Indicator name: Applications received for all DCAS civil service exams
Description: The number of completed applications received by DCAS for Open Competitive, Promotion, and Qualified Incumbent civil service examinations, excluding NYC Transit Authority (NYCTA) exams.
Source: DCAS Bureau of Examinations

Indicator name: Employment applications received via Jobs NYC
Description: The number of completed applications received from internal and external applicants via Jobs NYC (cityjobs.nyc.gov) during the reporting period.
Source: New York City Automated Personnel System (NYCAPS)

Indicator name: New hires — Asian/Pacific Islander (%)
Description: The number of newly hired people who identified themselves as Asian/Pacific Islander divided by the sum of all new hires in the mayoral agencies during the reporting period, represented as a percentage. The mayoral agencies included are the Offices of the Mayor, ACS, BIC, BSA, CCHR, CCRB, COIB, DCP, DCAS, DCLA, DCWP, DDC, DEP, DFTA, DOB, DOC, DOF, DOHMH, DOI, DOP, DORIS, DOT, DPR, DSNY, DVS, DYCD, FDNY, FISA, HPD, HRA, LAW, LPC, MOCS, NYCEM, NYCOA, NYCTC, NYPD, OATA, OATH, OLR, OMB, OPA, OTI, SBS, and TLC. Does not include DOE or public authorities and corporations.
Source: DCAS Citywide Equity & Inclusion and DCAS Human Capital

Indicator name: New hires — Black (%)
Description: The number of newly hired people who identified themselves as Black divided by the sum of all new hires in the mayoral agencies during the reporting period, represented as a percentage. The mayoral agencies included are the Offices of the Mayor, ACS, BIC, BSA, CCHR, CCRB, COIB, DCP, DCAS, DCLA, DCWP, DDC, DEP, DFTA, DOB, DOC, DOF, DOHMH, DOI, DOP, DORIS, DOT, DPR, DSNY, DVS, DYCD, FDNY, FISA, HPD, HRA, LAW, LPC, MOCS, NYCEM, NYCOA, NYCTC, NYPD, OATA, OATH, OLR, OMB, OPA, OTI, SBS, and TLC. Does not include DOE or public authorities and corporations.
Source: DCAS Citywide Equity & Inclusion and DCAS Human Capital

Indicator name: New hires — Hispanic (%)
Description: The number of newly hired people who identified themselves as Hispanic divided by the sum of all new hires in the mayoral agencies during the reporting period, represented as a percentage. The mayoral agencies included are the Offices of the Mayor, ACS, BIC, BSA, CCHR, CCRB, COIB, DCP, DCAS, DCLA, DCWP, DDC, DEP, DFTA, DOB, DOC, DOF, DOHMH, DOI, DOP, DORIS, DOT, DPR, DSNY, DVS, DYCD, FDNY, FISA, HPD, HRA, LAW, LPC, MOCS, NYCEM, NYCOA, NYCTC, NYPD, OATA, OATH, OLR, OMB, OPA, OTI, SBS, and TLC. Does not include DOE or public authorities and corporations.
Source: DCAS Citywide Equity & Inclusion and DCAS Human Capital

Indicator name: New hires — Some other race (%)
Description: The number of newly hired people who identified themselves as some other race divided by the sum of all new hires in the mayoral agencies during the reporting period, represented as a percentage. The mayoral agencies included are the Offices of the Mayor, ACS, BIC, BSA, CCHR, CCRB, COIB, DCP, DCAS, DCLA, DCWP, DDC, DEP, DFTA, DOB, DOC, DOF, DOHMH, DOI, DOP, DORIS, DOT, DPR, DSNY, DVS, DYCD, FDNY, FISA, HPD, HRA, LAW, LPC, MOCS, NYCEM, NYCOA, NYCTC, NYPD, OATA, OATH, OLR, OMB, OPA, OTI, SBS, and TLC. Does not include DOE or public authorities and corporations.
Source: DCAS Citywide Equity & Inclusion and DCAS Human Capital

