	2%	3
Human Rights Education and Community Outreach	60	2%	4	47	1%	4
The Stop Sexual Harassment in NYC Act	NA	NA	NA	41	1%	5
CCRB						
Police Officer Misconduct	2,093	99%	1	2,060	95%	1
Civilian Complaint Mediation	19	1%	2	73	3%	2
CUNY						
Find a CUNY College	487	28%	2	362	32%	1
Excelsior Free Tuition Program for CUNY and SUNY Students	510	29%	1	159	14%	2
CUNY Citizenship Now	146	8%	4	112	10%	3
CUNY Admissions Services	178	10%	3	106	9%	4
Free GED Bridge Classes - LaGuardia Community College	96	5%	5	59	5%	5
DCA						
Retail Store Complaint	1,706	5%	2	1,743	6%	1
Food Service Establishment Permit - Renew or Status	1,415	4%	4	1,703	6%	2
Investigate a Business Licensed by DCA	1,392	4%	5	1,225	4%	3
"NA" - means Not Available in this report						

CUSTOMER SERVICE

311 CUSTOMER SERVICE CENTER INQUIRIES BY AGENCY

Top Inquiries	Total Jul-Oct FY18	% of Inquiries in Jul-Oct FY18	Rank in # of Calls in Jul-Oct FY18	Total Jul-Oct FY19	% of Inquiries in Jul-Oct FY19	Rank in # of Calls in Jul-Oct FY19
Financial Empowerment Center	1,869	6%	1	1,108	4%	4
DCA Online Licensing Service - Technical Assistance	1,685	5%	3	914	3%	5
DCAS						
Civil Service Exam Information	4,411	68%	1	3,823	65%	1
NYC Jobs	464	7%	2	439	7%	2
City Employment Verification	362	6%	3	349	6%	3
Sale of City-Owned Real Estate and Sales Auctions	200	3%	4	222	4%	4
The Green Book	144	2%	5	185	3%	5
DCLA						
Find a Zoo or Aquarium	325	43%	1	326	45%	1
Find a Museum	240	32%	2	178	24%	2
Find a Botanical Garden	103	14%	3	64	9%	3
Grants for Cultural Programs	28	4%	4	28	4%	4
Donate Art Supplies	10	1%	9	19	3%	5
DCP						
Locate an Elected Official	5,128	86%	1	4,751	86%	1
Zoning Information Desk	718	12%	2	670	12%	2
Purchase City Planning Maps and Books	15	0%	5	21	0%	3
CountNYC	15	0%	5	19	0%	4
Waterfront - Flood Zone Information	33	1%	3	15	0%	5
DDC						
DDC Project Inquiries and Complaints	296	90%	1	335	84%	1
General Inquiries for the Department of Design and Construction	27	8%	2	45	11%	2
Bidding on DDC Projects	5	2%	3	11	3%	3
Construction Vendor Prequalification List	2	1%	4	3	1%	4
DEP						
Fire Hydrant Running Full	5,106	8%	2	7,288	10%	1
Noise from Construction After Hours	6,870	10%	1	5,843	8%	2
Sewer Backup Complaint - Priority	3,686	6%	4	4,684	7%	3
Fire Hydrant Running	3,560	5%	5	3,823	5%	4
Water and Sewer Bill Information	4,034	6%	3	3,672	5%	5
DFTA						
Housing Options - Senior - Low-Income	2,850	19%	1	2,401	17%	1
Lawyer Referral for Seniors	1,787	12%	2	1,650	12%	2
Housing Options - Senior - Frail, Disabled, or with Alzheimers or Dementia	1,040	7%	3	901	6%	3
Home Care - Seniors	704	4%	6	673	5%	4
Find a Senior Center	849	6%	4	657	5%	5
DHS						
Homeless Shelter Complaint - Shelter Client	8,225	33%	1	8,051	34%	1
Homeless Person Outreach Assistance	4,253	17%	3	4,583	20%	2
Homeless Shelter Intake for Single Adults	4,316	18%	2	3,720	16%	3
Homeless Shelter Intake for Families with Children	2,945	12%	4	2,220	9%	4
Assistance for Homeless People in Shelters	1,600	7%	5	1,540	7%	5
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CUSTOMER SERVICE

