



MAYOR'S MANAGEMENT REPORT

FISCAL 2013
Additional Tables

City of New York
Michael R. Bloomberg, Mayor

Caswell Holloway
Deputy Mayor for Operations

Elizabeth Weinstein
Director, Mayor's Office of Operations

September 2013



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Note: Information on agency rulemaking actions can now be found at nyc.gov/nycrules.

CUSTOMER SERVICE

Timeliness Indicators

Percent of e-mails responded to in 14 days

Performance Statistics	Actual					Target	
	FY09	FY10	FY11	FY12	FY13	FY13	FY14
Agency							
311	NA	NA	100	100	100	100	95
ACS	10	8	45	31	96	40	96
BIC	94	100	100	100	100	100	100
CCHR	100	100	100	100	100	100	100
CCRB	100	96	98	93	79	93	93
DCA	NA	83	93	93	93	87	87
DCAS	82	92	87	79	89	79	89
DCLA	NA	NA	NA	88	86	88	88
DCP	NA	95	96	75	81	85	85
DDC	NA	91	97	91	91	90	90
DEP	NA	NA	93	91	94	95	95
DFTA	88	92	83	90	84	90	90
DHS	81	68	71	88	67	80	80
DOB	45	45	62	51	37	50	50
DOC	NA	98	94	100	99.9	100	100
DOE	72	74	NA	74.9	NA	75	75
DOF	NA	92	78	75	85	75	85
DOHMH	NA	76	63	39	42	70	70
DOI	100	100	100	100	100	100	100
DOITT	86	86	85	94	96	94	94
DOP	82	92	100	100	100	100	100
DORIS	NA	100	100	100	100	100	100
DOT	NA	96	92	93	92	90	90
DPR	NA	76	57	58	45	58	60
DSNY	NA	84	83	75	69	75	70
DYCD	98	100	100	100	100	100	100
FDNY	NA	78	70	79	85	79	78
HPD	62	64	48	58	58	58	58
HRA	58	83	89	93	96	90	90
LAW	NA	100	100	100	100	100	100
LPC	100	100	100	98	99	98	98
NYCHA	93	89	90	87	86	85	85
OCME	100	100	100	100	100	100	100
OEM	NA	88	82	81	95	81	88
SBS	NA	100	100	100	100	100	100
TLC	NA	33	42	78	75	50	60

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Timeliness Indicators (cont.)

Percent of letters responded to in 14 days							
Performance Statistics	Actual					Target	
Agency	FY09	FY10	FY11	FY12	FY13	FY13	FY14
311	NA	96	96	100	100	100	95
ACS	15	34	46	26	92	40	95
BIC	98	75	100	100	100	100	100
CCHR	100	100	100	100	100	100	100
CCRB	100	NA	89	76	70	76	80
DCAS	58	67	61	47	77	47	77
DCLA	NA	NA	NA	61	87	61	61
DCP	NA	42	70	52	44	50	50
DDC	NA	94	92	97	90	90	90
DEP	NA	NA	95	96	97	95	95
DFTA	100	67	65	73	53	75	75
DHS	72	65	73	70	67	70	70
DOB	21	37	67	58	54	60	60
DOC	NA	85	76	91	82.6	95	95
DOE	NA	85	NA	92.9	NA	93	93
DOF	NA	97	77	61	91	61	83
DOHMH	NA	43	28	31	21	40	40
DOI	100	100	100	100	100	100	100
DOITT	62	86	92	95	97	95	95
DOP	100	100	100	100	97	100	100
DORIS	100	100	100	100	92	100	100
DOT	NA	95	93	94	84	90	90
DPR	NA	60	55	54	37	54	60
DSNY	NA	68	71	65	52	65	55
DYCD	81	100	100	100	100	100	100
FDNY	NA	74	80	100	66	100	77
HPD	71	57	54	49	53	49	52
HRA	63	73	68	76	78	90	90
LAW	97	100	100	100	100	100	100
LPC	NA	100	87	88	88	88	88
NYCHA	90	86	82	81	74	85	85
OATH	NA	NA	83	98	100	95	95
OCME	NA	100	100	100	98	100	100
OEM	NA	100	100	97	99	97	97
SBS	NA	100	100	100	100	100	100
TLC	NA	96	94	97	94	90	90

CUSTOMER SERVICE

Timeliness Indicators (cont.)

Average customer in-person wait time (minutes)							
Performance Statistics	Actual					Target	
Agency	FY09	FY10	FY11	FY12	FY13	FY13	FY14
BIC	9	13	4	3	3	3	3
CCHR	15	15	10	10	10	10	10
DCA	NA	14	12	14	12	17	17
DCAS	NA	1	1	1	1	1	1
DEP	NA	9	4	5	7	5	5
DFTA	13	12	NA	NA	NA	NA	NA
DHS	NA	26	29	22	NA	25	25
DOB	16	17	21	20	NA	20	20
DOE	15	15	15	15	15	15	16
DOF	NA	8	12	11	7	11	10
DOHMH	18	38	17	12	11	10	10
DOI	3	3	3	3	3	3	3
DOT	NA	3	3	2	NA	5	NA
FDNY	25	14	11	15	12	15	12
HPD	28	31	32	29	30	29	29
HRA	27	40	58	58	48	60	60
NYCHA	19	29	20	18	16	20	20

Percent of calls answered in 30 seconds							
Performance Statistics	Actual					Target	
Agency	FY09	FY10	FY11	FY12	FY13	FY13	FY14
311	88	82	78	71	81	80	80
DEP	NA	64	65	76	69	76	76
DOB	87	87	91	91	NA	90	90
DOE	NA	73	NA	NA	NA	NA	NA
DOHMH	86	83	35	65	69	70	70
DOT	NA	66	61	31	45	75	75
DYCD	37	65	53	38	54	65	65
HRA	10	31	46	57	64	80	80
NYCHA	46	79	70	70	65	80	80
NYPD	100	99	100	100	99	100	99
TLC	NA	15	19	12	18	15	15

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CORE (Customer Observing and Reporting Experience) Ratings

Agency	Performance Statistics	Actual				Target	
		FY10	FY11	FY12	FY13	FY13	FY14
BIC	Overall Facility Rating	98	98	100	95	100	100
	-Facility Cleaning & Maintenance	100	100	100	95	*	*
	-Facility Operations	95	95	100	95	*	*
CCHR	Overall Facility Rating	89	84	85	94	85	90
	-Facility Cleaning & Maintenance	91	87	86	95	*	*
	-Facility Operations	87	80	85	93	*	*
CCRB	Overall Facility Rating	74	81	69	81	69	81
	-Facility Cleaning & Maintenance	75	79	71	81	*	*
	-Facility Operations	72	84	67	78	*	*
DCA	Overall Facility Rating	88	83	83	86	83	83
	-Facility Cleaning & Maintenance	86	89	81	90	*	*
	-Facility Operations	89	77	85	80	*	*
DCAS	Overall Facility Rating	92	86	78	90	78	78
	-Facility Cleaning & Maintenance	94	91	78	94	*	*
	-Facility Operations	89	80	79	85	*	*
DCP	Overall Facility Rating	83	81	83	88	80	80
	-Facility Cleaning & Maintenance	83	81	83	89	*	*
	-Facility Operations	83	81	83	85	*	*
DEP	Overall Facility Rating	88	89	90	91	90	90
	-Facility Cleaning & Maintenance	85	90	88	90	*	*
	-Facility Operations	90	87	90	93	*	*
DFTA	Overall Facility Rating	93	85	91	95	91	95
	-Facility Cleaning & Maintenance	87	81	88	95	*	*
	-Facility Operations	100	89	95	95	*	*
DHS	Overall Facility Rating	78	80	81	91	81	81
	-Facility Cleaning & Maintenance	73	79	74	88	*	*
	-Facility Operations	83	81	79	95	*	*
DOB	Overall Facility Rating	78	81	79	83	80	80
	-Facility Cleaning & Maintenance	81	89	84	85	*	*
	-Facility Operations	75	72	75	80	*	*
DOE	Overall Facility Rating	87	92	88	92	88	88
	-Facility Cleaning & Maintenance	88	93	89	91	*	*
	-Facility Operations	85	90	87	92	*	*
DOF	Overall Facility Rating	89	85	82	86	82	86
	-Facility Cleaning & Maintenance	93	81	85	87	*	*
	-Facility Operations	85	89	78	85	*	*
DOHMH	Overall Facility Rating	85	86	81	90	85	85
	-Facility Cleaning & Maintenance	86	88	83	89	*	*
	-Facility Operations	83	83	80	91	*	*

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CORE (Customer Observing and Reporting Experience) Ratings (cont.)

Agency	Performance Statistics	Actual				Target	
		FY10	FY11	FY12	FY13	FY13	FY14
DOI	Overall Facility Rating	80	83	95	93	90	90
	-Facility Cleaning & Maintenance	85	91	93	100	*	*
	-Facility Operations	75	73	98	86	*	*
DORIS	Overall Facility Rating	96	98	92	93	92	92
	-Facility Cleaning & Maintenance	100	100	98	95	*	*
	-Facility Operations	92	95	85	90	*	*
DOT	Overall Facility Rating	91	91	90	92	90	90
	-Facility Cleaning & Maintenance	95	92	93	92	*	*
	-Facility Operations	85	91	87	93	*	*
DPR	Overall Facility Rating	80	85	86	89	86	85
	-Facility Cleaning & Maintenance	78	84	85	89	*	*
	-Facility Operations	83	87	87	89	*	*
FDNY	Overall Facility Rating	77	91	76	96	76	76
	-Facility Cleaning & Maintenance	92	86	69	100	*	*
	-Facility Operations	64	95	83	86	*	*
HPD	Overall Facility Rating	88	87	85	87	85	85
	-Facility Cleaning & Maintenance	89	87	86	90	*	*
	-Facility Operations	87	87	85	84	*	*
HRA	Overall Facility Rating	78	79	80	83	80	80
	-Facility Cleaning & Maintenance	79	81	82	84	*	*
	-Facility Operations	77	77	77	81	*	*
NYCHA	Overall Facility Rating	90	93	90	87	90	90
	-Facility Cleaning & Maintenance	92	92	91	91	*	*
	-Facility Operations	87	95	89	83	*	*
NYPD	Overall Facility Rating	70	86	89	86	89	86
	-Facility Cleaning & Maintenance	65	91	92	86	*	*
	-Facility Operations	75	80	86	86	*	*
OATH	Overall Facility Rating	84	86	87	90	87	90
	-Facility Cleaning & Maintenance	83	85	88	90	*	*
	-Facility Operations	84	88	86	90	*	*
SBS	Overall Facility Rating	90	96	92	93	92	92
	-Facility Cleaning & Maintenance	91	97	93	96	*	*
	-Facility Operations	88	95	92	89	*	*
TLC	Overall Facility Rating	80	81	80	84	80	80
	-Facility Cleaning & Maintenance	83	87	82	86	*	*
	-Facility Operations	77	75	78	83	*	*

CUSTOMER SERVICE

311 Customer Service Center Inquiries by Agency

Top Inquiries	Total 2012	% of Inquiries in 2012	Rank in # of Calls in 2012	Total 2013	% of Inquiries in 2013	Rank in # of Calls in 2013
ACS						
Child Care Financial Assistance - Eligibility Information and Application By Mail	17,693	17%	1	13,301	16%	1
Child Care Financial Assistance - Children's Services Clients	10,602	10%	2	9,417	11%	2
Child Care Financial Assistance - Eligibility and Application In Person or By Phone	7,888	8%	4	6,794	8%	3
Child Care Financial Assistance - Eligibility and Application Online	8,345	8%	3	6,674	8%	4
Child Care Financial Assistance - Recertification	7,709	8%	5	6,268	8%	5
BIC						
Commercial Waste and Private Carters Information	1,066	57%	1	966	59%	1
Sanitation Complaint - Private Carter	640	34%	2	560	34%	2
Trade Waste License Registration	160	9%	3	98	6%	3
Staff Information Provided	NA	NA	NA	2	0%	4
BOE						
Election and Voting Information	7,530	48%	1	22,035	40%	1
Find a Poll Site	3,475	22%	2	13,667	25%	2
Check Voter Registration Status	1,061	7%	5	9,468	17%	3
Absentee Voting	569	4%	6	5,762	10%	4
Poll Worker Assistance	1,298	8%	3	1,391	3%	5
BPL						
Find a Library - Brooklyn	3,139	81%	1	2,759	79%	1
General Information - Brooklyn Public Library	382	10%	2	388	11%	2
Library Complaint - Brooklyn	115	3%	4	102	3%	3
Elementary School Student After School Program - Enrolled	115	3%	3	97	3%	4
Elementary School Student After School Program - Drop-In	62	2%	5	96	3%	5
CCHR						
Discrimination Complaint	8,049	97%	1	6,954	97%	1
Community Outreach - Human Rights Education	210	3%	2	187	3%	2
Staff Information Provided	7	0%	3	5	0%	3
CCRB						
Police Officer Misconduct	11,844	98%	1	10,537	99%	1
Civilian Complaint Mediation	243	2%	2	151	1%	2
CUNY						
Find a CUNY College	4,680	56%	1	4,970	58%	1
CUNY Admissions Services	1,302	15%	2	930	11%	2
Free GED Bridge Classes - LaGuardia Community College	681	8%	3	687	8%	3
CUNY Career PATH	97	1%	11	622	7%	4
College of Staten Island - Continuing Education Programs	170	2%	7	273	3%	5

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311 Customer Service Center Inquiries by Agency (cont.)