Indicator name:	New hires — White (%)
Description:	The number of newly hired people who identified themselves as White divided by the sum of all new hires in the mayoral agencies during the reporting period, represented as a percentage. The mayoral agencies included are the Offices of the Mayor, ACS, BIC, BSA, CCHR, CCRB, COIB, DCP, DCAS, DCLA, DCWP, DDC, DEP, DFTA, DOB, DOC, DOF, DOHMH, DOI, DOP, DORIS, DOT, DPR, DSNY, DVS, DYCD, FDNY, FISA, HPD, HRA, LAW, LPC, MOCS, NYCEM, NYCOA, NYCTC, NYPD, OATA, OATH, OLR, OMB, OPA, OTI, SBS, and TLC. Does not include DOE or public authorities and corporations.
Source:	DCAS Citywide Equity & Inclusion and DCAS Human Capital

Indicator name:	New hires — Race/ethnicity: Prefer not to say or unknown (%)
Description:	The number of newly hired people who preferred not to share their race/ethnicity or who did not respond to this item divided by the sum of all new hires in the mayoral agencies during the reporting period, represented as a percentage. The mayoral agencies included are the Offices of the Mayor, ACS, BIC, BSA, CCHR, CCRB, COIB, DCP, DCAS, DCLA, DCWP, DDC, DEP, DFTA, DOB, DOC, DOF, DOHMH, DOI, DOP, DORIS, DOT, DPR, DSNY, DVS, DYCD, FDNY, FISA, HPD, HRA, LAW, LPC, MOCS, NYCEM, NYCOA, NYCTC, NYPD, OATA, OATH, OLR, OMB, OPA, OTI, SBS, and TLC. Does not include DOE or public authorities and corporations.
Source:	DCAS Citywide Equity & Inclusion and DCAS Human Capital

Indicator name:	New hires — Female (%)
Description:	The number of newly hired people who identified themselves as female divided by the sum of all new hires in the mayoral agencies during the reporting period, represented as a percentage. The mayoral agencies included are the Offices of the Mayor, ACS, BIC, BSA, CCHR, CCRB, COIB, DCP, DCAS, DCLA, DCWP, DDC, DEP, DFTA, DOB, DOC, DOF, DOHMH, DOI, DOP, DORIS, DOT, DPR, DSNY, DVS, DYCD, FDNY, FISA, HPD, HRA, LAW, LPC, MOCS, NYCEM, NYCOA, NYCTC, NYPD, OATA, OATH, OLR, OMB, OPA, OTI, SBS, and TLC. Does not include DOE or public authorities and corporations.
Source:	DCAS Citywide Equity & Inclusion and DCAS Human Capital

Indicator name:	New hires — Male (%)
Description:	The number of newly hired people who identified themselves as male divided by the sum of all new hires in the mayoral agencies during the reporting period, represented as a percentage. The mayoral agencies included are the Offices of the Mayor, ACS, BIC, BSA, CCHR, CCRB, COIB, DCP, DCAS, DCLA, DCWP, DDC, DEP, DFTA, DOB, DOC, DOF, DOHMH, DOI, DOP, DORIS, DOT, DPR, DSNY, DVS, DYCD, FDNY, FISA, HPD, HRA, LAW, LPC, MOCS, NYCEM, NYCOA, NYCTC, NYPD, OATA, OATH, OLR, OMB, OPA, OTI, SBS, and TLC. Does not include DOE or public authorities and corporations.
Source:	DCAS Citywide Equity & Inclusion and DCAS Human Capital