311 CUSTOMER SERVICE CENTER INQUIRIES BY AGENCY

Top Inquiries	Total Jul-Oct FY18	% of Inquiries in Jul-Oct FY18	Rank in # of Calls in Jul-Oct FY18	Total Jul-Oct FY19	% of Inquiries in Jul-Oct FY19	Rank in # of Calls in Jul-Oct FY19
DOB						
Schedule a Plan Examiner Appointment	34,911	39%	1	25,040	32%	1
Illegal Conversion of Residential Space	6,250	7%	2	5,558	7%	2
Building Construction Without Permit	5,802	7%	3	5,546	7%	3
Elevator or Escalator Defective or Without Permit	4,869	5%	4	5,341	7%	4
Plan Examiner Scheduling Error Assistance	1,449	2%	6	1,572	2%	5
DOC						
Jail System Complaint	10,816	37%	1	16,427	51%	1
Inmate Location and Information	10,261	35%	2	9,085	28%	2
Property Pickup for Former Rikers Island Inmates	4,292	15%	3	2,903	9%	3
Inmate Visit Schedule	888	3%	4	728	2%	4
Department of Correction Facilities	734	3%	5	532	2%	5
DOE						
Public School Calendar	7,584	19%	1	8,035	22%	1
Find a School	3,758	9%	2	2,411	7%	2
Student Record Request - Former Student	1,330	3%	7	1,423	4%	3
Department of Education Worker or Agency Complaint or Compliment	1,238	3%	8	1,326	4%	4
Find a School District by Location	1,506	4%	6	1,307	4%	5
DOF						
Parking Ticket Lookup - Ticket or Plate Number Known	67,632	21%	1	57,351	18%	1
Find a Towed Vehicle - Plate Number Known	36,039	11%	2	37,299	12%	2
Property Tax Account Assistance and Bill Information	30,951	10%	3	35,192	11%	3
Find a Towed Vehicle - Plate Number Unknown - NYPD	14,529	5%	4	13,706	4%	4
Property Tax Bill or Payment Problem	4,254	1%	9	8,476	3%	5
DOHMH						
Birth Certificate from 1910 to Present	14,810	12%	1	16,126	14%	1
Rodent Complaint - Other Location	8,779	7%	2	7,609	7%	2
Status of a Birth Certificate Order	5,201	4%	3	5,916	5%	3
Birth Certificate Correction or Change	3,081	3%	5	3,036	3%	4
Animal - Injured or Sick - Stray Dog or Cat	3,492	3%	4	3,029	3%	5
DOI						
City Worker or City Contractor Corruption or Criminal Misconduct	409	43%	1	337	34%	1
Contact or Locate a City Marshal	376	40%	2	323	33%	2
Report Section 8 Landlord or Tenant Fraud	58	6%	3	165	17%	3
Fingerprinting - Center-Based Day Care or Pre-School	56	6%	4	73	7%	4
City Marshal Complaint	47	5%	5	56	6%	5
DOITT						
Cable Complaint - Service	625	26%	1	622	27%	1
Cable Complaint - Billing	477	20%	2	482	21%	2
Cable Phone and Internet Service Complaint	462	19%	3	422	18%	3
Verizon City-Wide Cable TV Franchise	184	8%	4	171	7%	4
Cable Complaint - Installation	143	6%	5	138	6%	5
DOP						
Adult Probation Supervision - Brooklyn	59	26%	1	59	30%	1
"NA" - means Not Available in this report						

CUSTOMER SERVICE

311 CUSTOMER SERVICE CENTER INQUIRIES BY AGENCY

Top Inquiries	Total Jul-Oct FY18	% of Inquiries in Jul-Oct FY18	Rank in # of Calls in Jul-Oct FY18	Total Jul-Oct FY19	% of Inquiries in Jul-Oct FY19	Rank in # of Calls in Jul-Oct FY19
Adult Probation Supervision - Manhattan	52	23%	2	46	23%	2
Adult Probation Supervision - Queens	42	18%	4	32	16%	3
Adult Probation Supervision - Bronx	47	20%	3	27	14%	4
Probation Warrant Enforcement	7	3%	5	13	7%	5
DORIS						
Marriage Record Before 1950	580	37%	1	502	36%	1
Death Certificate Before 1949	351	23%	2	314	23%	2
Birth Certificate Before 1910	231	15%	3	240	17%	3
Status of Request for Death Certificate from Before 1949	90	6%	4	78	6%	4
Genealogy Research	78	5%	5	59	4%	5
DOT						
Streetlight Condition	9,139	9%	2	8,385	9%	1
Traffic or Pedestrian Signal Condition	5,324	5%	3	7,178	8%	2
Parking Meter Defective or Damaged	4,546	5%	4	5,469	6%	3
Pothole on Street	4,099	4%	5	5,074	6%	4
Status of Active Street or Sidewalk Construction Permits	3,236	4%	7	3,618	4%	5
DPR						
Removal of Large Branch or Entire Tree - City Tree or Property	8,431	15%	1	9,635	17%	1
Park Maintenance Complaint	4,034	7%	5	4,186	7%	2
Wood Disposal, Chipping, and Pickup - Brooklyn and Queens	4,590	8%	2	4,104	7%	3
Standing Dead Tree Removal - City Tree	4,418	8%	3	3,904	7%	4
Find a Park	3,556	6%	6	3,417	6%	5
DSNY						
Bulk Item Pick Up - Appointment	16,399	0	4	35,179	13%	1
CFC and Freon Removal - Appointment	27,329	11%	2	29,470	11%	2
Bulk Item Disposal Information	28,066	11%	1	21,543	8%	3
Recycling and Trash Collection Schedules	18,446	8%	3	17,227	7%	4
Missed Garbage Collection	13,568	6%	5	14,999	6%	5
DVS						
Benefits for Veterans	433	73%	1	332	68%	1
Legal Assistance for Veterans	50	8%	3	64	13%	2
Healthcare Information for Veterans	83	14%	2	61	12%	3
Request for Military Discharge or Separation Documents	NA	NA	NA	29	6%	4
DYCD						
Summer Jobs for Youth - General	415	11%	2	432	14%	1
Literacy and GED or TASC Instruction for Non-English Speakers	467	12%	1	329	10%	2
Shelter and Assistance for Runaway or Homeless Youth	275	7%	7	308	10%	3
Immigration Assistance from Community-Based Organizations	335	9%	3	284	9%	4
Literacy and GED or TASC Instruction for Adults	316	9%	4	216	7%	5
FDNY						
Ambulance Patient Locator	1,426	13%	2	1,688	16%	1
Fire Hazard Complaint	1,769	16%	1	1,660	15%	2
Fire or Ambulance Report	536	5%	7	660	6%	3
FDNY Certificates of Fitness	461	4%	9	641	6%	4
"NA" - means Not Available in this report						