Top Inquiries	Total 2012	% of Inquiries in 2012	Rank in # of Calls in 2012	Total 2013	% of Inquiries in 2013	Rank in # of Calls in 2013
DCA						
Gas Station Complaint	1,142	1%	25	9,867	8%	1
Investigate a Business Licensed by DCA	10,131	8%	2	9,675	8%	2
Tax Preparation in Person - Free	10,401	9%	1	8,487	7%	3
Retail Store Complaint	4,637	4%	3	4,305	3%	4
Financial Empowerment Center	NA	NA	NA	4,217	3%	5
DCAS						
Civil Service Exam Information	24,238	65%	1	25,739	70%	1
NYC Careers	3,542	10%	2	3,521	10%	2
City Employment Verification	2,169	6%	3	2,205	6%	3
Real Estate and Lease Auctions	887	2%	6	829	2%	4
Surplus Auto Auction	1,233	3%	4	820	2%	5
DCLA						
Find a Zoo or Aquarium	2,979	47%	1	2,416	46%	1
Find a Museum	2,141	34%	2	1,638	31%	2
Find a Botanical Garden	712	11%	3	678	13%	3
Grants for Cultural Programs	167	3%	4	150	3%	4
Find a Performing Arts Venue	99	2%	5	72	1%	5
DCP						
Locate an Elected Official	26,533	89%	1	24,914	88%	1
Zoning Information Desk	3,000	10%	2	2,845	10%	2
Waterfront - Flood Zone Information	132	0%	4	175	1%	3
Purchase City Planning Maps and Books	140	0%	3	139	0%	4
City Planning - Hearings and Publications	54	0%	5	54	0%	5
DDC						
DDC Project Inquiries and Complaints	565	55%	1	425	69%	1
General Inquiries for the Department of Design and Construction	304	30%	2	164	27%	2
Bidding on DDC Projects	28	3%	4	16	3%	3
Construction Vendor Prequalification List	8	1%	5	8	1%	4
Sidewalk and Adjacent Curb or Street Damaged by Hurricane Irene	123	12%	3	5	1%	5
DEP						
Sewer Backup Complaint - Priority	15,444	5%	5	33,508	11%	1
Fire Hydrant Running Full	31,037	9%	2	22,209	7%	2
Noise from Construction After Hours	37,369	11%	1	16,435	5%	3
Catch Basin Clogged or Blocked	6,183	2%	15	15,313	5%	4
Cold Water Complaint - Dirty	22,650	7%	3	14,652	5%	5

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311 Customer Service Center Inquiries by Agency (cont.)

Top Inquiries	Total 2012	% of Inquiries in 2012	Rank in # of Calls in 2012	Total 2013	% of Inquiries in 2013	Rank in # of Calls in 2013
DFTA						
Housing Options - Senior - Low-Income	7,835	10%	2	8,421	14%	1
Lawyer Referral - For Seniors	6,896	9%	3	7,143	12%	2
Find a Senior Center	4,095	5%	6	3,716	6%	3
Case Assistance for Seniors	5,635	7%	4	3,568	6%	4
Housing Options - Senior - Frail, Disabled, or with Alzheimers or Dementia	3,082	4%	7	3,334	5%	5
DHS						
Homelessness Prevention through HomeBase	12,964	10%	5	38,557	38%	1
Homeless Shelter Intake for Single Adults	19,867	15%	2	17,966	18%	2
Homeless Shelter Intake for Families with Children	18,005	14%	3	15,377	15%	3
Homeless Shelter Complaint - Shelter Client	8,222	6%	7	8,876	9%	4
Homeless Person Assistance	7,227	6%	8	7,976	8%	5
DOB						
Schedule a Plan Examiner Appointment	153,779	37%	1	140,868	36%	1
Cancel/Modify/Reschedule Plan Exam Appointments	48,764	12%	2	44,757	11%	2
Illegal Conversion of Residential Space	30,871	7%	3	26,974	7%	3
Elevator or Escalator Defective or Without Permit	18,193	4%	5	16,886	4%	4
Building Construction Complaint - Illegal Construction	22,941	6%	4	13,329	3%	5
DOC						
Inmate Location and Information	29,085	32%	2	32,728	38%	1
Rikers Island Inmate Property Pickup	30,874	34%	1	27,574	32%	2
Inmate Visit Schedule	10,394	11%	3	7,299	9%	3
Jail System Complaint	246	0%	19	4,023	5%	4
Inmate Location if Not Found in City Jail Lookup	3,630	4%	4	3,656	4%	5
DOE						
Public School Calendar	23,502	13%	2	32,834	16%	1
Find a School	30,403	17%	1	26,869	14%	2
Temporary School Closing and Relocation Information	NA	NA	NA	11,700	6%	3
Find a School Zone	16,941	9%	3	11,030	6%	4
School Bus Strike	1,339	1%	27	7,916	4%	5

CUSTOMER SERVICE

311 Customer Service Center Inquiries by Agency (cont.)

Top Inquiries	Total 2012	% of Inquiries in 2012	Rank in # of Calls in 2012	Total 2013	% of Inquiries in 2013	Rank in # of Calls in 2013
DOF						
Parking Ticket Lookup - Ticket or Plate Number Known	175,009	15%	1	171,061	16%	1
Find a Towed Vehicle - Plate Number Known	121,588	11%	2	113,016	11%	2
Property Tax Account Assistance and Bill Information	96,344	8%	3	97,079	9%	3
Pay a Parking Ticket - By Phone	48,647	4%	5	49,244	5%	4
Parking Ticket Payment Problem or Penalty Adjustment	54,962	5%	4	47,805	4%	5
DOHMH						
Birth Certificate from 1910 to Present	64,101	13%	1	65,718	14%	1
Status of a Birth Certificate Order	22,544	4%	3	20,166	4%	2
Rat Complaint - Other Location	21,449	4%	4	19,858	4%	3
Animal - Injured or Sick - Stray Dog or Cat	16,959	3%	5	16,035	4%	4
Birth Certificate Correction or Change	14,796	3%	7	16,033	4%	5
DOI						
Contact or Locate a City Marshal	1,971	48%	1	2,129	51%	1
City Worker or Contractor Corruption or Misconduct	1,168	29%	2	1,254	30%	2
City Marshal Complaint	598	15%	3	536	13%	3
Fingerprinting - Center-Based Day Care or Pre-School	301	7%	4	258	6%	4
Become a City Marshal	40	1%	5	33	1%	5
DOITT						
ACCESS NYC	1,951	27%	1	1,627	22%	1
Cable Television Complaint - Service	1,291	18%	2	1,476	20%	2
Cable Television Complaint - General	1,178	16%	3	1,327	18%	3
Verizon City-Wide Cable TV Franchise	1,036	14%	5	1,087	15%	4
Pay Phone Complaint - Street	1,125	15%	4	849	12%	5
DOP						
Adult Probation Supervision - Brooklyn	415	28%	1	427	28%	1
Adult Probation Supervision - Bronx	204	14%	4	254	17%	2
Adult Probation Supervision - Manhattan	247	16%	2	220	15%	3
Adult Probation Supervision - Queens	208	14%	3	176	12%	4
Voting Rights for People with a Criminal Record	12	1%	17	80	5%	5
DORIS						
Death Certificate Before 1949	968	23%	1	812	26%	1
Birth Certificate Before 1910	662	16%	2	563	18%	2
Marriage Certificate Before 1930	645	16%	3	508	16%	3
Genealogy Research	420	10%	4	292	9%	4
Status of Request for Death Certificate from Before 1949	266	6%	7	244	8%	5

CUSTOMER SERVICE

311 Customer Service Center Inquiries by Agency (cont.)

Top Inquiries	Total 2012	% of Inquiries in 2012	Rank in # of Calls in 2012	Total 2013	% of Inquiries in 2013	Rank in # of Calls in 2013
DOT						
Muni-Meter Defective or Damaged	30,269	9%	3	46,659	14%	1
Alternate Side Parking Information	37,197	11%	1	32,258	9%	2
Streetlight Condition	30,943	9%	2	29,995	9%	3
Traffic or Pedestrian Signal Condition	23,186	7%	4	25,486	7%	4
Pothole on Street	21,942	6%	5	17,269	5%	5
DPR						
Removal of Large Branch or Entire Tree - City Tree or Property	29,335	15%	1	42,487	21%	1
Wood Disposal, Chipping, and Pickup - Brooklyn and Queens	24,399	13%	2	24,455	12%	2
Find a Park	13,715	7%	3	12,010	6%	3
Trees and Sidewalk Repair for 1, 2 and 3 Family Residential Property	7,744	4%	7	9,095	5%	4
Park Maintenance Complaint	8,038	4%	6	8,060	4%	5
DSNY						
Bulk Item Disposal Information	72,787	14%	1	61,395	12%	1
Recycling and Trash Collection Schedules	48,114	9%	3	55,021	11%	2
Garbage Collection	55,772	11%	2	43,589	9%	3
CFC and Freon Removal - Appointment	36,116	7%	4	31,263	6%	4
Illegal Dumping - Past	20,910	4%	7	19,428	4%	5
DYCD						
Summer Jobs for Youth - General	2,434	9%	2	3,143	18%	1
Literacy and GED Instruction for Adults	3,258	13%	1	2,784	16%	2
Immigration Assistance from Community-Based Organizations	1,788	7%	6	2,150	12%	3
Literacy and GED Instruction for Non-English Speakers	1,919	7%	4	1,794	10%	4
Shelter and Assistance for Runaway or Homeless Youth	2,093	8%	3	1,674	9%	5
FDNY						
Fire Hazard Complaint	6,613	12%	2	5,789	15%	1
Ambulance Patient Locator	4,920	9%	3	4,842	13%	2
Locate a Firehouse - Brooklyn	3,734	7%	4	2,818	7%	3
Locate a Firehouse - Manhattan	2,773	5%	5	2,096	6%	4
Get a Job with FDNY	13,637	25%	1	2,088	6%	5
HHC						
Find a Public Hospital	39,851	69%	1	36,099	69%	1
Adult Immunization Clinic	1,196	2%	6	2,504	5%	2
Find a Child Health Clinic	1,879	3%	2	1,618	3%	3
Become a Nurse	1,646	3%	3	1,444	3%	4
MetroPlus Health Plan	1,003	2%	10	1,050	2%	5

CUSTOMER SERVICE

311 Customer Service Center Inquiries by Agency (cont.)

Top Inquiries	Total 2012	% of Inquiries in 2012	Rank in # of Calls in 2012	Total 2013	% of Inquiries in 2013	Rank in # of Calls in 2013
HPD						
Heat Complaint - Residential Building - Inadequate Heat	156,084	28%	2	176,937	32%	1
Landlord Complaint - Maintenance	177,320	32%	1	150,911	28%	2
No Hot Water Complaint - Residential Building - From Tenant	55,845	10%	3	60,294	11%	3
Bed Bug Complaint - Residence, Hotel or Single Room Occupancy	14,019	3%	7	19,309	4%	4
Affordable Housing Information - English	18,545	3%	4	15,956	3%	5
HRA						
Food Stamp Center	46,967	14%	1	39,172	13%	1
Food Stamp Assistance	42,432	13%	2	39,040	12%	2
Public Assistance or Welfare Information	41,546	12%	3	36,111	12%	3
One Shot Deal - Short Term Emergency Assistance	19,256	6%	5	18,547	6%	4
Medicaid - Existing Applicant or Enrollee	21,558	6%	4	18,089	6%	5
LPC						
Landmark and Historic District Information	324	45%	1	279	47%	1
Landmark Building Alteration Permit	296	41%	2	226	38%	2
Landmark Status Application	42	6%	3	59	10%	3
Landmark Building Painting Complaint	30	4%	5	19	3%	4
Landmark Restoration Grant Application	30	4%	4	17	3%	5
NYCHA						
Public Housing Maintenance	17,839	21%	1	16,120	22%	1
Public Housing Application Information and Assistance	12,779	15%	2	10,540	14%	2
Public Housing Assistance Status - All Boroughs	11,318	13%	3	7,903	11%	3
Heat Complaint - NYCHA	4,801	6%	7	6,997	9%	4
NYCHA Section 8 Program Cuts	7,801	9%	4	5,420	7%	5
NYPD						
Noise from Neighbor	129,192	15%	1	118,256	15%	1
Hot Transfer 911	94,079	11%	2	93,640	12%	2
Find a Police Precinct or PSA by Location	92,590	11%	3	88,232	11%	3
Blocked Driveway - Vehicle	59,706	7%	4	63,793	8%	4
Find a Police Precinct or PSA by Name	56,460	7%	5	52,002	6%	5