Indicator name:	New hires — Other gender (%)
Description:	The number of newly hired people who identified themselves as other gender (e.g., non-binary, other gender) divided by the sum of all new hires in the mayoral agencies during the reporting period, represented as a percentage. The mayoral agencies included are the Offices of the Mayor, ACS, BIC, BSA, CCHR, CCRB, COIB, DCP, DCAS, DCLA, DCWP, DDC, DEP, DFTA, DOB, DOC, DOF, DOHMH, DOI, DOP, DORIS, DOT, DPR, DSNY, DVS, DYCD, FDNY, FISA, HPD, HRA, LAW, LPC, MOCS, NYCEM, NYCOA, NYCTC, NYPD, OATA, OATH, OLR, OMB, OPA, OTI, SBS, and TLC. Does not include DOE or public authorities and corporations.
Source:	DCAS Citywide Equity & Inclusion and DCAS Human Capital

Indicator name:	New hires — Gender: Prefer not to say or unknown (%)
Description:	The number of newly hired people who preferred not to share their gender or who did not respond to this item divided by the sum of all new hires in the mayoral agencies during the reporting period, represented as a percentage. The mayoral agencies included are the Offices of the Mayor, ACS, BIC, BSA, CCHR, CCRB, COIB, DCP, DCAS, DCLA, DCWP, DDC, DEP, DFTA, DOB, DOC, DOF, DOHMH, DOI, DOP, DORIS, DOT, DPR, DSNY, DVS, DYCD, FDNY, FISA, HPD, HRA, LAW, LPC, MOCS, NYCEM, NYCOA, NYCTC, NYPD, OATA, OATH, OLR, OMB, OPA, OTI, SBS, and TLC. Does not include DOE or public authorities and corporations.
Source:	DCAS Citywide Equity & Inclusion and DCAS Human Capital

Indicator name:	Median time from exam administration to exam results completion for DCAS-administered exams (business days)
Description:	The median number of business days elapsed from the date a civil service exam was given to the date exam results are completed (list published or directly established at the request of a hiring agency) for all single-part (i.e., education & experience or multiple choice exams) and multi-part (i.e., qualifying education & experience or qualifying practical exams with competitive multiple choice exams) exams, excluding NYCTA exams during the reporting period. NYCTA exams are excluded from this indicator as NYCTA has jurisdiction over the development, administration, and scoring of its civil service exams; DCAS is only responsible for processing NYCTA's eligible lists. List publication refers to the point at which results are sent to candidates and published lists are sent to hiring agencies. Appointments cannot be made until a list has been established and certified to hiring agencies.
Source:	DCAS Bureau of Examinations

Indicator name:	Civil service exams open for filing by DCAS
Description:	The total number of civil service examinations open for filing by DCAS during the reporting period excluding NYCTA exams.
Source:	DCAS Bureau of Examinations

Indicator name:	Average rating for professional development training sessions (%)
Description:	The average rating for professional development training sessions sponsored by DCAS Citywide Leaning and Development based on post-session surveys completed by training participants and City employees that receive services during the reporting period. The highest possible rating given by each participant is 100%.
Source:	DCAS Citywide Learning and Development

Indicator name:	Trainings completed by City employees/participants in managerial and professional development
Description:	The total number of City employee/participant completions of the various trainings in the managerial and professional development portfolio during the reporting period, excluding compliance training.
Source:	DCAS Citywide Learning and Development

Indicator name:	Trainings completed by City employees/participants in equity and inclusion
Description:	The total number of City employee/participant completions of the various trainings in the equity and inclusion portfolio during the reporting period.
Source:	DCAS Citywide Learning and Development

Indicator name:	Mandatory trainings completed by City employees/participants in equity and inclusion
Description:	The total number of City employee/participant completions of mandated equity and inclusion courses during the reporting period.
Source:	DCAS Citywide Learning and Development

Indicator name: Average building cleanliness and condition rating for DCAS-managed space (non-court) (%)

Description: The average cleanliness and condition rating of DCAS-managed office buildings. The ratings are derived from items on a survey of tenants in DCAS-managed buildings and does not include court space. Each score is weighted by the number of employees working in the space.