CUSTOMER SERVICE

311 CUSTOMER SERVICE CENTER INQUIRIES BY AGENCY

Top Inquiries	Total Jul-Oct FY18	% of Inquiries in Jul-Oct FY18	Rank in # of Calls in Jul-Oct FY18	Total Jul-Oct FY19	% of Inquiries in Jul-Oct FY19	Rank in # of Calls in Jul-Oct FY19
Locate a Firehouse - Brooklyn	791	7%	3	628	6%	5
NYC H + H						
Find a Public Hospital	4,445	47%	1	3,599	36%	1
Inmate Health and Mental Health Complaints and Concerns	2,277	24%	2	3,376	34%	2
Health Department Low to No-Cost Confidential Clinics	336	4%	4	282	3%	3
Home and Health Care Information or Complaint	275	3%	7	279	3%	4
Adult Immunization Clinic	312	3%	5	244	2%	5
HPD						
Apartment Maintenance Complaint	43,736	39%	1	42,881	35%	1
Heat or Hot Water Complaint in Entire Residential Building	6,557	6%	3	12,203	10%	2
Heat or Hot Water Complaint in Apartment	6,189	5%	4	10,371	9%	3
Residential Public Area Maintenance Complaint	8,484	7%	2	9,076	7%	4
Residential Building-Wide Maintenance Complaint	5,953	5%	5	6,072	5%	5
HRA						
IDNYC - Make an Appointment	9,657	11%	1	6,629	10%	1
Public Assistance or Welfare	6,465	8%	2	3,988	6%	2
IDNYC - Documents Required to Apply	5,125	6%	3	3,861	6%	3
Cooling Assistance Program - Air Conditioner	1,354	2%	22	3,415	5%	4
Homelessness Prevention through HomeBase	4,475	5%	4	3,187	5%	5
LAW						
Laws of the City of New York	343	100%	1	282	98%	1
LPC						
Landmark and Historic District Information	74	46%	1	64	40%	1
Landmark Building Alteration Permit	53	33%	2	63	39%	2
Landmark Status Application	24	15%	3	15	9%	3
Landmark Building Painting Complaint	6	4%	4	10	6%	4
Landmark Restoration Grant Application	4	2%	5	1	1%	5
NYCEM						
Cooling Center Locations	374	11%	3	854	39%	1
Steam Pipe Explosion on 5th Avenue	NA	NA	NA	533	24%	2
Steam Pipe Explosion - 5th Avenue	NA	NA	NA	324	15%	3
Know Your Zone - Hurricane Evacuation Lookup	198	6%	4	95	4%	4
Ready New York Guide	171	5%	5	60	3%	5
NYCHA						
Public Housing Maintenance	4,692	31%	1	5,812	34%	1
NYCHA Borough Management Office - Brooklyn	1,523	10%	2	1,992	12%	2
NYCHA Borough Management Office - Manhattan	1,404	9%	3	1,859	11%	3
NYCHA Borough Management Office - Bronx	1,082	7%	5	1,406	8%	4
Public Housing Application Information and Assistance	1,225	8%	4	858	5%	5
NYPD						
Vehicle Blocking Driveway Complaint	38,576	12%	2	35,357	11%	1
Noise from Neighbor	42,910	13%	1	34,392	11%	2
Illegal Parking Complaint	27,977	8%	4	26,554	8%	3
Find a Police Precinct or PSA by Location	29,107	9%	3	25,785	8%	4
Dangerous Location or Situation	15,965	4%	7	15,589	5%	5

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CUSTOMER SERVICE

311 CUSTOMER SERVICE CENTER INQUIRIES BY AGENCY

Top Inquiries	Total Jul-Oct FY18	% of Inquiries in Jul-Oct FY18	Rank in # of Calls in Jul-Oct FY18	Total Jul-Oct FY19	% of Inquiries in Jul-Oct FY19	Rank in # of Calls in Jul-Oct FY19
NYPL						
Find a Library - Bronx, Manhattan, Staten Island	549	84%	1	443	72%	1
General Information - New York Public Library	34	5%	3	47	8%	2
Library Complaint - Bronx - Manhattan - Staten Island	52	8%	2	46	8%	3
Library Hotspot	14	2%	4	8	1%	4
Library Video Visitation	6	1%	5	3	0%	5
OATH						
City-Issued Summons - Information	5,456	71%	1	5,095	69%	1
City-Issued Summons - Request Status or Copy	1,476	19%	2	1,249	17%	2
Hearings Division Borough Office Locations	218	3%	4	443	6%	3
City-Issued Summons - Request a Hearing by Phone	377	5%	3	431	6%	4
City-Issued Summons - Request an Online Hearing	174	2%	5	184	2%	5
OCME						
Death Inquiries	336	54%	1	356	56%	1
Proof of Death	132	21%	2	136	21%	2
Autopsy Report	103	17%	3	96	15%	3
Cremation Inquiries	28	5%	4	32	5%	4
Reflection Room at the World Trade Center Memorial	16	3%	5	9	1%	5
QPL						
Find a Library - Queens	243	73%	1	201	63%	1
Elementary School Student After School Program - Drop-In	30	9%	3	28	9%	2
Library Complaint - Queens	35	11%	2	22	7%	3
General Information - Queens Public Library	9	3%	4	16	5%	4
Elementary School Student After School Program - Enrolled	4	1%	7	6	2%	5
SBS						
Find a Workforce1 Career Center	912	23%	1	827	20%	1
Help Starting a Small Business	841	22%	2	661	16%	2
NYC Small Business Support Center Information	263	7%	4	318	8%	3
Job Training - Jobseeker Assistance	447	11%	3	266	6%	4
Job Training - Healthcare Training	52	1%	15	255	6%	5
SCA						
School Construction Complaint	192	90%	1	129	81%	1
School Construction Information	21	10%	2	30	19%	2
TLC						
Lost Property in a Taxi - Medallion Number Known	5,357	23%	1	5,753	24%	1
Lost Property in a Taxi - Medallion Number Unknown	4,290	18%	2	3,631	15%	2
Lost Property in a Taxi - Medallion Number Not Found by 311	1,803	8%	3	1,975	8%	3
Accessible Taxi Dispatch for Passenger in a Wheelchair	1,052	5%	4	1,127	5%	4
Taxi Inquiry or Complaint from Taxi Driver or Taxi Licensee	999	4%	5	1,124	5%	5
"NA" - means Not Available in this report						