CUSTOMER SERVICE

311 Customer Service Center Inquiries by Agency (cont.)

Top Inquiries	Total 2012	% of Inquiries in 2012	Rank in # of Calls in 2012	Total 2013	% of Inquiries in 2013	Rank in # of Calls in 2013
NYPL						
Find a Library - Bronx, Manhattan, Staten Island	4,312	86%	1	3,556	87%	1
General Information - New York Public Library	437	9%	2	380	9%	2
Library Complaint - Bronx - Manhattan - Staten Island	160	3%	3	137	3%	3
Find a Library - Brooklyn	14	0%	6	10	0%	4
Find a Library - Queens	8	0%	7	8	0%	5
OATH						
ECB Violation - Request Status or Copy	3,621	28%	1	4,968	28%	1
ECB Violation - Information	2,466	19%	2	3,988	22%	2
ECB Borough Office Locations	1,177	9%	4	2,125	12%	3
ECB Violation - Online Ticket Finder	NA	NA	NA	1,172	7%	4
Settling a Food Service Establishment Health Violation	822	6%	6	919	5%	5
OCME						
Death Inquiries	1,340	64%	1	1,202	61%	1
Proof of Death	384	18%	2	387	20%	2
Autopsy Report	263	13%	3	264	14%	3
Cremation Inquiries	104	5%	4	88	5%	4
World Trade Center DNA Samples	13	1%	5	12	1%	5
OEM						
Hurricane Evacuation Zone Lookup	22,840	62%	1	16,051	49%	1
Shelter for Hurricane Victims without Heat	NA	NA	NA	6,844	21%	2
Donate Goods or Services	NA	NA	NA	2,200	7%	3
Cooling Center Locations	3,879	10%	3	1,759	5%	4
Hurricane Sandy Property Damage Survey	NA	NA	NA	842	3%	5
QPL						
Find a Library - Queens	1,559	75%	1	1,252	68%	1
General Information - Queens Public Library	168	8%	2	182	10%	2
Find a Summer Meal Program	98	5%	3	114	6%	3
Library Complaint - Queens	81	4%	5	114	6%	4
Elementary School Student After School Program - Enrolled	90	4%	4	92	5%	5

CUSTOMER SERVICE

311 Customer Service Center Inquiries by Agency (cont.)

Top Inquiries	Total 2012	% of Inquiries in 2012	Rank in # of Calls in 2012	Total 2013	% of Inquiries in 2013	Rank in # of Calls in 2013
SBS						
Find a Workforce1 Career Center	6,030	29%	1	7,468	32%	1
Help Starting a Small Business	5,898	28%	2	4,830	21%	2
Find a NYC Business Solutions Center	2,276	11%	3	1,977	9%	3
Job Seeker Assistance	1,590	8%	5	1,267	5%	4
Get a Professional License	253	1%	9	1,159	5%	5
SCA						
School Construction Complaint	1,218	89%	1	914	91%	1
School Construction Information	144	11%	2	81	8%	2
Staff Information Provided	7	1%	3	4	0%	3
TLC						
Lost Property in a Taxi - Medallion Number Unknown	43,962	32%	1	32,895	30%	1
Lost Property in a Taxi - Medallion Number Known	37,478	27%	2	31,196	28%	2
Lost Property in a Taxi - Medallion Number Not Found by 311	9,505	7%	3	8,075	7%	3
Taxi Complaint - Pick-Up Refused	6,094	4%	4	4,103	4%	4
Yellow Taxi Fare Information	3,018	2%	8	3,145	3%	5

CUSTOMER SERVICE

Requests for Interpretation

Performance Statistics	Actual					Target	
	FY09	FY10	FY11	FY12	FY13	FY13	FY14
Agency							
311	NA	633,270	595,101	425,157	421,839	NA	NA
ACS	103	53,684	43,917	61,873	66,577	NA	NA
BIC	NA	50	27	218	109	NA	NA
CCHR	NA	1,200	1,235	1,425	1,515	NA	NA
CCRB	224	207	474	843	525	NA	NA
DCA	NA	1,622	1,697	2,022	1,611	NA	NA
DCAS	NA	1	3	3	0	NA	NA
DCP	NA	4	3	1	4	NA	NA
DEP	NA	7,585	8,008	7,497	11,023	NA	NA
DFTA	1,953	4,016	171	547	485	NA	NA
DHS	189	2,378	3,814	3,230	4,087	NA	NA
DOB	NA	57	238	61	36	NA	NA
DOE	11,044	14,141	15,988	21,511	20,265	NA	NA
DOF	NA	3,070	2,921	3,274	3,254	NA	NA
DOHMH	3,283	14,357	12,256	10,278	10,664	NA	NA
DOI	33	54	65	37	38	NA	NA
DOP	5,900	20,835	19,393	18,764	16,505	NA	NA
DOT	NA	959	1,108	735	655	NA	NA
DPR	NA	52	39	57	45	NA	NA
DSNY	NA	2	2	5	NA	NA	NA
DYCD	1,127	1,189	1,525	1,415	1,708	NA	NA
FDNY	NA	2,871	2,737	2,563	2,891	NA	NA
HPD	1,034	3,972	1,978	2,312	1,611	NA	NA
HRA	324,493	703,994	914,256	732,605	1,016,101	NA	NA
LAW	NA	750	772	763	705	NA	NA
LPC	NA	1	1	0	1	NA	NA
NYCHA	28,384	81,431	121,980	134,069	150,619	NA	NA
NYPD	NA	259,696	258,830	258,018	264,803	NA	NA
OATH	1,011	6,864	8,104	7,423	8,734	NA	NA
OCME	24	125	469	404	164	NA	NA
SBS	NA	4,857	16,631	13,257	17,650	NA	NA
TLC	NA	3,820	5,260	6,163	7,990	NA	NA

CUSTOMER SERVICE

VIOLATIONS AND SUMMONSES

NOVs and Summonses						
Agency	Indicator Name	FY09	FY10	FY11	FY12	FY13
NUMBER OF VIOLATIONS/SUMMONSES WRITTEN						
BIC	Total violations issued	1668	2089	1625	1924	1279
DEP	All summonses issued	NA	NA	NA	TBD	TBD
DOB	Total violations issued	NA	142,179	118,369	135,899	108,246
DOHMH	All summonses issued	NA	NA	NA	TBD	67,203
DoITT	ECB violations issued - Pay phones	2,000	1,436	1,291	1,199	993
DOT	Total summonses issued	26,648	25,622	27,511	30,438	27,382
DPR	Total summonses issued	22,145	17,264	17,071	15,795	11,809
DSNY	Total violations issued	470,425	461,733	349,714	334,436	259,909
FDNY	Total violations issued	NA	NA	NA	TBD	TBD
HPD	Total violations issued	532,497	495,726	462,721	468,644	386,804
LPC	Notices of violation issued	272	153	TBD	270	258
NYPD	Quality-of-life summonses	544,213	556,637	538,024	497,656	458,397
TLC	Total summonses issued	37,724	42,483	42,328	66,048	62,286
VIOLATIONS ADMITTED TO OR UPHELD AT ECB TRIBUNAL						
BIC	Violations admitted to or upheld at the Environmental Control Board (%)	NA	NA	NA	93.8%	88.5%
DEP	Violations admitted to or upheld at the Environmental Control Board (%)	Calculated by a different method			87.8%	88.2%
DOB	Violations admitted to or upheld at the Environmental Control Board (%)	83.2%	81.4%	78.2%	73.5%	76.1%
DOHMH	Violations admitted to or upheld at the Environmental Control Board (%)	NA	NA	NA	70.1%	64.4%
DoITT	Violations admitted to or upheld at the Environmental Control Board (%)	Calculated by a different method			73.1%	68.7%
DOT	Violations admitted to or upheld at the Environmental Control Board (%)	NA	NA	NA	89.6%	88.1%
DPR	Violations admitted to or upheld at the Environmental Control Board (%)	NA	NA	NA	79.8%	81.1%
DSNY	Violations admitted to or upheld at the Environmental Control Board (%)	Calculated by a different method			84.3%	84.2%
FDNY	Violations admitted to or upheld at the Environmental Control Board (%)	Calculated by a different method			92.2%	90.8%
HPD	No tribunal process in place	NA	NA	NA	NA	NA
LPC	Violations admitted to or upheld at the Environmental Control Board (%)	NA	NA	NA	78.5%	87.4%
NYPD	Violations admitted to or upheld at the Environmental Control Board (%)	Calculated by a different method			62.6%	61.8%
TLC	Violations admitted to or upheld at the OATH Taxi & Limousine tribunal (%)	TBD	TBD	TBD	TBD	TBD
TBD = To Be Determined; NA = Not Available						

VIOLATIONS AND SUMMONSES

ANNUAL PAID ABSENCE RATES

WORKFORCE OR AGENCY	FY 2013 TOTAL SICK LEAVE	FY 2013 LODI/ WC	FY 2013 TOTAL ABSENCE	FY 2012 TOTAL ABSENCE	FY 2013 EQUIV. ABSENCE DAYS/YEAR
UNIFORMED WORKFORCES					
DOC (U)	4.72%	0.63%	5.35%	5.46%	13.3
FDNY (U)	2.42%	3.99%	6.42%	7.18%	16.0
NYPD (U)	2.19%	1.14%	3.33%	3.72%	8.3
DSNY (U)	4.50%	1.83%	6.33%	6.20%	15.8
<i>Uniformed Subtotal</i>	2.85%	1.63%	4.48%	4.85%	11.2
LARGER CIVILIAN WORKFORCES					
NYPD (C)	3.89%	0.16%	4.05%	3.78%	10.1
FDNY (C)	3.94%	1.47%	5.41%	5.44%	13.5
ACS	3.83%	0.64%	4.47%	3.63%	11.1
HRA	3.89%	0.17%	4.06%	3.78%	10.1
DHS	3.33%	0.35%	3.68%	3.51%	9.2
HPD	3.96%	0.17%	4.13%	3.80%	10.3
DOHMH	3.65%	0.11%	3.77%	3.52%	9.4
DEP	3.73%	0.41%	4.14%	3.84%	10.3
DSNY (C)	3.93%	0.40%	4.33%	4.27%	10.8
DOF	4.06%	0.28%	4.33%	4.02%	10.8
DOT	4.10%	0.68%	4.79%	3.89%	11.9
DPR	4.07%	0.51%	4.57%	2.28%	11.4
LAW	3.20%	0.05%	3.26%	2.80%	8.1
DCAS	2.69%	0.18%	2.87%	3.17%	7.2
DDC	3.60%	0.10%	3.70%	3.52%	9.2
DOC (C)	3.82%	0.24%	4.06%	3.70%	10.1
PROBATION	4.15%	0.04%	4.19%	3.82%	10.4
DOB	3.14%	0.06%	3.20%	3.13%	8.0
DOITT	3.51%	0.16%	3.66%	3.06%	9.1
<i>Subtotal</i>	3.82%	0.37%	4.18%	3.83%	10.4
SMALLER CIVILIAN WORKFORCES					
OEM	2.67%	0.00%	2.67%	2.85%	6.6
DCP	3.57%	0.00%	3.57%	3.50%	8.9
DOI	2.98%	0.03%	3.01%	3.32%	7.5
DFTA	3.75%	0.01%	3.76%	4.05%	9.4
CULTURAL	3.14%	0.01%	3.14%	2.44%	7.8
LANDMARKS	2.87%	0.25%	3.12%	2.50%	7.8
TLC	2.94%	1.50%	4.43%	4.73%	11.0
CCHR	3.92%	0.00%	3.92%	4.01%	9.8
DYCD	3.71%	0.04%	3.75%	3.57%	9.3
DSBS	3.01%	0.00%	3.01%	3.05%	7.5
DOR	3.43%	0.00%	3.43%	3.96%	8.5
CONSUMER	3.02%	0.00%	3.02%	2.97%	7.5
BIC	2.83%	0.00%	2.83%	3.04%	7.0
OATH	2.56%	0.02%	2.57%	2.40%	6.4
<i>Subtotal</i>	3.37%	0.24%	3.60%	3.51%	9.0
<i>Uniformed</i>	2.85%	1.63%	4.48%	4.85%	11.2
<i>Civilian</i>	3.79%	0.36%	4.15%	3.70%	10.3
TOTAL	3.35%	0.95%	4.30%	4.20%	10.7
CITYWIDE	3.35%	0.19%	3.54%	3.42%	8.8

Note: The **Total Absence Rate** is calculated by dividing the sum of paid sick leave for all employees, Line-of-Duty Injury absence for uniformed employees, and paid Workers' Compensation 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.

ANNUAL PAID ABSENCE RATES

VEHICLE FLEETS AND MAINTENANCE

New York City has launched a major initiative to achieve efficiencies in fleet operations by consolidating fleets and repair services. In 2011, the City appointed its first Chief Fleet Management Officer, working at the Department of Citywide Administrative Services (DCAS), to implement this initiative in cooperation with the fleet managers of major agencies.

The City has consolidated 12 garage facilities, partnered to auction City vehicles online, and contracted 6 in-house parts room operations. The City has also updated its fleet management systems including a replacement to the City's MCMS fleet system, installation of a new automated fuel tracking system, and introduction of car sharing technology on City vehicles. The City recently passed five new fleet local laws aimed at improving fleet sustainability including a nation leading biodiesel mandate. The City is also making critical investments in heavy duty, specialized and emergency equipment while reducing fleet size and costs for non-emergency light duty sedans and SUVs. The City Fleet operations at DCAS has introduced a new website, daily performance metrics, and newsletter. Together, the elements of this initiative will transform City fleet operations, improve service, and save money. The City will leverage innovation and talent throughout the individual agencies to support the common fleet needs of the City as a whole.