Source: DCAS Tenant Relations

Indicator name: CORE facility rating

Description: An average Customers Observing and Reporting Experiences (CORE) score based on the rating of 15 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g., wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Each of the 15 conditions can be rated excellent, good, fair, or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points, and poor ratings receive no points. Facilities are rated by trained City inspectors.

Source: Mayor's Office of Operations

Indicator name: Lease-in agreements executed

Description: The number of lease-in real estate agreements executed by DCAS for City agency use in private space during the fiscal year. Real estate agreements executed include renewals, amendments, and new executions of leases or licenses.

Source: DCAS Real Estate Services

Indicator name: In-house trade shop work orders completed within 30 days (%)

Description: The percentage of in-house work orders during the reporting period received by the DCAS Trade Shops finished within 30 days of the work being assigned. The trade shops include carpenters, plumbers, electricians, etc., and is independent of maintenance and mechanical work.

Source: DCAS Construction and Technical Services

Indicator name: Average time to complete in-house trade shop work orders (days)

Description: The mean time, in calendar days, for DCAS staff to complete work orders during the reporting period for construction repairs, starting from the time the work is assigned a trade (carpentry, plumbing, electrical, locksmith, masonry, plaster, etc.) to completion.

Source: DCAS Construction and Technical Services

Indicator name: Completed in-house trade shop work orders

Description: The total number of in-house work orders completed by the DCAS Trade Shops during the reporting period.

Source: DCAS Construction and Technical Services

Indicator name: Lease-out agreements

Description: The total number of lease agreements including leases, licenses, permits, concessions and occupancy permit accounts managed by DRES for the use of City-owned property. Source: Division of Real Estate Services.

Source: DRES/Property Management and Leasing

Indicator name: Square footage associated with executed lease-in agreements (000)

Description: The total square footage, in thousands, as specified in the lease-in or license agreement, associated with real estate agreements executed by DCAS during the fiscal year for City agency use in private space. Real estate agreements executed include renewals, amendments, and new executions of leases or licenses.

Source: DCAS Real Estate Services

Indicator name: Lease revenue generated ($000)
Description: Total revenue, in thousands of dollars, generated during the reporting period from the lease of City-owned properties.
Source: Financial Management System

Indicator name: Revenue generated from the sale of surplus goods ($000)
Description: Total revenue, in thousands of dollars, generated during the reporting period from the sale of the City's surplus goods.
Source: Financial Management System

Indicator name: Revenue generated from auto auctions ($000)
Description: Total revenue, in thousands of dollars, generated during the reporting period from vehicle surplus (auto auction) sales. Auto auction revenue is a component of revenue generated from the sale of surplus goods.
Source: Financial Management System

Indicator name: Average number of bidders per bid
Description: The total number of bids tabulated during the reporting period divided by the total number of bid openings during the reporting period, excluding bids for surplus goods sold by DCAS.
Source: DCAS Vendor Relations Team

Indicator name: Mayoral agency spending on goods against DCAS master contracts (%)
Description: The percentage of mayoral agency spending on goods (e.g., office supplies) through consolidated master contracts put in place by the DCAS Office of Citywide Procurement (OCP), that occurred during the reporting period. For procurements under $100,000 ("small purchases"), agencies can process their own purchases/contracts if DCAS OCP does not have a master contract in place to meet that need. This indicator does not include spending outside of DCAS OCP's portfolio (e.g., technology, construction and professional services).
Source: Financial Management System

Indicator name: Mayoral agency spending on services against DCAS master contracts (%)
Description: The percentage of mayoral agency spending on standard services (e.g., elevator maintenance) through consolidated master contracts put in place by DCAS that occurred during the reporting period.
Source: Financial Management System