CUSTOMER SERVICE

REQUESTS FOR INTERPRETATION

Performance Statistics	Actual			Target		4-Month Actual	
Agency	**FY16**	**FY17**	**FY18**	**FY19**	**FY20**	**FY18**	**FY19**
311	556,576	545,132	493,260	*	*	168,769	115,800
ACS	87,775	94,860	135,252	*	*	35,199	NA
BIC	93	24	68	*	*	NA	NA
CCHR	1,671	1,425	1,756	*	*	577	580
CCRB	695	744	731	*	*	NA	NA
DCA	3,861	3,695	3,480	*	*	NA	NA
DCP	6	12	14	*	*	NA	NA
DEP	13,685	13,783	13,848	*	*	NA	NA
DFTA	892	873	1,242	*	*	330	517
DHS	8,164	13,357	16,644	*	*	NA	NA
DOB	68	63	100	*	*	NA	NA
DOE	54,626	87,795	115,769	*	*	NA	NA
DOF	5,453	7,699	7,584	*	*	2,891	666
DOHMH	14,352	18,495	13,377	*	*	7,407	8,277
DOI	26	23	16	*	*	NA	NA
DOP	9,425	11,870	NA	*	*	NA	NA
DOT	1,415	2,209	1,890	*	*	NA	NA
DPR	122	110	173	*	*	NA	NA
DSNY	16	15	32	*	*	NA	NA
DYCD	2,380	1,705	1,222	*	*	484	308
FDNY	5,484	5,098	4,684	*	*	NA	NA
HPD	1,202	969	860	*	*	NA	NA
HRA	989,229	1,264,815	1,232,975	*	*	451,117	420,680
LAW	1,002	875	883	*	*	NA	NA
NYCHA	196,996	189,243	172,970	*	*	45,628	60,784
NYPD	238,382	288,561	291,745	*	*	101,492	105,814
OATH	10,185	11,842	16,034	*	*	5,910	6,409
OCME	664	1,091	1,318	*	*	335	521
SBS	7,327	6,652	7,259	*	*	2,099	2,333
TLC	6,880	7,247	8,238	*	*	NA	NA

PAID ABSENCE RATES

FIRST FOUR MONTHS OF FISCAL YEAR

WORKFORCE OR AGENCY	TOTAL SICK LEAVE FY19	LODI/WC FY19	TOTAL ABSENCE FY19	TOTAL ABSENCE FY18	EQUIV. ABSENCE DAYS/ YEAR FY19
UNIFORMED WORKFORCES					
DOC (U)	4.28%	1.21%	5.50%	5.36%	13.7
FDNY (U)	2.36%	5.09%	7.45%	7.37%	18.6
NYPD (U)	2.10%	0.70%	2.80%	2.79%	7.0
DSNY (U)	4.63%	1.85%	6.47%	6.32%	16.0
Uniformed Subtotal	**2.80%**	**1.67%**	**4.47%**	**4.39%**	**11.1**
LARGER CIVILIAN WORKFORCES					
NYPD (C)	3.38%	0.12%	3.50%	2.46%	8.6
FDNY (C)	3.73%	1.64%	5.37%	5.11%	13.3
ACS	3.41%	0.57%	3.98%	4.02%	9.8
HRA	3.79%	0.20%	3.99%	4.19%	9.8
DHS	3.33%	1.45%	4.78%	4.29%	11.8
HPD	3.51%	0.22%	3.74%	3.65%	9.2
DOHMH	2.95%	0.07%	3.02%	3.05%	7.5
DEP	3.09%	0.24%	3.33%	3.45%	8.2
DSNY (C)	3.61%	0.64%	4.26%	4.02%	10.6
DOF	3.44%	0.15%	3.59%	3.48%	8.9
DOT	3.38%	0.55%	3.93%	4.02%	9.8
DPR	2.32%	0.32%	2.64%	2.46%	6.6
LAW	2.72%	0.01%	2.73%	3.01%	6.8
DCAS	3.07%	0.14%	3.21%	2.92%	7.9
DDC	3.46%	0.03%	3.49%	3.59%	8.7
DOC (C)	4.29%	0.53%	4.82%	4.12%	11.8
PROBATION	3.55%	0.09%	3.63%	3.83%	9.0
DOB	3.31%	0.05%	3.36%	3.20%	8.3
DOITT	3.01%	0.02%	3.03%	2.89%	7.5
Subtotal	**3.31%**	**0.38%**	**3.69%**	**3.38%**	**9.1**
SMALLER CIVILIAN WORKFORCES					
NYCEM	2.50%	0.00%	2.50%	2.02%	6.2
DCP	2.37%	0.01%	2.38%	3.05%	5.9
DOI	2.96%	0.00%	2.96%	2.98%	7.3
DFTA	3.77%	0.01%	3.77%	3.65%	9.4
CULTURAL	2.90%	0.00%	2.90%	2.93%	7.2
LANDMARKS	2.33%	0.00%	2.33%	4.42%	5.7
TLC	3.29%	0.22%	3.51%	3.63%	8.7
CCHR	2.49%	0.00%	2.49%	2.43%	6.1
DYCD	3.49%	0.01%	3.50%	3.23%	8.7
DSBS	3.19%	0.01%	3.19%	2.75%	7.9
DOR	3.14%	0.00%	3.14%	2.80%	7.8
CONSUMER	3.19%	0.01%	3.19%	3.19%	7.9

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.