The initiative has four major components:

- 1) Consolidate citywide fleet operations into three agencies – Police Department, Sanitation Department and Department of Citywide Administrative Services;
- 2) Expand the City's fleet sustainability program through greater use of biodiesel and electric vehicles;
- 3) Systematically manage the entire fleet through daily performance monitoring and coordinating vehicle acquisition, accident prevention and costs of operation;
- 4) Create new systems for monitoring fuel, sharing cars across agencies and managing auto parts rooms.

As part of these major change efforts, a new set of metrics to measure the performance of this initiative has been introduced for Fiscal 2013 in the Vehicle Fleets and Maintenance tables of this report. This includes the addition of new metrics to measure City Fleet management, efficiency and size on a citywide basis. Those indicators have also been extended to the individual agency metrics, replacing some of the indicators previously there. The system to improve measurement of vehicle accidents and their effect is completing development, and additional indicators on accidents will appear in the next MMR.

In addition to this report, the Local Law 38 Annual Report contains additional 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. To view the latest Local Law 38 report, prepared by the Department of Environmental Protection (DEP), please visit: <http://www.nyc.gov/html/dep/pdf/air/local-law-air-reports-fy2012.pdf>.

VEHICLE FLEETS AND MAINTENANCE

VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY12 Annual Actual	FY13 Annual Actual	FY13 Annual Target	FY14 Annual Target
CITY FLEET SIZE ¹	26,981	25,855	26,000	26,000
- Light Duty	12,124	11,186	*	*
- Medium Duty	5,052	4,919	*	*
- Heavy Duty	6,943	6,903	*	*
- Other Vehicles	2,862	2,786	*	*
City funded fleet	23,904	22,837	*	*
Non-City funded fleet	3,077	3,018	*	*
Vehicle in-service rate (%)	NA	91%	90%	90%
Daily fleet in-service targets achieved (%)	NA	97%	90%	90%
Fleet consolidation projects, completed	7	12	12	4
Purchased vehicles compliant with Local Law 38 (%)	98%	94%	95%	95%
Alternative fuel vehicles	7,555	10,601	10,400	13,000
Alternative fuel vehicles in City fleet (%)	28%	41%	40%	50%
Vehicle fuel used (gallons)	NA	30,611,112	30,000,000	29,000,000
- Biodiesel fuel used (gallons)	NA	11,925,594	10,000,000	12,000,000
Electric chargers installed	NA	16	15	30
Vehicles purchased	NA	3,236	3,000	3,000
Average age of fleet (months)	70	72	72	72
Accidents in City vehicles ²	NA	4,977	*	*
Revenue from recoverable affirmative claims	NA	\$2,828,968	*	*
Employees trained in defensive driving	NA	2,262	2,000	2,500
Fleet repair expenditures (\$000,000)	NA	\$207.2	\$210.0	\$200.0
Fleet fuel expenditures (\$000,000)	NA	\$97.4	*	*
Fleet acquisition expenditures (capital) (\$000,000)	NA	\$226.5	\$180.0	\$180.0
Fleet acquisition expenditures (expense) (\$000,000)	NA	\$88.7	\$60.0	\$60.0
Automotive repair personnel	NA	1,242	1,250	1,250
Fleet support personnel	NA	351	350	350

¹City fleet size for FY 2012 is revised downward by 1,732 previously included non-City managed fleet vehicles.

²The figure for FY 2013 total vehicle accidents does not include NYPD accidents.

*Indicator is not subject to targeting in the MMR.

VEHICLE FLEETS AND MAINTENANCE

VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY12 Annual Actual	FY13 Annual Actual
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The following is a detailed fleet breakdown for agencies with the largest City fleets:

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

Total Vehicles	2,174	2,126
- Light Duty	1,645	1,632
- Medium Duty	354	316
- Heavy Duty	74	75
- Other Vehicles	101	103
Vehicle in-service rate (%)	NA	98%
Vehicles purchased	NA	284
Average age of fleet (months)	70	70
Accidents in City vehicles	NA	525
Revenue from recoverable affirmative claims	NA	\$366,411
Employees trained in defensive driving	NA	323
Agency alternative fuel vehicles	1,336	1,318
Agency fleet using alternative fuels (%)	NA	62%
Vehicle fuel used (gallons)	NA	1,275,850
- Biodiesel fuel used (gallons)	NA	0
Fleet repair expenditures (\$000,000)	NA	\$5.3
Fleet fuel expenditures (\$000,000)	NA	\$4.3
Fleet acquisition expenditures (capital) (\$000,000)	NA	\$0.4
Fleet acquisition expenditures (expense) (\$000,000)	NA	\$6.7
Automotive repair personnel	NA	2
Fleet support personnel	NA	24

VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY12 Annual Actual	FY13 Annual Actual
Applicable Agency Light-Duty and Medium-Duty Vehicle Purchases by California LEV II Standards - DCAS		
o Light Duty Vehicle (LDV) Purchases	157	190
- LDV Purchases - Zero Emission Vehicles (ZEV)	0	30
- Ford Transit Connect EV	0	11
- Nissan Leaf		19
- LDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	90	136
- Ford Fusion Hybrid	55	47
- Toyota Camry Hybrid	0	19
- Toyota Prius	23	70
- Toyota Prius Plug-In	5	0
- Ford Escape Hybrid	7	0
- Nissan Altima Hybrid	0	0
- LDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- LDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	24	11
- Toyota Highlander Hybrid	17	11
- LDV Purchases - Ultra Low Emission Vehicles (ULEV)	49	13
- Chevrolet Tahoe Hybrid	8	2
- Chevrolet Volt	26	0
- Ford E-150	7	9
- Ford F-150	6	1
- Ford Escape	0	1
- Ford Taurus	2	0
- LDV Purchases - Low Emission Vehicles (LEV)	1	0
- Chevrolet Suburban	1	0
o Medium Duty Vehicle (MDV) Purchases	56	23
- MDV Purchases - Zero Emission Vehicles (ZEV)	0	0
- MDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	0	0
- MDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- MDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	54	0
- Ford E-350	52	0
- Ford F-250	2	0
- MDV Purchases - Ultra Low Emission Vehicles (ULEV)	0	16
- Ford E-350	0	13
- Ford F-250	0	3
- MDV Purchases - Low Emission Vehicles (LEV)	2	7
- Chevrolet Express	2	7

VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY12 Annual Actual	FY13 Annual Actual
DEPARTMENT OF ENVIRONMENTAL PROTECTION		
Total Vehicles	2,075	1,943
- Light Duty	741	680
- Medium Duty	509	459
- Heavy Duty	471	459
- Other Vehicles	354	345
Vehicle in-service rate (%)	NA	92%
Vehicles purchased	NA	208
Average age of fleet (months)	89	90
Accidents in City vehicles	NA	350
Revenue from recoverable affirmative claims	NA	\$23,379
Employees trained in defensive driving	NA	350
Agency alternative fuel vehicles	645	602
Agency fleet using alternative fuels (%)	NA	31%
Vehicle fuel used (gallons)	NA	962,094
- Biodiesel fuel used (gallons)	NA	310,986
Fleet repair expenditures (\$000,000)	NA	\$5.2
Fleet fuel expenditures (\$000,000)	NA	\$3.1
Fleet acquisition expenditures (capital) (\$000,000)	NA	\$7.5
Fleet acquisition expenditures (expense) (\$000,000)	NA	\$4.4
Automotive repair personnel	NA	11
Fleet support personnel	NA	8

VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY12 Annual Actual	FY13 Annual Actual
Applicable Agency Light-Duty and Medium-Duty Vehicle Purchases by California LEV II Standards - DEP		
o Light Duty Vehicle (LDV) Purchases	15	95
- LDV Purchases - Zero Emission Vehicles (ZEV)	0	0
- LDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	9	22
- Toyota Prius	0	18
- Ford Fusion Hybrid	5	4
- Ford Escape Hybrid	4	0
- LDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- LDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	0	13
- Toyota Highlander Hybrid	0	13
- LDV Purchases - Ultra Low Emission Vehicles (ULEV)	6	60
- Ford Escape	0	40
- Ford F-150	0	13
- Ford E-150	0	6
- Chevrolet Tahoe Hybrid	0	1
- Ford Expedition	6	0
- LDV Purchases - Low Emission Vehicles (LEV)	0	0
o Medium Duty Vehicle (MDV) Purchases	3	60
- MDV Purchases - Zero Emission Vehicles (ZEV)	0	0
- MDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	0	0
- MDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- MDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	3	0
- MDV Purchases - Ultra Low Emission Vehicles (ULEV)	0	60
- Ford F-250	0	60
- MDV Purchases - Low Emission Vehicles (LEV)	0	0

VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY12 Annual Actual	FY13 Annual Actual
DEPARTMENT OF HEALTH AND MENTAL HYGIENE		
Total Vehicles	284	279
- Light Duty	197	194
- Medium Duty	81	78
- Heavy Duty	6	6
- Other Vehicles	0	1
Vehicle in-service rate (%)	NA	97%
Vehicles purchased	NA	17
Average age of fleet (months)	85	87
Accidents in City vehicles	NA	23
Revenue from recoverable affirmative claims	NA	\$41,347
Employees trained in defensive driving	NA	10
Agency alternative fuel vehicles	186	181
Agency fleet using alternative fuels (%)	NA	65%
Vehicle fuel used (gallons)	NA	114,461
- Biodiesel fuel used (gallons)	NA	0
Fleet repair expenditures (\$000,000)	NA	\$1.7
Fleet fuel expenditures (\$000,000)	NA	\$0.4
Fleet acquisition expenditures (capital) (\$000,000)	NA	\$0.0
Fleet acquisition expenditures (expense) (\$000,000)	NA	\$0.5
Automotive repair personnel	NA	0
Fleet support personnel	NA	28

VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY12 Annual Actual	FY13 Annual Actual
Applicable Agency Light-Duty and Medium-Duty Vehicle Purchases by California LEV II Standards - DOHMH		
o Light Duty Vehicle (LDV) Purchases	7	17
- LDV Purchases - Zero Emission Vehicles (ZEV)	0	0
- LDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	7	11
- Ford Fusion Hybrid	6	11
- Toyota Prius	1	0
- LDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- LDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	0	0
- LDV Purchases - Ultra Low Emission Vehicles (ULEV)	0	6
- Ford Escape	0	4
- Ford F-150	0	2
- LDV Purchases - Low Emission Vehicles (LEV)	0	0
o Medium Duty Vehicle (MDV) Purchases	0	0
- MDV Purchases - Zero Emission Vehicles (ZEV)	0	0
- MDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	0	0
- MDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- MDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	0	0
- MDV Purchases - Ultra Low Emission Vehicles (ULEV)	0	0
- MDV Purchases - Low Emission Vehicles (LEV)	0	0

VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY12 Annual Actual	FY13 Annual Actual
DEPARTMENT OF TRANSPORTATION		
Total Vehicles	2,693	2,581
- Light Duty	707	645
- Medium Duty	511	476
- Heavy Duty	977	913
- Other Vehicles	498	547
Vehicle in-service rate (%)	NA	89%
Vehicles purchased	NA	106
Average age of fleet (months)	104	105
Accidents in City vehicles	NA	356
Revenue from recoverable affirmative claims	NA	\$140,340
Employees trained in defensive driving	NA	300
Agency alternative fuel vehicles	567	645
Agency fleet using alternative fuels (%)	NA	25%
Vehicle fuel used (gallons)	NA	2,190,372
- Biodiesel fuel used (gallons)	NA	767,143
Fleet repair expenditures (\$000,000)	NA	\$22.4
Fleet fuel expenditures (\$000,000)	NA	\$7.1
Fleet acquisition expenditures (capital) (\$000,000)	NA	\$0.7
Fleet acquisition expenditures (expense) (\$000,000)	NA	\$2.6
Automotive repair personnel	NA	135
Fleet support personnel	NA	21

VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY12 Annual Actual	FY13 Annual Actual
Applicable Agency Light-Duty and Medium-Duty Vehicle Purchases by California LEV II Standards - DOT		
o Light Duty Vehicle (LDV) Purchases	18	40
- LDV Purchases - Zero Emission Vehicles (ZEV)	0	4
- Nissan Leaf	0	3
- Ford Focus EV	0	1
- LDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	6	24
- Ford Fusion Hybrid	0	1
- Toyota Prius	6	23
- LDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- LDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	2	0
- Toyota Highlander Hybrid	2	0
- LDV Purchases - Ultra Low Emission Vehicles (ULEV)	10	12
- Chevrolet Tahoe Hybrid	0	5
- Ford F-150	10	4
- Chevrolet Volt	0	3
- LDV Purchases - Low Emission Vehicles (LEV)	0	0
o Medium Duty Vehicle (MDV) Purchases	33	32
- MDV Purchases - Zero Emission Vehicles (ZEV)	0	0
- MDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	0	0
- MDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- MDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	31	0
- Ford F-250	12	0
- Ford E-350	19	0
- MDV Purchases - Ultra Low Emission Vehicles (ULEV)	2	32
- Ford E-350	0	16
- Ford F-250	0	7
- Ford F-350	0	6
- Chevrolet Silverado Hybrid	2	2
- Ford E-250	0	1
- MDV Purchases - Low Emission Vehicles (LEV)	0	0

VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY12 Annual Actual	FY13 Annual Actual
DEPARTMENT OF SANITATION		
Total Vehicles	5,532	5,574
- Light Duty	999	986
- Medium Duty	282	285
- Heavy Duty	3,904	3,940
- Other Vehicles	347	363
Vehicle in-service rate (%)	NA	84%
Vehicles purchased	NA	574
Average age of fleet (months)	NA	65
Accidents in City vehicles	NA	1,801
Revenue from recoverable affirmative claims	NA	\$156,672
Employees trained in defensive driving	NA	18
Agency alternative fuel vehicles	787	5,128
Agency fleet using alternative fuels (%)	NA	92%
Vehicle fuel used (gallons)	NA	10,495,700
- Biodiesel fuel used (gallons)	NA	9,793,629
Fleet repair expenditures (\$000,000)	NA	\$92.1
Fleet fuel expenditures (\$000,000)	NA	\$34.5
Fleet acquisition expenditures (capital) (\$000,000)	NA	\$99.4
Fleet acquisition expenditures (expense) (\$000,000)	NA	\$4.0
Automotive repair personnel	NA	627
Fleet support personnel	NA	104

VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY12 Annual Actual	FY13 Annual Actual
Applicable Agency Light-Duty and Medium-Duty Vehicle Purchases by California LEV II Standards - DSNY		
o Light Duty Vehicle (LDV) Purchases	117	151
- LDV Purchases - Zero Emission Vehicles (ZEV)	0	18
- Nissan Leaf	0	18
- LDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	103	70
- Ford Escape Hybrid	87	0
- Ford Fusion Hybrid	16	70
- LDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- LDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	0	0
- LDV Purchases - Ultra Low Emission Vehicles (ULEV)	14	63
- Ford Escape	0	61
- Ford F-150	0	2
- Chevrolet Volt	14	0
- LDV Purchases - Low Emission Vehicles (LEV)	0	0
o Medium Duty Vehicle (MDV) Purchases	4	11
- MDV Purchases - Zero Emission Vehicles (ZEV)	0	0
- MDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	0	0
- MDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- MDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	4	0
- Ford F-250	4	0
- MDV Purchases - Ultra Low Emission Vehicles (ULEV)	0	11
- Ford F-250	0	7
- Ford E-350	0	3
- Ford F-350	0	1
- MDV Purchases - Low Emission Vehicles (LEV)	0	0

VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY12 Annual Actual	FY13 Annual Actual
DEPARTMENT OF PARKS AND RECREATION		
Total Vehicles	2,485	2,523
- Light Duty	587	577
- Medium Duty	803	879
- Heavy Duty	356	364
- Other Vehicles	739	703
Vehicle in-service rate (%)	NA	95%
Vehicles purchased	NA	115
Average age of fleet (months)	77	79
Accidents in City vehicles	NA	442
Revenue from recoverable affirmative claims	NA	\$11,371
Employees trained in defensive driving	NA	1,000
Agency alternative fuel vehicles	674	1,438
Agency fleet using alternative fuels (%)	NA	57%
Vehicle fuel used (gallons)	NA	1,688,590
- Biodiesel fuel used (gallons)	NA	698,395
Fleet repair expenditures (\$000,000)	NA	\$8.6
Fleet fuel expenditures (\$000,000)	NA	\$5.2
Fleet acquisition expenditures (capital) (\$000,000)	NA	\$5.9
Fleet acquisition expenditures (expense) (\$000,000)	NA	\$1.7
Automotive repair personnel	NA	21
Fleet support personnel	NA	28

VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY12 Annual Actual	FY13 Annual Actual
Applicable Agency Light-Duty and Medium-Duty Vehicle Purchases by California LEV II Standards - DPR		
o Light Duty Vehicle (LDV) Purchases	77	15
- LDV Purchases - Zero Emission Vehicles (ZEV)	0	3
- Nissan Leaf	0	3
- LDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	67	1
- Ford Fusion Hybrid	0	1
- Ford Escape Hybrid	6	0
- Toyota Prius	61	0
- LDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- LDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	0	0
- LDV Purchases - Ultra Low Emission Vehicles (ULEV)	10	11
- Ford Escape	0	5
- Ford E-150	0	4
- Ford F-150	0	2
- Chevrolet Volt	10	0
- LDV Purchases - Low Emission Vehicles (LEV)	0	0
o Medium Duty Vehicle (MDV) Purchases	77	26
- MDV Purchases - Zero Emission Vehicles (ZEV)	0	0
- MDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	0	0
- MDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- MDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	72	0
- Ford E-250	1	0
- Ford E-350	30	0
- Ford F-250	41	0
- MDV Purchases - Ultra Low Emission Vehicles (ULEV)	0	26
- Ford E-350	0	24
- Ford F-250	0	2
- MDV Purchases - Low Emission Vehicles (LEV)	5	0
- Chevrolet Express	5	0

VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY12 Annual Actual	FY13 Annual Actual
POLICE DEPARTMENT		
Total Vehicles	8,646	7,913
- Light Duty	6,739	5,813
- Medium Duty	1,242	1,174
- Heavy Duty	337	327
- Other Vehicles	328	599
Vehicle in-service rate (%)	NA	94%
Vehicles purchased	NA	1,565
Average age of fleet (months)	50	52
Accidents in City vehicles ¹	NA	5.3
Revenue from recoverable affirmative claims	NA	\$1,975,493
Employees trained in defensive driving	NA	120
Agency alternative fuel vehicles	1,226	1,424
Agency fleet using alternative fuels (%)	NA	18%
Vehicle fuel used (gallons)	NA	9,337,204
- Biodiesel fuel used (gallons)	NA	47,650
Fleet repair expenditures (\$000,000)	NA	\$35.5
Fleet fuel expenditures (\$000,000)	NA	\$28.0
Fleet acquisition expenditures (capital) (\$000,000)	NA	\$5.6
Fleet acquisition expenditures (expense) (\$000,000)	NA	\$60.2
Automotive repair personnel	NA	270
Fleet support personnel	NA	70

¹NYPD accidents figure represents collisions per 100,000 miles.

VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY12 Annual Actual	FY13 Annual Actual
Applicable Agency Light-Duty and Medium-Duty Vehicle Purchases by California LEV II Standards - NYPD		
o Light Duty Vehicle (LDV) Purchases	268	323
- LDV Purchases - Zero Emission Vehicles (ZEV)	0	0
- LDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	262	297
- Ford Escape Hybrid	32	0
- Ford Fusion Hybrid	214	211
- Toyota Camry Hybrid	1	0
- Toyota Prius	15	86
- LDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- LDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	0	0
- LDV Purchases - Ultra Low Emission Vehicles (ULEV)	4	26
- Chevrolet Tahoe Hybrid	3	15
- Ford Escape	0	11
- Ford F-150	1	0
- LDV Purchases - Low Emission Vehicles (LEV)	2	0
- GMC Yukon Hybrid	2	0
o Medium Duty Vehicle (MDV) Purchases	6	21
- MDV Purchases - Zero Emission Vehicles (ZEV)	0	0
- MDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	0	0
- MDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- MDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	6	0
- Ford E-250	2	0
- Ford E-350	4	0
- MDV Purchases - Ultra Low Emission Vehicles (ULEV)	0	7
- Ford F-350	0	4
- Ford F-250	0	2
- Chevrolet Silverado Hybrid	0	1
- MDV Purchases - Low Emission Vehicles (LEV)	0	14
- Chevrolet Express	0	14

VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY12 Annual Actual	FY13 Annual Actual
FIRE DEPARTMENT		
Total Vehicles	2,211	2,062
- Pumpers (Engines)	271	268
- Ladders	178	194
- Ambulances	406	483
- Rescue	23	28
- Light Duty support	350	328
- Medium Duty support	689	534
- Heavy Duty support	187	124
- Other Vehicles support	107	103
Vehicle in-service rate (%)	NA	83%
Vehicles purchased	NA	363
Average age of fleet (months)		
Accidents in City vehicles	NA	1,240
- Ambulance	NA	793
- Apparatus	NA	447
Revenue from recoverable affirmative claims	NA	\$51,568
Employees trained in defensive driving	NA	139
Agency alternative fuel vehicles	102	82
Agency fleet using alternative fuels (%)	NA	4%
Vehicle fuel used (gallons)	NA	3,779,327
- Biodiesel fuel used (gallons)	NA	0
Fleet repair expenditures (\$000,000)	NA	\$33.0
Fleet fuel expenditures (\$000,000)	NA	\$12.3
Fleet acquisition expenditures (capital) (\$000,000)	NA	\$106.4
Fleet acquisition expenditures (expense) (\$000,000)	NA	\$8.2
Automotive repair personnel	NA	154
Fleet support personnel	NA	66

VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY12 Annual Actual	FY13 Annual Actual
Applicable Agency Light-Duty and Medium-Duty Vehicle Purchases by California LEV II Standards - FDNY		
o Light Duty Vehicle (LDV) Purchases	0	21
- LDV Purchases - Zero Emission Vehicles (ZEV)	0	0
- LDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	0	2
- Toyota Prius	0	2
- LDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- LDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	0	0
- LDV Purchases - Ultra Low Emission Vehicles (ULEV)	0	19
- Chevrolet Tahoe Hybrid	0	19
- LDV Purchases - Low Emission Vehicles (LEV)	0	0
o Medium Duty Vehicle (MDV) Purchases	1	3
- MDV Purchases - Zero Emission Vehicles (ZEV)	0	0
- MDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	0	0
- MDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- MDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	1	0
- Ford F-250	1	0
- MDV Purchases - Ultra Low Emission Vehicles (ULEV)	0	3
- Ford E-350	0	2
- Ford F-250	0	1
- MDV Purchases - Low Emission Vehicles (LEV)	0	0

VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY12 Annual Actual	FY13 Annual Actual
DEPARTMENT OF CORRECTION		
Total Vehicles	515	484
- Light Duty	159	156
- Medium Duty	152	123
- Heavy Duty	182	183
- Other Vehicles	22	22
Vehicle in-service rate (%)	NA	98%
Vehicles purchased	NA	12
Average age of fleet (months)	88	87
Accidents in City vehicles	NA	60
Revenue from recoverable affirmative claims	NA	\$8,680
Employees trained in defensive driving	NA	0
Agency alternative fuel vehicles	60	53
Agency fleet using alternative fuels (%)	NA	11%
Vehicle fuel used (gallons)	NA	565,939
- Biodiesel fuel used (gallons)	NA	307,791
Fleet repair expenditures (\$000,000)	NA	\$2.8
Fleet fuel expenditures (\$000,000)	NA	\$1.8
Fleet acquisition expenditures (capital) (\$000,000)	NA	\$0.6
Fleet acquisition expenditures (expense) (\$000,000)	NA	\$0.4
Automotive repair personnel	NA	21
Fleet support personnel	NA	1

VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY12 Annual Actual	FY13 Annual Actual
Applicable Agency Light-Duty and Medium-Duty Vehicle Purchases by California LEV II Standards - DOC		
o Light Duty Vehicle (LDV) Purchases	37	10
- LDV Purchases - Zero Emission Vehicles (ZEV)	2	0
- Ford Transit Connect EV	2	0
- LDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	23	0
- Ford Escape Hybrid	1	0
- Ford Fusion Hybrid	22	0
- LDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- LDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	11	0
- Ford E-150	6	0
- Toyota Highlander Hybrid	5	0
- LDV Purchases - Ultra Low Emission Vehicles (ULEV)	0	10
- Ford Escape	0	7
- Chevrolet Tahoe Hybrid	0	3
- LDV Purchases - Low Emission Vehicles (LEV)	1	0
- GMC Yukon	1	0
o Medium Duty Vehicle (MDV) Purchases	0	16
- MDV Purchases - Zero Emission Vehicles (ZEV)	0	0
- MDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	0	0
- MDV Purchases - Partial Zero Emission Vehicles (PZEV)	0	0
- MDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	0	0
- MDV Purchases - Ultra Low Emission Vehicles (ULEV)	0	16
- Ford E-350	0	16
- MDV Purchases - Low Emission Vehicles (LEV)	0	0

VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY12 Annual Actual	FY13 Annual Actual
DEPARTMENT OF EDUCATION		
Total Vehicles	NA	309
- Light Duty	NA	175
- Medium Duty	NA	112
- Heavy Duty	NA	22
- Other Vehicles	NA	0
Vehicle in-service rate (%)	NA	97%
Vehicles purchased	NA	0
Average age of fleet (months)	NA	55
Accidents in City vehicles	NA	64
Revenue from recoverable affirmative claims	NA	\$53,707
Employees trained in defensive driving	NA	2
Agency alternative fuel vehicles	NA	80
Agency fleet using alternative fuels (%)	NA	26%
Vehicle fuel used (gallons)	NA	201,576
- Biodiesel fuel used (gallons)	NA	0
Fleet repair expenditures (\$000,000)	NA	\$0.3
Fleet fuel expenditures (\$000,000)	NA	\$0.7
Fleet acquisition expenditures (capital) (\$000,000)	NA	\$0.0
Fleet acquisition expenditures (expense) (\$000,000)	NA	\$0.0
Automotive repair personnel	NA	1
Fleet support personnel	NA	1

VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY12 Annual Actual	FY13 Annual Actual
Applicable Agency Light-Duty and Medium-Duty Vehicle Purchases by California LEV II Standards - DOE		
o Light Duty Vehicle (LDV) Purchases	NA	0
- LDV Purchases - Zero Emission Vehicles (ZEV)	NA	0
- LDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	NA	0
- LDV Purchases - Partial Zero Emission Vehicles (PZEV)	NA	0
- LDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	NA	0
- LDV Purchases - Ultra Low Emission Vehicles (ULEV)	NA	0
- LDV Purchases - Low Emission Vehicles (LEV)	NA	0
o Medium Duty Vehicle (MDV) Purchases	NA	0
- MDV Purchases - Zero Emission Vehicles (ZEV)	NA	0
- MDV Purchases - Advanced Technology Partial Zero Emission Vehicles (ATPZEV)	NA	0
- MDV Purchases - Partial Zero Emission Vehicles (PZEV)	NA	0
- MDV Purchases - Super Ultra Low Emission Vehicles (SULEV)	NA	0
- MDV Purchases - Ultra Low Emission Vehicles (ULEV)	NA	0
- MDV Purchases - Low Emission Vehicles (LEV)	NA	0

VEHICLE FLEETS AND MAINTENANCE

DEFINITIONS

Accidents in City vehicles: The number of accidents in the year as reported by City agencies.