Indicator name: Inspections deemed non-compliant
Description: The total number of quality assurance inspections during the reporting period that resulted in a deduction, rejection, or withhold, as a result of not meeting contract specifications. Deductions or credits applied are discounts of the original purchase price. Rejections are products deemed non-compliant or rejected and withholds are partial payments that cover the accepted portion of a product. Withholds primarily apply to vehicle deliveries. If an item is delivered to the City that does not conform to the bid specification but may still be used, or deviates slightly from the requirements in the specification, DCAS OCP may negotiate an appropriate price deduction with the supplier. Judgments regarding the magnitude of an agreed upon price deduction will draw upon contract specifications, laboratory reports, determinations of technical experts, and other generally recognized trade and government sources.
Source: DCAS Bureau of Quality Assurance

Indicator name: Value of cost avoidance ($000)
Description: The total value, in thousands of dollars, of cost avoidance during the reporting period for products deemed non-compliant with contract requirements and specifications by quality assurance inspectors. If an item is delivered to the City that does not conform to the bid specification but may still be used, or deviates slightly from the requirements in the specification, DCAS OCP may negotiate an appropriate price deduction with the supplier. Judgments regarding the magnitude of an agreed upon price deduction will draw upon contract specifications, laboratory reports, determinations of technical experts, and other generally recognized trade and government sources.
Source: DCAS Bureau of Quality Assurance

Indicator name: Value of goods and services purchased ($000,000)
Description: The total value, in millions of dollars, of purchase orders processed by DCAS on behalf of City agencies during the reporting period. Purchase orders are requests from City agencies to purchase goods through DCAS contracts.
Source: Financial Management System

Indicator name: Average time to fulfill an agency requisition (days)
Description: The average number of days from submission of an agency request for goods stored at the DCAS Central Storehouse until signed delivery at the requesting location during the reporting period.
Source: DCAS Central Storehouse

Indicator name: M/WBE Small Purchase Method Contracts
Description: The total number of contracts awarded by DCAS to Minority and Women-Owned Business Enterprises (M/WBEs) using the M/WBE Non-Competitive Small Purchase Method during the reporting period.
Source: Financial Management System

Indicator name: Value of M/WBE Noncompetitive Small Purchase awards ($000)
Description: The total value of Minority and Women-Owned Business Enterprise (M/WBE) Noncompetitive Small Purchase contracts awarded by DCAS during the reporting period in thousands of dollars.
Source: Financial Management System

Indicator name: M/WBE one-on-one vendor meetings
Description: The total number of one-on-one meetings held by the DCAS M/WBE Unit with current and potential M/WBE vendors during the reporting period.
Source: DCAS M/WBE Unit

Indicator name: Electricity purchased (billions of kilowatt hours)
Description: Total electricity purchased during the fiscal year in billions of kilowatt hours (kWh).
Source: DCAS Energy Management

Indicator name: Total energy purchased (trillions of British thermal units)
Description: Total energy purchased during the fiscal year in trillions of British thermal units (BTUs), including electricity, gas, and steam.
Source: DCAS Energy Management

Indicator name: Percentage of total energy purchased for electricity (%)
Description: Electricity purchased as a percent of the total energy purchased by the City during the fiscal year.
Source: DCAS Energy Management

Indicator name: Percentage of total energy purchased for natural gas (%)
Description: Natural gas purchased as a percent of total energy purchased by the City during the fiscal year.
Source: DCAS Energy Management

Indicator name: Percentage of total energy purchased for steam (%)
Description: Steam purchased as a percent of total energy purchased by the City during the fiscal year.
Source: DCAS Energy Management

Indicator name: Annual estimated reduction in greenhouse gas emissions from all energy projects (metric tons)
Description: The annual reduction in greenhouse gas (GHG) emissions, in metric tons of carbon dioxide equivalent (CO_2e), estimated to be reduced as a result of energy efficiency projects that have been funded, in whole or in part, by DCAS on behalf of the City and that were completed during the fiscal year. This metric reports the GHG reductions in building-related emissions only by the building in which energy projects were completed during the fiscal year and does not account for adjustments in other variables (e.g., changes in weather, occupancy, operation, etc.) which may affect the actual change in energy usage reported in MMR energy usage data. Funded refers to funds invested by DCAS, or awarded by DCAS, to other City agencies for that agency's implementation of a project.
Source: DCAS Energy Management