WORKFORCE OR AGENCY	TOTAL SICK LEAVE FY19	LODI/WC FY19	TOTAL ABSENCE FY19	TOTAL ABSENCE FY18	EQUIV. ABSENCE DAYS/ YEAR FY19
BIC	2.47%	0.00%	2.47%	3.43%	6.1
OATH	2.70%	0.00%	2.70%	2.71%	6.7
ELECTIONS	3.90%	0.05%	3.95%	4.60%	9.7
CCRB	2.95%	0.01%	2.95%	2.60%	7.3
Subtotal	**3.21%**	**0.04%**	**3.24%**	**3.35%**	**8.0**
Uniformed	**2.80%**	**1.67%**	**4.47%**	**4.39%**	**11.1**
Civilian	**3.31%**	**0.36%**	**3.67%**	**3.37%**	**9.1**
TOTAL	**3.08%**	**0.94%**	**4.03%**	**3.80%**	**10.0**
CITYWIDE	**3.08%**	**0.20%**	**3.28%**	**3.12%**	**8.1**

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 over 31,000 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 Mayoral Executive Order 161. The Chief Fleet Officer works with the more than 50 City agencies that operate fleet units, especially the 13 major fleet agencies of NYPD, FDNY, DOC, DSNY, DPR, DOT, DEP, DOE, DOHMH, NYCEM, TLC, NYCHA, 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 trucking 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 has introduced new indicators in the Vehicle Fleets and Maintenance tables of the Mayor's Management Report (MMR) to refine reporting on fleet safety. DCAS reports on fatalities, injuries, and all crashes, a category which includes mostly minor dents and mirror events. DCAS also reports on whether these were deemed preventable or not through agency evaluations, and provides 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 currently upgrading this technology.

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. These initiatives currently include:

1. Implementing at least 2,000 on-road electric vehicles (EV) by 2025.

2. Expanding EV charging technology including Level 2, Level 3 Fast Charging, and solar carports.

3. Expanding use of biofuels including increasing blends of biodiesel in fleet and heating oil and introduction of renewable diesel.

4. Introducing hybrid vehicle models for law enforcement and emergency service agencies including alternative power units (APUs) for ambulances and hybrid police cars.

5. Assessment of fleet size and vehicle use, and right-sizing vehicles whenever possible, as by SUV-to-sedan switches.

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 nonemergency 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

NYC Fleet newsletter and announcements:
https://www1.nyc.gov/site/dcas/agencies/fleet-news.page

Use-based fuel economy report (Local Law 75):
https://www1.nyc.gov/assets/dcas/downloads/pdf/fleet/Local-Law-75-Report-on-Use-Based-Fuel-Economy-1-29-2019.pdf

Local law mandated air reports (Local Law 38 and other City vehicles reports):
http://www.nyc.gov/html/dep/pdf/air/local-law-air-reports-fy2017.pdf

Car and fleet share report (Local Law 41):
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

CITYWIDE FLEET

	Actual		Target		4-Month Actual	
INDICATORS	**FY17**	**FY18**	**FY19**	**FY20**	**FY18**	**FY19**
CITYWIDE FLEET SIZE	**30,037**	**31,002**	**31,000**	**31,000**	**30,457**	**31,159**
- Light Duty	12,778	13,229	13,200	13,200	12,927	13,344
- Medium Duty	4,797	4,888	5,000	5,000	4,831	4,772
- Heavy Duty	7,317	7,504	7,500	7,500	7,478	7,574
- Other Vehicles	5,145	5,381	5,300	5,300	5,221	5,469
Vehicle in-service rate (%)	92%	92%	92%	92%	92%	90%
Daily fleet in-service targets achieved (%)	100%	100%	98%	98%	100%	92%
Purchased vehicles compliant with Local Law 38 (%)	100%	100%	98%	99%	NA	NA
Alternative fuel vehicles	17,491	18,540	19,000	19,500	17,743	18,734
Alternative fuel vehicles in City fleet (%)	60%	62%	63%	64%	60%	62%
Electric vehicles	1,295	2,105	2,300	2,700	1,530	2,203
- On-road electric vehicles	793	1,598	1,700	2,000	1,036	1,680
- Off-road electric vehicles	502	507	600	700	494	523
Vehicle fuel used (gallons)	29,602,763	29,841,234	28,500,000	28,000,000	9,843,858	10,012,707
- Biodiesel fuel used (gallons)	15,994,051	15,588,687	16,250,000	16,500,000	4,987,531	4,871,357
Fleet miles per gallon (FMPG)	5.9	6.1	6.2	6.3	6.6	6.7
Electric chargers installed	109	112	100	100	34	22
Vehicles purchased	4,064	3,709	3,000	3,000	1,490	862
Average age of fleet (months)	70	67	66	65	70	67
Collisions in City vehicles[1]	6,444	6,304	*	*	2,008	1,872
Collisions per 100,000 miles involving City vehicles citywide	6.3	6.0	*	*	5.4	4.4
Preventable collisions per 100,000 miles involving City vehicles citywide	3.4	3.2	*	*	2.7	2.3
Injuries involving collisions in City vehicles citywide per 100,000 miles	0.8	0.7	*	*	0.7	0.6
Injuries involving preventable collisions per 100,000 miles	0.3	0.3	*	*	0.3	0.2
Preventable collisions in City vehicles	3,451	3,347	*	*	999	991
Injuries involving collisions in City vehicles	790	763	*	*	291	252
Fatalities involving collisions in non-emergency City vehicles	1	2	*	*	1	2
Revenue from recoverable affirmative claims	$2,864,761	$3,217,698	*	*	$1,112,635	$817,898
Employees trained in defensive driving	7,876	11,162	8,500	8,500	5,107	2,420
Authorized City drivers trained in defensive driving (%)	77%	86%	85%	90%	83%	85%
Fleet repair expenditures ($000,000)	$248.7	$265.7	*	*	$82.1	$76.6