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 fleet 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).

City funded fleet: The total number of City vehicles that were purchased with tax-levy or City funds.

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

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.

Employees trained in defensive driving: The number of City employees trained in defensive driving centrally.

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 repair expenditures (\$000,000): The amount spent on repair and maintenance of City fleet during the year.

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

Non-City funded fleet: The total number of City vehicles that were purchased with grant funds or donated by another entity.

Percentage of alternative fuel vehicles in City fleet: The percentage of vehicles in the City fleet that is using alternative fuel. This calculation does not include vehicles in the "Other" subgroup.

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

Revenue from recoverable affirmative claims: The amount of money recovered following accidents and 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.

VEHICLE FLEETS AND MAINTENANCE

LIST OF AGENCIES IN THE CITY 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

GrowNYC (formerly known as "Council on the Environment")

Human Resources Administration

Landmarks Preservation Commission

Law Department

Manhattan Borough President

Mayor's Office

NYC Economic Development Corporation

Office of Administrative Trials and Hearings

Office of Chief Medical Examiner

Office of Emergency Management

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

AGENCY PROCUREMENT ACTIONS BY METHOD FISCAL 2013

Section 12c(5) of the Charter requires that the Mayor's Management Report include for each agency a summary of the number and dollar value of the contracts entered into during the previous fiscal year (e.g., Fiscal 2013), categorized by the method of procurement used. This information is maintained by the Mayor's Office of Contract Services (MOCS) and presented in the tables below.

To find additional information on agency procurement in MOCS' "Annual Procurement Indicators Report" upon its release in September 2013, and other information on City contracting and procurement, please visit: www.nyc.gov/mocs/html/research/indicator_reports.shtml.

Assignment								
Agency	Fiscal 2013		Fiscal 2012		Fiscal 2011		Fiscal 2010	
	Count	Value	Count	Value	Count	Value	Count	Value
ACS	4	\$24,404,287	1	\$243,192	2	\$2,332,625	2	\$208,414
DCAS	11	\$108,518,029	8	\$11,989,101	4	\$10,267,961	3	\$2,424,407
DDC	0	\$0	2	\$12,921,975	0	\$0	0	\$0
DEP	0	\$0	0	\$0	3	\$672,177	4	\$213,536,110
DFTA	0	\$0	6	\$2,368,981	1	\$135,616	1	\$232,071
DHS	1	\$972,398	0	\$0	0	\$0	3	\$3,838,798
DOHMH	2	\$1,259,994	7	\$4,151,434	2	\$13,947,980	0	\$0
DOITT	0	\$0	0	\$0	0	\$0	1	\$15,639,088
DOT	0	\$0	0	\$0	2	\$422,204	0	\$0
DPR	0	\$0	3	\$2,917,527	3	\$13,092,000	0	\$0
DSBS	2	\$2,087,542	2	\$11,406,000	1	\$3,482,042	0	\$0
DSNY	2	\$2,654,471	2	\$2,641,427	1	\$3,468,489	0	\$0
DYCD	15	\$2,199,031	1	\$732,816	2	\$198,601	5	\$2,587,901
HPD	1	\$11,746						
HRA	2	\$24,097,990	0	\$0	0	\$0	0	\$0
Law	3	\$392,218	1	\$120	3	\$1,510,375	3	\$971,010
Total	43	\$166,597,705	33	\$49,372,573	24	\$49,530,070	22	\$239,437,798

Buy-Against								
Agency	Fiscal 2013		Fiscal 2012		Fiscal 2011		Fiscal 2010	
	Count	Value	Count	Value	Count	Value	Count	Value
BIC	0	\$0	1	\$6,076	0	\$0	0	\$0
DCA	0	\$0	3	\$26,758	0	\$0	0	\$0
DCAS	4	\$8,295,432	12	\$268,565	16	\$3,709,037	3	\$33,510
DCP	0	\$0	0	\$0	1	\$15,685	0	\$0
DSNY	1	\$400,000						
HRA	0	\$0	0	\$0	1	\$5,000	0	\$0
Law	0	\$0	0	\$0	0	\$0	1	\$750,858
Total	5	\$8,695,432	16	301,399	18	3,729,722	\$4	784367.98

AGENCY PROCUREMENT ACTIONS BY METHOD FISCAL 2013

Agency	Amendment							
	Fiscal 2013		Fiscal 2012		Fiscal 2011		Fiscal 2010	
	Count	Value	Count	Value	Count	Value	Count	Value
ACS	161	\$205,329,655	343	\$82,865,583	282	\$71,517,217	958	\$75,690,366
BIC	1	\$2,000	0	\$0	1	\$5,000	0	\$0
CCHR	2	(\$4,478)	0	\$0	0	\$0	4	\$492
CCRB	10	\$42,576	3	\$10,525	4	\$44,643	10	\$3,637
CJC	18	\$4,834,173	20	\$96,262,976	3	\$996,457	7	\$4,099,025
DCA	11	\$580,087	6	\$66,092	1	\$40,311	2	\$2,987
DCAS	48	\$413,907,904	65	(\$209,103,104)	44	(\$73,216,559)	133	(\$49,889,813)
DCLA	5	(\$12,418)	1	\$6,294	2	\$4,905	7	\$2,225
DCP	0	\$0	1	(\$544,907)	3	(\$108,093)	13	\$298,646
DDC	47	\$10,490,328	29	\$2,005,032	32	\$6,912,991	238	(\$140,302,860)
DEP	92	(\$16,476,180)	150	\$64,193,048	136	(\$12,127,806)	197	\$26,697
DFTA	707	\$22,629,593	850	\$18,177,384	900	\$24,994,320	688	\$20,119,068
DHS	66	\$32,414,145	60	\$26,471,894	62	\$47,599,444	76	\$32,504,323
DJJ							25	(\$21,550)
DOB	12	\$1,021,757	6	\$364,934	9	\$229,669	29	\$573,385
DOC	20	\$17,655,862	16	\$7,357,156	13	\$1,059,356	36	\$5,207,076
DOF	14	\$11,778,647	9	\$1,865,773	9	\$16,856,522	23	\$17,220,514
DOHMH	142	\$10,808,042	133	\$10,668,822	126	\$6,009,119	1,040	\$23,223,662
DOI	1	\$27,150	0	\$0	1	\$4,000	4	\$57,062
DOITT	30	\$37,741,252	39	\$75,605,991	30	\$102,399,824	46	\$102,897,357
DOP	12	\$235,713	4	\$15,545	10	\$634,545	12	\$11,710
DOT	18	(\$18,464,559)	30	\$72,470,074	25	\$8,755,395	276	\$2,582,362
DPR	23	\$69,247,841	40	\$4,473,498	38	\$6,591,360	196	\$58,910,810
DSBS	34	\$308,985,818	35	\$11,236,986	22	(\$2,978,144)	82	\$15,778,985
DSNY	40	\$4,064,371	30	(\$16,402,652)	23	(\$144,853,166)	42	\$254,889
DYCD	263	\$3,339,683	646	\$4,628,452	574	\$590,958	657	(\$1,570,045)
FDNY	44	\$5,916,914	33	\$23,412,724	27	\$12,321,394	73	\$1,864,816
HPD	12	\$916,655	14	\$919,984	10	\$821,408	496	(\$21,245)
HRA	49	(\$19,703,960)	54	\$21,333,239	93	\$46,733	85	\$14,682,590
Law	46	\$11,530,644	32	\$19,782,749	37	\$16,638,705	106	\$12,675,230
LPC	1	\$965	0	\$0	2	\$15,567	2	(\$12,690)
NYPD	51	\$26,047,639	64	\$18,978,655	53	\$17,831,982	358	\$731,265
OATH	1	\$100						
OEM	7	\$7,305,633	2	\$97,000	6	\$1,669,336	16	(\$3,722)
TLC	0	\$0	0	\$0	0	\$0	4	\$0
Total	1,988	\$1,152,194,153	2715	337,219,747	2578	111,307,391	\$5,941	197597253.7

AGENCY PROCUREMENT ACTIONS BY METHOD FISCAL 2013

Agency	Amendment Extension							
	Fiscal 2013		Fiscal 2012		Fiscal 2011		Fiscal 2010	
	Count	Value	Count	Value	Count	Value	Count	Value
ACS	5	\$484,899,249	10	\$11,489,142	12	\$18,396,434	65	\$349,805,892
CJC	3	\$1,200,000	14	\$8,603,725	16	\$6,789,319	0	\$0
DCA	1	\$120,720	1	\$40,311	0	\$0	1	\$103,500
DCAS	6	\$26,002,000	2	\$6,050,186	3	\$3,174,800	4	\$661,374
DCLA	2	\$4,600	1	\$28,000	0	\$0	0	\$0
DCP	0	\$0	1	\$544,907	0	\$0	0	\$0
DDC	5	\$1,257,234	3	\$290,091	7	\$802,866	1	\$161,347
DEP	10	\$7,357,254	18	\$85,328,886	21	\$17,150,756	9	\$5,177,961
DFTA	44	\$20,679,861	89	\$25,444,418	45	\$17,536,260	55	\$27,663,726
DHS	29	\$84,396,728	10	\$27,077,164	15	\$15,798,694	14	\$20,102,380
DJJ							4	\$3,349,584
DOB	2	\$141,174	1	\$680,000	0	\$0	5	\$2,358,522
DOC	2	\$3,606,173	4	\$2,014,515	4	\$3,309,814	4	\$1,067,446
DOF	4	\$13,801,500	3	\$5,075,000	4	\$386,135	10	\$3,239,475
DOHMH	20	\$6,384,395	20	\$12,717,905	35	\$14,472,388	23	\$13,265,960
DOI	4	\$4,075,000	0	\$0	0	\$0	2	\$2,125,000
DOITT	8	\$20,578,467	7	\$18,768,950	9	\$16,505,460	53	\$18,394,597
DOP	0	\$0	4	\$656,721	0	\$0	0	\$0
DOT	0	\$0	5	\$17,874,360	5	\$3,204,410	6	\$6,175,233
DPR	0	\$0	2	\$1,674,642	1	\$100,000	1	\$100,000
DSBS	1	\$2,858	3	\$2,891,145	25	\$7,895,153	5	\$1,459,613
DSNY	3	\$671,394	1	\$42,120	2	\$256,720	5	\$2,841,373
DYCD	35	\$2,943,222	443	\$60,408,515	263	\$42,491,655	99	\$25,296,361
FDNY	9	\$2,384,430	9	\$3,850,168	8	\$1,265,975	13	\$24,578,261
HPD	23	\$1,080,508	6	\$773,390	1	\$16,146	9	\$563,050
HRA	12	\$8,446,941	40	\$45,912,578	21	\$71,231,516	34	\$21,339,812
Law	8	\$2,498,290	10	\$4,181,000	3	\$1,512,550	1	\$2,650,000
NYPD	5	\$966,092	9	\$2,705,283	8	\$5,826,716	5	\$1,614,854
OEM	1	\$338,968	2	\$246,920	0	\$0	2	\$150,000
Total	242	\$693,837,058	718	345,370,042	508	248,123,766	\$430	534245319.5