Indicator name: Cumulative estimated reduction in greenhouse gas emissions from all energy projects (metric tons)
Description: Using Fiscal 2014 as the baseline, the cumulative reduction in GHG emissions, in metric tons of CO_2e, estimated to be reduced as a result of energy efficiency projects that have been funded, in whole or in part, by DCAS on behalf of the City and were completed during the fiscal year. This metric reports the GHG reductions in building-related emissions only by the building in which energy projects were completed during a fiscal year and does not account for adjustments in other variables (e.g., changes in weather, occupancy, operation, etc.) which may affect the actual change in energy usage reported in MMR energy usage data. Funded refers to funds invested by DCAS, or awarded by DCAS, to other City agencies for that agency's implementation of a project.
Source: DCAS Energy Management

Indicator name: Annual estimated avoided energy cost from all energy projects ($000,000)
Description: The annual estimated energy cost avoided, in millions of dollars, derived from municipal energy projects completed during the fiscal year based on project scopes without adjusting for other variables (e.g., changes in weather) that may affect the actual change in energy usage as reported in MMR energy usage data.
Source: DCAS Energy Management

Indicator name: Cumulative estimated avoided energy cost from all energy projects ($000,000)
Description: Using Fiscal 2014 as the baseline, the cumulative estimated energy cost avoided, in millions of dollars, derived from municipal energy and retro-commissioning projects completed during a fiscal year based on project scopes, that have been funded, in whole or in part, by DCAS on behalf of the City, without adjusting for other variables (e.g., changes in weather) that may affect the actual change in energy usage as reported in MMR energy usage data.
Source: DCAS Energy Management

Indicator name: Annual energy retrofit/conservation projects completed
Description: The number of energy retrofit, retro-commissioning, solar thermal and co-generation projects installed and operational in or on municipal buildings/structures during the fiscal year.
Source: DCAS Energy Management

Indicator name: Cumulative energy retrofit/conservation projects completed
Description: Using Fiscal 2014 as the baseline, the cumulative energy generating capacity, in kilowatts, of exclusively solar systems that were installed and operational in or on municipal buildings/structures.
Source: DCAS Energy Management

Indicator name: Cumulative installed solar capacity (megawatts)
Description: Using Fiscal 2014 as the baseline, the cumulative energy generating capacity, in megawatts, of exclusively solar systems that have been installed and operational within or on City-owned buildings/structures, including those operated by City-affiliated public benefit corporations or not-for-profit corporations.
Source: DCAS Energy Management

Indicator name: Hybrid or alternative fuel vehicles in the citywide fleet (%)
Description: The percentage of the City's total fleet that is hybrid and/or runs on fuels other than conventional petroleum gasoline/diesel, as of the last day in the reporting period. Alternative fuels include compressed natural gas, biodiesel blends, electricity, and solar.
Source: DCAS Fleet Management

Indicator name: Hybrid or alternative fuel vehicles in the DCAS-managed fleet (%)
Description: The percentage of the DCAS-managed fleet, a subset of the City fleet that is directly managed by DCAS, that is hybrid and/or runs on fuels other than conventional petroleum gasoline/diesel. Alternative fuels include compressed natural gas, biodiesel blends, electricity, and solar.
Source: DCAS Fleet Management

Indicator name: Vehicles with highest emission ratings purchased pursuant to Local Law 38 in the citywide fleet (%)
Description: The percentage of light-duty and medium-duty vehicles purchased for the City during the reporting period that were certified with the three highest ratings, as defined by California Low-Emission Vehicle (LEV II) standards. The three highest ratings are zero emission vehicles (ZEV), advanced technology partial zero emission vehicles (ATPZEV), and partial zero emission vehicles (PZEV). Pursuant to Local Law 38 of 2005 (LL38), each light- and medium-duty vehicle that the City purchases should have the highest certified emission rating in its vehicle category while meeting the requirements for the City's intended use. In accordance with the law, some exceptions apply, based on cost and other limited exemptions, including exceptions for certain emergency vehicles.
Source: DCAS Fleet Management