Fleet fuel expenditures ($000,000)	$54.8	$65.5	*	*	$19.1	$25.1
Fleet acquisition expenditures (capital) ($000,000)	$273.5	$338.5	$250.0	$250.0	$100.0	$10.9
Fleet acquisition expenditures (expense) ($000,000)	$96.8	$80.5	$80.0	$80.0	$44.4	$35.3
Automotive repair personnel	1,427	1,419	1,420	1,420	1,434	1,427
Fleet support personnel	389	365	370	370	372	360

[1]Collision counts in City vehicles do not include NYPD collisions. "NA" Not Available *None

THE FOLLOWING IS A DETAILED FLEET BREAKDOWN FOR AGENCIES WITH THE LARGEST CITY-MANAGED FLEETS:

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES	**Actual**		**Target**		**4-Month Actual**	
INDICATORS	**FY17**	**FY18**	**FY19**	**FY20**	**FY18**	**FY19**
Total Vehicles	**2,333**	**2,421**	*****	*****	**2,307**	**2,405**
- Light Duty	1,802	1,867	*	*	1,781	1,856
- Medium Duty	294	315	*	*	287	307
- Heavy Duty	82	82	*	*	83	86
- Other Vehicles	155	157	*	*	156	156
Vehicle in-service rate (%)	99%	98%	*	*	98%	98%
Fleet miles per gallon (FMPG)	17.9	17.1	*	*	NA	NA
Collisions involving City vehicles	429	491	*	*	139	192
Preventable collisions involving City vehicles	165	190	*	*	39	61
Collisions per 100,000 miles involving City vehicles	2.6	3.3	*	*	3.4	2.4
Preventable collisions per 100,000 miles involving City vehicles	1.0	1.3	*	*	1.0	0.7
Injuries involving collisions in City vehicles per 100,000 miles	0.4	0.5	*	*	0.9	0.2
Injuries involving preventable collisions per 100,000 miles	0.2	0.1	*	*	0.2	0.1
Authorized City drivers trained in defensive driving (%)	55%	77%	*	*	52%	72%
Revenue from recoverable affirmative claims	$376,788	$359,422	*	*	$99,125	$115,247

"NA" Not Available *None

DEPARTMENT OF ENVIRONMENTAL PROTECTION	Actual		Target		4-Month Actual	
INDICATORS	**FY17**	**FY18**	**FY19**	**FY20**	**FY18**	**FY19**
Total Vehicles	**2,164**	**2,239**	*****	*****	**2,203**	**2,279**
- Light Duty	811	867	*	*	847	905
- Medium Duty	461	474	*	*	460	468
- Heavy Duty	439	438	*	*	437	446
- Other Vehicles	453	460	*	*	459	460
Vehicle in-service rate (%)	93%	94%	*	*	94%	94%
Fleet miles per gallon (FMPG)	12.6	11.2	*	*	NA	NA
Collisions involving City vehicles	413	398	*	*	131	143
Preventable collisions involving City vehicles	225	242	*	*	80	90
Collisions per 100,000 miles involving City vehicles	3.1	3.4	*	*	3.4	2.3
Preventable collisions per 100,000 miles involving City vehicles	1.7	2.0	*	*	2.1	1.5
Injuries involving collisions in City vehicles per 100,000 miles	1.3	0.3	*	*	0.2	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 (%)	72%	76%	*	*	60%	77%
Revenue from recoverable affirmative claims	$32,391	$28,040	*	*	$7,370	$7,282
"NA" Not Available *None						

DEPARTMENT OF HEALTH AND MENTAL HYGIENE	Actual		Target		4-Month Actual	
INDICATORS	**FY17**	**FY18**	**FY19**	**FY20**	**FY18**	**FY19**
Total Vehicles	**320**	**352**	*****	*****	**370**	**341**
- Light Duty	226	250	*	*	268	248
- Medium Duty	86	94	*	*	91	83
- Heavy Duty	6	6	*	*	9	6
- Other Vehicles	2	2	*	*	2	4
Vehicle in-service rate (%)	99%	99%	*	*	99%	99%
Fleet miles per gallon (FMPG)	23.3	23.9	*	*	NA	NA
Collisions involving City vehicles	28	47	*	*	12	9
Preventable collisions involving City vehicles	6	20	*	*	4	3
Collisions per 100,000 miles involving City vehicles	1.5	2.8	*	*	3.6	1.1
Preventable collisions per 100,000 miles involving City vehicles	0.3	1.2	*	*	1.2	0.4
Injuries involving collisions in City vehicles per 100,000 miles	0.1	1.0	*	*	1.8	0.0
Injuries involving preventable collisions per 100,000 miles	0.1	0.3	*	*	0.9	0.0
Authorized City drivers trained in defensive driving (%)	87%	96%	*	*	92%	85%
Revenue from recoverable affirmative claims	$25,943	$19,252	*	*	$17,683	$8,053
"NA" Not Available *None						