AGENCY PROCUREMENT ACTIONS BY METHOD FISCAL 2013

Competitive Sealed Bid								
Agency	Fiscal 2013		Fiscal 2012		Fiscal 2011		Fiscal 2010	
	Count	Value	Count	Value	Count	Value	Count	Value
ACS	7	\$2,810,286	5	\$1,370,520	10	\$19,870,390	6	\$8,783,550
DCAS	174	\$302,481,779	272	\$620,322,918	290	\$937,646,318	294	\$1,034,596,968
DDC	88	\$1,004,605,495	66	\$680,632,456	112	\$682,273,920	118	\$494,230,072
DEP	46	\$281,345,041	68	\$349,769,899	65	\$287,207,417	99	\$1,329,561,311
DHS	9	\$15,676,671	6	\$3,383,825	14	\$11,828,688	11	\$23,286,084
DOB	0	\$0	0	\$0	1	\$40,000	4	\$13,884,450
DOC	4	\$22,018,318	13	\$70,097,957	7	\$8,984,725	9	\$11,810,714
DOF	1	\$58,836	4	\$15,887,132	1	\$686,716	0	\$0
DOHMH	2	\$341,580	10	\$4,242,026	17	\$8,559,314	13	\$27,570,418
DOITT	2	\$679,349	2	\$4,711,405	2	\$809,141	6	\$15,548,681
DOT	21	\$236,138,180	24	\$143,024,944	40	\$211,233,065	55	\$1,315,628,307
DPR	93	\$122,340,877	111	\$185,537,775	117	\$183,668,993	177	\$385,213,795
DSBS	0	\$0	1	\$20,000,000	0	\$0	0	\$0
DSNY	30	\$170,615,404	31	\$558,366,461	19	\$483,208,684	46	\$1,357,379,540
FDNY	8	\$45,907,097	8	\$34,270,199	11	\$22,190,486	11	\$13,800,671
HPD	18	\$8,791,294	17	\$9,031,326	142	\$3,363,281	16	\$15,987,889
HRA	6	\$7,997,106	12	\$37,827,368	3	\$6,309,768	4	\$3,295,348
Law	0	\$0	0	\$0	1	\$168,102	2	\$756,341
LPC	0	\$0	0	\$0	1	\$96,749	0	\$0
NYPD	14	\$10,111,874	8	\$2,171,829	11	\$5,532,847	13	\$7,945,640
OATH	0	\$0	1	\$780,000	0	\$0	0	\$0
Total	523	\$2,231,919,188	659	2,741,428,039	864	2,873,678,605	\$884	6059279777

Demonstration Project								
Agency	Fiscal 2013		Fiscal 2012		Fiscal 2011		Fiscal 2010	
	Count	Value	Count	Value	Count	Value	Count	Value
DFTA	1	\$85,000						
DOF	0	\$0	1	\$15,000,000	0	\$0	0	\$0
DOT	0	\$0	0	\$0	0	\$0	1	\$94,987
DPR	0	\$0	1	\$990,000	0	\$0	0	\$0
Total	1	\$85,000	2	15,990,000	0	0	\$1	94986.6

AGENCY PROCUREMENT ACTIONS BY METHOD FISCAL 2013

Construction Change Order								
Agency	Fiscal 2013		Fiscal 2012		Fiscal 2011		Fiscal 2010	
	Count	Value	Count	Value	Count	Value	Count	Value
DCAS	121	\$6,438,284	102	\$11,168,466	56	\$3,797,355	96	\$1,762,513
DDC	812	\$119,300,979	573	\$78,322,696	535	\$113,146,074	435	\$71,844,282
DEP	966	\$236,848,282	1,185	\$303,129,217	1,437	\$277,972,863	1342	\$332,312,042
DHS	7	\$2,303,031	9	\$2,322,595	16	\$2,190,987	21	\$2,540,012
DOC	8	\$5,480,782	6	\$14,854,553	8	\$4,298,866	7	\$11,749,919
DOHMH	2	\$351,751	0	\$0	2	(\$40,741)	1	\$100,000
DOT	103	\$45,232,751	71	\$50,138,994	74	\$70,801,634	68	\$44,472,323
DPR	366	\$46,169,931	333	\$76,589,740	416	\$46,017,450	117	\$21,973,613
DSBS	0	\$0	2	\$3,290	0	\$0	0	\$0
DSNY	147	\$1,564,247	121	\$10,752,344	236	\$1,226,288	157	\$13,536,421
FDNY	2	\$39,827,965	2	\$681,113	5	\$2,215,188	2	\$973,921
HPD	25	\$96,189	20	\$154,485	20	\$468,778	66	(\$6,951,462)
HRA	0	\$0	0	\$0	0	\$0	0	\$0
NYPD	5	\$204,206	3	\$330,789	8	\$343,307	9	(\$1,320,553)
Total	2,564	\$503,818,398	2427	548,448,280	2813	522,438,050	\$2,321	492993029.9

Design Change Order								
Agency	Fiscal 2013		Fiscal 2012		Fiscal 2011		Fiscal 2010	
	Count	Value	Count	Value	Count	Value	Count	Value
DCAS	0	\$0	1	\$662,859	1	(\$325,017)	1	(\$438,168)
DDC	68	\$34,435,226	61	\$17,465,926	53	\$30,045,549	41	\$12,428,017
DEP	53	\$73,835,649	43	\$120,562,506	117	\$112,637,345	157	\$202,263,645
DHS	0	\$0	0	\$0	0	\$0	1	\$105,000
DOB	0	\$0	0	\$0	0	\$0	0	\$0
DOC	4	\$2,566,207	3	\$613,333	0	\$0	0	\$0
DOT	33	\$14,526,576	26	\$9,935,390	45	\$20,275,257	41	\$23,661,691
DPR	10	\$1,337,974	27	\$2,090,384	36	\$3,546,714	34	\$7,203,047
DSBS	0	\$0	1	\$26,475	0	\$0	0	\$0
DSNY	2	\$1,633,971	8	\$2,149,607	3	(\$276,284)	7	\$16,882,658
FDNY	1	\$949,104	1	\$32,473	3	\$1,740,627	0	\$0
HPD	0	\$0	0	\$0	0	\$0	1	(\$2,450,882)
Total	171	\$129,284,707	171	153,538,952	258	167,644,192	\$283	259655008.8

AGENCY PROCUREMENT ACTIONS BY METHOD FISCAL 2013

Emergency								
Agency	Fiscal 2013		Fiscal 2012		Fiscal 2011		Fiscal 2010	
	Count	Value	Count	Value	Count	Value	Count	Value
ACS	1	\$476,702	1	\$250,000	0	\$0	0	\$0
BIC	0	\$0	0	\$0	1	\$6,395	0	\$0
DCA	1	\$15,810						
DCAS	41	\$34,735,051	6	\$3,503,584	5	\$11,054,430	0	\$0
DDC	7	\$16,423,657	4	\$8,979,839	8	\$14,433,873	0	\$0
DEP	26	\$476,819,324	29	\$34,992,376	2	\$855,350	5	\$15,206,233
DHS	38	\$40,526,594	0	\$0	8	\$23,370,191	3	\$5,365,021
DOB	9	\$5,919,398	1	\$7,500	0	\$0	0	\$0
DOC	10	\$1,324,327	6	\$516,678	1	\$37,000	0	\$0
DOF	1	\$40,000	0	\$0	0	\$0	0	\$0
DOHMH	1	\$100,000	1	\$23,647	0	\$0	0	\$0
DOI	5	\$8,400,000						
DOITT	5	\$532,179	1	\$60,162	0	\$0	0	\$0
DOP	1	\$5,613						
DOT	6	\$23,551,623	0	\$0	1	\$56,750	2	\$11,066,360
DPR	18	\$44,138,885	3	\$4,193,524	1	\$170,552	2	\$1,953,233
DSNY	46	\$14,231,286	11	\$1,743,294	188	\$10,060,669	3	\$54,394
FDNY	1	\$1,083,158	1	\$7,507	0	\$0	0	\$0
HPD	57	\$7,033,503	45	\$4,173,687	87	\$6,892,427	110	\$8,040,827
HRA	10	\$6,559,920	1	\$5,210	0	\$0	0	\$0
Law	0	\$0	0	\$0	0	\$0	2	\$18,066
NYPD	20	\$5,802,498	3	\$57,898	0	\$0	1	\$62,300
OEM	28	\$2,927,077	30	\$625,360	0	\$0	0	\$0
ILC	0	\$0	9	\$69,271	0	\$0	1	\$20,597
Total	332	\$690,646,602	152	\$9,209,536	302	\$66,937,636	\$129	\$417,870,317.99

Innovative								
Agency	Fiscal 2013		Fiscal 2012		Fiscal 2011		Fiscal 2010	
	Count	Value	Count	Value	Count	Value	Count	Value
DFTA	236	\$350,410,645	8	\$24,485,289	0	\$0	0	\$0
HRA	1	\$11,712,000						
Total	237	\$362,122,645	8	\$24,485,289	0	\$0	\$0	\$0

**AGENCY PROCUREMENT ACTIONS BY METHOD
FISCAL 2013**

Government-to-Government								
Agency	Fiscal 2013		Fiscal 2012		Fiscal 2011		Fiscal 2010	
	Count	Value	Count	Value	Count	Value	Count	Value
ACS	0	\$0	2	\$500,000	0	\$0	1	\$25,000
CJC	0	\$0	0	\$0	0	\$0	3	\$981,733
DCA	0	\$0	0	\$0	1	\$9,708	0	\$0
DCAS	4	\$23,365,559	2	\$25,190	5	\$1,633,265	7	\$37,282
DCLA	0	\$0	0	\$0	0	\$0	1	\$17,407
DCP	1	\$9,916						
DDC	2	\$16,030	26	\$550,741	7	\$86,279	2	\$24,000
DEP	13	\$54,373,801	13	\$11,174,665	13	\$13,479,681	19	\$28,447,356
DFTA	1	\$221,000						
DHS	2	\$720,081	1	\$871,009	0	\$0	1	\$647,832
DOC	0	\$0	1	\$9,419	0	\$0	0	\$0
DOF	2	\$3,171	4	\$143,725	1	\$7,000	0	\$0
DOHMH	5	\$29,519,476	1	\$6,073	5	\$36,030	3	\$11,627,829
DOI	1	\$300,000	5	\$33,400	0	\$0	3	\$15,145
DOITT	0	\$0	3	\$13,269,241	1	\$1,500	0	\$0
DOP	0	\$0	1	\$400	0	\$0	0	\$0
DOT	3	\$180,310,220	5	\$1,930,000	4	\$3,933,666	2	\$27,369
DPR	7	\$2,113,200	18	\$2,890,752	12	\$8,736,769	12	\$5,134,087
DSBS	2	\$2,800,000	2	\$12,580	1	\$1,249	0	\$0
DSNY	3	\$754,900,825	1	\$700,000	0	\$0	2	\$218,989
FDNY	4	\$2,741,479	3	\$76,075	0	\$0	0	\$0
HPD	1	\$7,805,000	0	\$0	1	\$900,000	1	\$8,126,000
HRA	0	\$0	2	\$39,999	0	\$0	0	\$0
Law	1	\$37,204	0	\$0	1	\$237,000	0	\$0
NYPD	0	\$0	1	\$142,800	0	\$0	0	\$0
OEM	0	\$0	0	\$0	1	\$3,000,000	1	\$395,000
TLC	0	\$0	1	\$47,532	0	\$0	0	\$0
Total	52	\$1,059,236,962	92	32,423,599	53	32,062,147	58	55725029.53

AGENCY PROCUREMENT ACTIONS BY METHOD FISCAL 2013

Intergovernmental								
Agency	Fiscal 2013		Fiscal 2012		Fiscal 2011		Fiscal 2010	
	Count	Value	Count	Value	Count	Value	Count	Value
ACS	40	\$1,201,056	36	\$1,397,031	20	\$417,203	22	\$589,846
BIC	4	\$42,536	0	\$0	2	\$13,546	4	\$50,407
CCHR	0	\$0	1	\$99,468	0	\$0	0	\$0
CCRB	3	\$115,343	2	\$58,933	0	\$0	1	\$25,000
CCSC					1	\$3,446	0	\$0
CJC	0	\$0	1	\$50,018	0	\$0	0	\$0
DCA	9	\$164,389	19	\$266,695	12	\$159,335	18	\$488,534
DCAS	244	\$185,408,829	242	\$123,260,680	369	\$149,765,652	163	\$58,452,134
DCLA	4	\$186,983	7	\$94,011	9	\$261,998	16	\$1,037,920
DGP	0	\$0	1	\$43,222	1	\$108,365	2	\$197,988
DDC	24	\$809,164	7	\$520,366	17	\$845,326	12	\$648,073
DEP	176	\$11,683,872	272	\$21,768,151	255	\$9,890,743	317	\$11,924,992
DFTA	14	\$231,319	27	\$439,959	20	\$303,189	11	\$172,022
DHS	4	\$220,550	22	\$674,461	6	\$161,999	19	\$344,782
DJJ							6	\$70,799
DOB	12	\$276,953	20	\$1,659,611	23	\$5,175,438	18	\$1,945,970
DOC	32	\$838,580	72	\$3,922,588	101	\$3,323,261	127	\$1,775,104
DOF	18	\$2,071,612	34	\$2,291,735	9	\$6,645,846	5	\$249,667
DOHMH	71	\$3,385,840	59	\$9,774,895	50	\$14,374,007	66	\$8,209,508
DOI	19	\$553,534	23	\$471,735	19	\$365,351	18	\$216,483
DOITT	87	\$100,140,065	102	\$177,517,407	104	\$306,740,809	64	\$361,888,096
DOP	55	\$624,263	91	\$839,999	91	\$1,310,233	99	\$1,013,910
DOT	39	\$12,879,544	60	\$18,617,777	56	\$1,833,889	46	\$1,990,968
DPR	32	\$1,054,289	43	\$2,000,725	211	\$3,605,916	370	\$2,862,274
DSBS	1	\$21,441	6	\$114,100	1	\$22,641	4	\$429,003
DSNY	30	\$1,009,298	26	\$47,769,510	31	\$2,118,145	44	\$702,633
DYCD	9	\$116,667	3	\$29,776	23	\$275,975	19	\$75,434
FDNY	113	\$5,265,705	140	\$88,318,881	204	\$7,806,071	146	\$5,172,273
HPD	2	\$119,885	7	\$350,032	19	\$1,165,502	20	\$1,389,855
HRA	70	\$20,238,607	91	\$40,055,617	114	\$76,019,366	148	\$20,543,316
Law	31	\$970,382	39	\$1,248,749	31	\$1,152,035	58	\$1,410,131
LPC	0	\$0	1	\$11,115	0	\$0	3	\$121,720
NYPD	437	\$9,408,757	449	\$25,145,576	439	\$10,199,091	483	\$15,880,820
OATH	5	\$194,086	19	\$534,624	0	\$0	0	\$0
OEM	13	\$376,697	11	\$282,751	23	\$479,558	27	\$617,259
TLC	0	\$0	2	\$12,185	2	\$35,467	0	\$0
Total	1,598	\$359,610,246	1935	569,642,383	2263	604,579,402	\$2,356	500496918