Indicator name: Vehicles with highest emission ratings purchased pursuant to Local Law 38 in the DCAS-managed fleet (%)
Description: The percentage of light-duty and medium-duty vehicles purchased for the DCAS-managed fleet during the reporting period. These vehicles are certified with the three highest ratings, as defined by LEV II standards. The three highest ratings are zero emission vehicles (ZEV), advanced technology partial zero emission vehicles (ATPZEV), and partial zero emission vehicles (PZEV). Pursuant to LL38, each light- and medium-duty vehicle that the City purchases should have the highest certified emission rating in its vehicle category while meeting the requirements for the City's intended use. In accordance with the law, some exceptions apply, based on cost and other limited exemptions, including exceptions for certain emergency vehicles.
Source: DCAS Fleet Management

Indicator name: Electric vehicles in the citywide fleet
Description: The number of electric and plug-in vehicles in the City's fleet. The figure is the total number of electric vehicles as of the last day of the reporting period.
Source: DCAS Fleet Management

Indicator name: Electric vehicles in the DCAS-managed fleet
Description: The number of electric and plug-in vehicles in the DCAS-managed fleet. The figure is the total number of electric vehicles as of the last day of the reporting period.
Source: DCAS Fleet Management

Indicator name: Biofuel used in diesel (%)
Description: The share of diesel fuel used during the reporting period that was comprised of biofuels, either biodiesel or renewable diesel, diesel fuel manufactured and refined using renewable waste and farm feedstocks such as used cooking oil, animal fats, and soy and corn plant oil.
Source: DCAS Fleet Management

Indicator name: Electric vehicle charging ports installed
Description: The total number of electric vehicle charging ports installed for City electric powered vehicles during the reporting period. Many of the City's EV chargers are dual port and can support charging two vehicles at the same time.
Source: DCAS Fleet Management

Indicator name: Cumulative electric vehicle charging ports installed
Description: The total number of ports available for all electric vehicle chargers as of the last day of the reporting period. Many of the City's EV chargers are dual port and can support charging two vehicles at the same time.
Source: DCAS Fleet Management

Indicator name: Fleet in-service rate citywide (%)
Description: The percentage of the total citywide fleet that is available for use each month of the reporting period.
Source: DCAS Fleet Management

Indicator name: Fleet in-service rate for DCAS-managed fleet (%)
Description: The percentage of the DCAS-managed fleet that is available for use each month of the reporting period.
Source: DCAS Fleet Management

Indicator name: Workplace injuries reported
Description: All incidents during the reporting period resulting in a workers' compensation or line of duty injury claim, regardless of whether or not time is lost. The number of incidents reported by DCAS, on a monthly basis, reflects the number of incidents that occurred. Employees may not report an injury at the time the incident occurred and may report it on a later date, resulting in a delay of the date an incident is reported.
Source: DCAS Administration and DCAS Office of the General Counsel

Indicator name: Accidents involving the public in DCAS-managed properties
Description: All accidents recorded by DCAS's security vendor during the reporting period.
Source: DCAS Security

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

Indicator name: E-mails responded to within 14 days (%)

Description: The number of emails answered in 14 calendar days or less divided by the total number of emails responded to during the reporting period, represented as a percentage. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and/or additional action on the part of the agency, an acknowledgement, which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14-day response. Agencies track the additional time until a customer has a complete response.

Source: DCAS Correspondence Management System

Indicator name: Average wait time to speak with a customer service agent (minutes:seconds)

Description: The average time in minutes from the time a customer meets with a greeter or information desk representative until he or she is met by a customer service representative or begins receiving a service. Security/building entry wait times are not included unless a security guard plays a formal intake role.

Source: DCAS Strategic Operations