DEPARTMENT OF TRANSPORTATION	Actual		Target		4-Month Actual	
INDICATORS	**FY17**	**FY18**	**FY19**	**FY20**	**FY18**	**FY19**
Total Vehicles	**3,231**	**3,318**	*****	*****	**3,250**	**3,354**
- Light Duty	945	951	*	*	945	966
- Medium Duty	507	527	*	*	509	533
- Heavy Duty	864	828	*	*	861	826
- Other Vehicles	915	1,012	*	*	935	1,029
Vehicle in-service rate (%)	93%	93%	*	*	99%	92%
Fleet miles per gallon (FMPG)	4.8	5.2	*	*	NA	NA
Collisions involving City vehicles	497	480	*	*	186	135
Preventable collisions involving City vehicles	313	213	*	*	89	55
Collisions per 100,000 miles involving City vehicles	4.4	4.3	*	*	4.7	2.4
Preventable collisions per 100,000 miles involving City vehicles	2.9	1.9	*	*	2.3	1.0
Injuries involving collisions in City vehicles per 100,000 miles	0.7	0.6	*	*	0.9	0.4
Injuries involving preventable collisions per 100,000 miles	0.4	0.2	*	*	0.5	0.0
Authorized City drivers trained in defensive driving (%)	83%	87%	*	*	84%	86%
Revenue from recoverable affirmative claims	$17,770	$90,725	*	*	$14,721	$46,362
"NA" Not Available *None						

DEPARTMENT OF SANITATION	Actual		Target		4-Month Actual	
INDICATORS	**FY17**	**FY18**	**FY19**	**FY20**	**FY18**	**FY19**
Total Vehicles	**6,107**	**6,253**	*****	*****	**6,233**	**6,249**
- Light Duty	978	996	*	*	974	993
- Medium Duty	312	306	*	*	314	303
- Heavy Duty	3,808	3,831	*	*	3,908	3,826
- Other Vehicles	1,009	1,120	*	*	1,037	1,127
Vehicle in-service rate (%)	84%	84%	*	*	83%	78%
Fleet miles per gallon (FMPG)	2.5	2.8	*	*	NA	NA
Collisions involving City vehicles	2,455	2,310	*	*	616	621
Preventable collisions involving City vehicles	1,264	1,297	*	*	365	375
Collisions per 100,000 miles involving City vehicles	9.0	7.5	*	*	5.0	6.9
Preventable collisions per 100,000 miles involving City vehicles	4.6	4.2	*	*	2.9	4.1
Injuries involving collisions in City vehicles per 100,000 miles	1.0	0.8	*	*	0.6	0.5
Injuries involving preventable collisions per 100,000 miles	0.4	0.5	*	*	0.4	0.7
Authorized City drivers trained in defensive driving (%)	87%	89%	*	*	89%	92%
Revenue from recoverable affirmative claims	$275,958	$347,183	*	*	$114,422	$93,287
"NA" Not Available *None						

DEPARTMENT OF PARKS AND RECREATION	Actual		Target		4-Month Actual	
INDICATORS	**FY17**	**FY18**	**FY19**	**FY20**	**FY18**	**FY19**
Total Vehicles	**2,909**	**2,897**	*****	*****	**2,913**	**2,878**
- Light Duty	614	595	*	*	593	596
- Medium Duty	828	810	*	*	834	804
- Heavy Duty	354	333	*	*	354	337
- Other Vehicles	1,113	1,159	*	*	1,132	1,141
Vehicle in-service rate (%)	95%	95%	*	*	95%	95%
Fleet miles per gallon (FMPG)	5.8	6.7	*	*	NA	NA
Collisions involving City vehicles	566	520	*	*	225	167
Preventable collisions involving City vehicles	310	330	*	*	120	126
Collisions per 100,000 miles involving City vehicles	6.6	5.4	*	*	7.9	4.2
Preventable collisions per 100,000 miles involving City vehicles	3.6	3.4	*	*	4.2	3.2
Injuries involving collisions in City vehicles per 100,000 miles	0.5	0.6	*	*	0.9	0.6
Injuries involving preventable collisions per 100,000 miles	0.2	0.3	*	*	0.2	0.4
Authorized City drivers trained in defensive driving (%)	94%	99%	*	*	100%	99%
Revenue from recoverable affirmative claims	$66,491	$29,075	*	*	$7,435	$32,657
"NA" Not Available *None						

POLICE DEPARTMENT	Actual		Target		4-Month Actual	
INDICATORS	**FY17**	**FY18**	**FY19**	**FY20**	**FY18**	**FY19**
Total Vehicles	**9,666**	**10,110**	*****	*****	**9,436**	**10,212**
- Light Duty	6,582	6,867	*	*	6,564	6,942
- Medium Duty	1,325	1,520	*	*	1,340	1,508
- Heavy Duty	440	436	*	*	434	450
- Other Vehicles	1,319	1,287	*	*	1,098	1,312
Vehicle in-service rate (%)	95%	94%	*	*	94%	93%
Fleet miles per gallon (FMPG)	8.9	9.1	*	*	NA	NA
Collisions involving City vehicles[1]	4.6	4.3	*	*	4.5	4.5
Revenue from recoverable affirmative claims	$1,866,856	$2,256,849	*	*	$793,940	$450,065
[1]NYPD Collisions figure represents Collisions per 100,000 miles. "NA" Not Available *None						

FIRE DEPARTMENT	Actual		Target		4-Month Actual	
INDICATORS	**FY17**	**FY18**	**FY19**	**FY20**	**FY18**	**FY19**
Total Vehicles	**2,367**	**2,487**	*****	*****	**2,444**	**2,463**
- Light Duty	382	394	*	*	411	392
- Medium Duty	713	584	*	*	708	513
- Heavy Duty	1,106	1,338	*	*	1,159	1,382
- Other Vehicles	166	171	*	*	166	176
Vehicle in-service rate (%)	85%	84%	*	*	85%	81%
Fleet miles per gallon (FMPG)	4.6	4.6	*	*	NA	NA
Collisions involving City vehicles	1,892	1,890	*	*	640	562
Preventable collisions involving City vehicles	1,082	962	*	*	261	278
Collisions per 100,000 miles involving City vehicles	9.6	9.9	*	*	7.2	8.0
Preventable collisions per 100,000 miles involving City vehicles	3.9	5.5	*	*	2.8	3.9
Injuries involving collisions in City vehicles per 100,000 miles	1.0	1.1	*	*	0.8	1.6
Injuries involving preventable collisions per 100,000 miles	0.4	0.5	*	*	0.3	0.8
Revenue from recoverable affirmative claims	$103,774	$32,926	*	*	$36,304	$34,344

"NA" Not Available *None

DEPARTMENT OF CORRECTION	Actual		Target		4-Month Actual	
INDICATORS	**FY17**	**FY18**	**FY19**	**FY20**	**FY18**	**FY19**
Total Vehicles	**621**	**611**	*****	*****	**622**	**663**
- Light Duty	250	267	*	*	250	270
- Medium Duty	164	142	*	*	164	139
- Heavy Duty	194	189	*	*	195	190
- Other Vehicles	13	13	*	*	13	64
Vehicle in-service rate (%)	94%	94%	*	*	94%	94%
Fleet miles per gallon (FMPG)	6.0	6.9	*	*	NA	NA
Collisions involving City vehicles	110	114	*	*	45	34
Preventable collisions involving City vehicles	64	75	*	*	33	3
Collisions per 100,000 miles involving City vehicles	2.9	2.7	*	*	2.4	1.8
Preventable collisions per 100,000 miles involving City vehicles	1.7	1.8	*	*	1.8	0.2
Injuries involving collisions in City vehicles per 100,000 miles	1.7	1.3	*	*	1.2	0.9
Injuries involving preventable collisions per 100,000 miles	0.5	0.2	*	*	0.5	0.0
Authorized City drivers trained in defensive driving (%)	NA	NA	*	*	20%	NA
Revenue from recoverable affirmative claims	$14,183	$17,652	*	*	$6,523	$11,684

"NA" Not Available *None

DEPARTMENT OF EDUCATION	Actual		Target		4-Month Actual	
INDICATORS	**FY17**	**FY18**	**FY19**	**FY20**	**FY18**	**FY19**
Total Vehicles	**319**	**314**	*****	*****	**317**	**315**
- Light Duty	188	175	*	*	187	176
- Medium Duty	107	116	*	*	106	114
- Heavy Duty	24	23	*	*	24	25
- Other Vehicles	0	0	*	*	0	0
Vehicle in-service rate (%)	99%	99%	*	*	99%	99%
Collisions involving City vehicles	54	54	*	*	14	9
Preventable collisions involving City vehicles	22	18	*	*	8	0
Revenue from recoverable affirmative claims	$84,607	$36,575	*	*	$15,112	$18,918
"NA" Not Available *None						

FLEET 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).

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 citywide:
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-electic 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 employees trained in defensive driving centrally.

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.

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.

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 agencies:

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

SPENDING AND BUDGET INFORMATION

FISCAL 2019 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 MMR 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 2018 Comprehensive Annual Financial Report and the planned amounts for Fiscal 2019. 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

USER'S GUIDE

What We Do – A summary of agency activities, facilities and resources.

Focus on Equity – Articulates how each agency works to promote fair delivery and quality of services among and across groups of people and places, supporting the goals of equity, equality and opportunity for all New York City residents.

Our Services and Goals – The agency's major areas of responsibility for delivering services to New Yorkers and the steps it takes to provide those services.

How We Performed – Highlights describing how the agency has performed in delivering its services for the first four months of the fiscal year.

Performance Indicators – Measures of agency performance, organized by goal, including three full years of data and the first four months of the prior and current fiscal years.

Critical Indicator Icon – A star (★) designates indicators that are considered critical to agency performance. These are the indicators that appear on the Citywide Performance Reporting website.

Target – Desired levels of performance for the current fiscal year and the next fiscal year. Targets can be numeric or directional. Numeric targets can set an expected level of performance, a maximum level not to be exceeded, or a minimum level to be met. Directional targets are represented by up or down arrows. An asterisk means no numeric or directional target was set.

Agency-wide Management – Indicators that apply to broad aspects of management within an agency rather than a single goal.

Agency Customer Service – Statistics on how well an agency provides services to its customers via phone, e-mail, letters, and walk-in centers. For 12 agencies that handle 311 Customer Service Center service requests, a table shows performance for five key service request types.

Agency Resources – Overview of the financial and workforce resources used by an agency over the past three fiscal years and the planned resources available to the agency in the current and upcoming fiscal years.

Spending and Budget Information – Shows the relationship, where possible, between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation.

Noteworthy Changes, Additions or Deletions – Describes changes to an agency's data.

Additional Resources – Provides the full Internet addresses of links to additional agency information and statistics, including the agency's website.

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*Non-Mayoral Agencies

This report was produced by
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