**AGENCY PROCUREMENT ACTIONS BY METHOD
FISCAL 2013**

Line-Item Appropriation								
Agency	Fiscal 2013		Fiscal 2012		Fiscal 2011		Fiscal 2010	
	Count	Value	Count	Value	Count	Value	Count	Value
ACS	19	\$9,236,681	7	\$985,000	2	\$13,500	8	\$568,500
CJC	41	\$14,113,094	51	\$11,906,129	33	\$8,422,903	67	\$20,140,477
DCLA	1	\$50,000	4	\$2,048,917	8	\$1,642,634	28	\$1,433,275
DDC	21	\$10,771,720	31	\$7,902,348	18	\$6,200,054	20	\$10,141,837
DFIA	356	\$12,637,652	355	\$13,663,592	295	\$9,893,890	396	\$14,943,228
DHS	3	\$250,000	11	\$2,465,054	3	\$250,000	3	\$250,000
DJJ							3	\$695,000
DOC	4	\$20,300	6	\$26,600	6	\$20,300	6	\$20,300
DOHMH	197	\$17,652,197	232	\$26,569,894	281	\$33,896,985	258	\$40,406,698
DOP	6	\$897,000	1	\$250,000	0	\$0	0	\$0
DPR	49	\$1,007,325	56	\$1,075,536	54	\$969,575	68	\$860,937
DSBS	90	\$8,281,522	87	\$7,824,600	84	\$8,217,776	79	\$6,445,249
DYCD	1,505	\$88,699,130	1,394	\$46,152,965	1,203	\$41,205,077	1386	\$44,183,697
FDNY	24	\$152,000	26	\$156,452	25	\$154,405	23	\$143,357
HPD	98	\$5,737,668	100	\$6,990,766	98	\$6,054,782	154	\$9,377,294
HRA	22	\$2,208,200	23	\$2,266,367	20	\$2,255,200	26	\$2,591,200
OEM	1	\$3,065	1	\$3,494	6	\$14,000	11	\$1,006,231
Total	2,437	\$171,717,554	2385	130,287,714	2136	119,211,081	\$2,536	153207279

AGENCY PROCUREMENT ACTIONS BY METHOD FISCAL 2013

Micropurchase								
Agency	Fiscal 2012		Fiscal 2012		Fiscal 2011		Fiscal 2010	
	Count	Value	Count	Value	Count	Value	Count	Value
ACS	482	\$1,418,702	597	\$1,771,563	843	\$2,280,156	427	\$1,081,219
BIC	29	\$43,130	116	\$115,770	124	\$164,106	59	\$100,953
CCHR	113	\$112,545	81	\$68,222	112	\$103,173	65	\$71,817
CCRB	64	\$95,798	70	\$67,344	127	\$127,933	67	\$69,983
CCSC					31	\$32,348	4	\$10,293
CJC	11	\$13,417	0	\$0	70	\$99,571	2	\$9,000
DCA	140	\$294,415	170	\$388,276	147	\$291,467	123	\$265,295
DCAS	371	\$740,232	576	\$1,113,210	773	\$1,295,547	855	\$1,630,877
DCLA	39	\$126,226	34	\$86,910	47	\$109,516	68	\$185,738
DGP	114	\$165,900	165	\$276,453	99	\$156,624	128	\$193,742
DDC	263	\$572,235	320	\$701,902	311	\$660,659	299	\$592,209
DEP	1,477	\$5,002,235	1,893	\$6,333,279	2,957	\$8,380,445	2,971	\$8,909,090
DFTA	204	\$545,376	193	\$505,035	279	\$717,848	309	\$781,649
DHS	98	\$239,049	83	\$194,877	121	\$237,816	122	\$258,878
DJJ							220	\$475,051
DOB	87	\$110,685	90	\$197,057	108	\$211,173	85	\$140,291
DOC	331	\$862,118	414	\$1,117,848	603	\$1,627,188	555	\$1,427,161
DOF	114	\$227,970	175	\$322,873	211	\$429,923	211	\$358,578
DOHMH	647	\$1,791,565	623	\$1,720,499	951	\$2,332,332	901	\$2,217,129
DOI	63	\$118,543	23	\$45,910	37	\$78,294	60	\$102,211
DOITT	134	\$326,322	162	\$389,362	164	\$358,815	147	\$288,068
DOP	132	\$165,687	92	\$139,711	92	\$181,154	63	\$72,029
DORIS							63	\$108,525
DOT	295	\$871,294	477	\$1,478,599	714	\$2,206,360	704	\$2,154,605
DPR	1,665	\$3,880,995	1,925	\$4,329,713	2,771	\$6,041,445	2,070	\$4,372,042
DSBS	141	\$238,837	165	\$296,474	123	\$276,484	157	\$326,241
DSNY	1,244	\$2,821,297	1,834	\$3,498,157	2,174	\$4,068,398	2,231	\$4,190,867
DYCD	113	\$187,932	128	\$195,379	131	\$211,077	127	\$231,176
FDNY	155	\$496,397	296	\$876,507	769	\$1,959,876	735	\$1,829,616
HPD	9,042	\$5,510,953	12,625	\$7,375,026	15,969	\$10,390,994	15,032	\$9,363,832
HRA	394	\$778,566	372	\$735,642	716	\$1,238,194	537	\$861,646
Law	720	\$1,413,860	756	\$1,474,131	747	\$1,589,481	751	\$1,501,302
LPC	43	\$58,406	30	\$48,388	36	\$56,606	48	\$75,916
NYPD	3,376	\$7,197,792	3,279	\$6,889,545	3,833	\$7,292,618	3,070	\$6,366,073
OATH	94	\$202,389	131	\$228,518				
OEM	89	\$227,156	118	\$263,809	169	\$309,801	206	\$362,820
TLC	315	\$557,480	345	\$559,876	310	\$601,133	237	\$470,122
Total	22,599	\$37,415,505	28358	43,805,866	36669	56,118,557	\$33,709	51456044.46

AGENCY PROCUREMENT ACTIONS BY METHOD FISCAL 2013

Negotiated Acquisition								
Agency	Fiscal 2013		Fiscal 2012		Fiscal 2011		Fiscal 2010	
	Count	Value	Count	Value	Count	Value	Count	Value
ACS	18	\$150,436,210	5	\$11,857,044	3	\$7,860,090	2	\$2,008,700
CJC	0	\$0	0	\$0	3	\$5,093,455	1	\$700,000
DCAS	0	\$0	1	\$15,000	2	\$722,475	0	\$0
DCLA	0	\$0	1	\$53,536	2	\$252,945	0	\$0
DDC	2	\$8,631,912	1	\$3,099,538	2	\$2,401,165	0	\$0
DEP	2	\$2,264,550	0	\$0	2	\$150,250	2	\$1,059,820
DFIA	1	\$2,294,831	4	\$1,405,028	20	\$7,064,593	49	\$17,367,361
DHS	0	\$0	0	\$0	0	\$0	4	\$4,400,611
DJJ							2	\$7,027,939
DOB	0	\$0	0	\$0	0	\$0	2	\$2,091,679
DOC	2	\$333,000	1	\$6,297,480	0	\$0	1	\$98,000
DOF	1	\$8,146,366						
DOHMH	4	\$406,341,537	2	\$1,446,115	23	\$37,956,550	15	\$2,945,937
DOI	5	\$754,000	4	\$805,000	1	\$52,000	1	\$110,000
DOITT	0	\$0	0	\$0	4	\$399,000	3	\$174,000
DOT	0	\$0	0	\$0	2	\$2,137,438	0	\$0
DPR	0	\$0	1	\$211,075	0	\$0	0	\$0
DSBS	2	\$116,824	1	\$77,005	0	\$0	8	\$4,165,664
DSNY	0	\$0	0	\$0	0	\$0	1	\$9,286,983
DYCD	59	\$5,983,773	15	\$1,765,416	17	\$1,736,507	31	\$3,660,571
HPD	0	\$0	2	\$826,950	1	\$50,000	1	\$3,000,000
HRA	2	\$3,516,220	2	\$9,573,990	11	\$76,729,284	1	\$920,000
Law	54	\$7,272,996	108	\$7,956,679	59	\$14,029,057	171	\$24,949,349
NYPD	0	\$0	0	\$0	1	\$4,790,670	0	\$0
TLC	0	\$0	4	\$26,900	0	\$0	0	\$0
Total	152	\$596,092,219	152	45,416,756	153	161,425,479	\$295	83966614.11

AGENCY PROCUREMENT ACTIONS BY METHOD FISCAL 2013

Negotiated Acquisition Extension								
Agency	Fiscal 2013		Fiscal 2012		Fiscal 2011		Fiscal 2010	
	Count	Value	Count	Value	Count	Value	Count	Value
ACS	50	\$25,838,408	221	\$97,614,608	529	\$900,145,429	399	\$891,641,712
CJC	27	\$8,351,912	1	\$130,000	7	\$91,432,135	11	\$116,125,407
DCAS	1	\$20,000,000	0	\$0	3	\$100,140,233	8	\$800,000
DCP	0	\$0	1	\$402,001	0	\$0	0	\$0
DEP	2	\$20,042,917						
DFIA	138	\$65,349,098	153	\$78,739,318	95	\$39,875,162	123	\$51,531,910
DHS	6	\$15,640,478	13	\$45,713,741	9	\$6,309,553	15	\$20,360,770
DOB	2	\$336,000	2	\$467,744	0	\$0	0	\$0
DOC	2	\$2,830,000	3	\$3,199,850	0	\$0	1	\$350,000
DOF	0	\$0	5	\$39,793,778	0	\$0	0	\$0
DOHMH	34	\$15,896,827	42	\$30,342,655	25	\$272,993,984	2	\$80,500,330
DOI	2	\$1,218,000	2	\$1,325,000	1	\$1,208,219	0	\$0
DOITT	1	\$455,000	21	\$210,800,000	1	\$1,000,000	1	\$2,442,832
DOP	1	\$772,995	0	\$0	0	\$0	0	\$0
DOT	1	\$11,400,000						
DPR	2	\$2,489,650						
DSBS	0	\$0	0	\$0	1	\$139,000	1	\$275,000
DYCD	214	\$15,464,721						
HPD	0	\$0	5	\$118,237	0	\$0	0	\$0
HRA	54	\$60,913,875	88	\$117,551,962	126	\$167,200,599	36	\$60,581,895
Law	0	\$0	1	\$2,880,054	3	\$1,957,200	1	\$3,204,000
OEM	1	\$77,340	1	\$97,000	0	\$0	0	\$0
Total	538	\$267,077,221	559	629,175,946	800	1,582,401,514	\$598	1227813855

AGENCY PROCUREMENT ACTIONS BY METHOD FISCAL 2013

Agency	Renewal							
	Fiscal 2013		Fiscal 2012		Fiscal 2011		Fiscal 2010	
	Count	Value	Count	Value	Count	Value	Count	Value
ACS	33	\$69,655,678	17	\$26,922,418	81	\$318,420,126	24	\$1,370,395,575
BIC	0	\$0	1	\$6,874	1	\$7,504	0	\$0
CJC	13	\$112,475,371	15	\$60,443,359	8	\$29,068,694	35	\$75,344,303
DCA	0	\$0	1	\$60,360	0	\$0	0	\$0
DCAS	13	\$28,030,092	14	\$57,542,876	8	\$16,552,320	7	\$17,113,478
DCLA	1	\$80,000						
DCP	5	\$30,277	3	\$13,732	1	\$5,862	0	\$0
DDC	11	\$22,000,000	3	\$6,000,000	6	\$3,750,000	12	\$23,750,000
DEP	21	\$29,853,600	28	\$27,668,299	20	\$37,486,181	18	\$67,870,542
DFTA	14	\$17,464,948	49	\$93,055,416	96	\$57,158,204	390	\$190,054,514
DHS	43	\$348,879,939	39	\$197,200,627	51	\$491,374,915	31	\$261,370,635
DJJ							3	\$1,701,956
DOB	5	\$7,703,426	0	\$0	2	\$4,047,752	1	\$170,000
DOC	8	\$3,154,614	6	\$7,553,879	11	\$38,569,944	10	\$9,444,313
DOF	4	\$5,273,984	6	\$24,402,891	0	\$0	4	\$1,109,392
DOHMH	90	\$1,144,459,012	126	\$133,738,988	251	\$269,658,557	122	\$149,163,502
DOITT	8	\$3,878,193	22	\$182,748,399	6	\$391,495,688	5	\$9,730,538
DOP	1	\$3,309,153	2	\$3,334,153	2	\$3,334,153	1	\$25,000
DOT	26	\$44,960,819	10	\$79,961,594	15	\$50,476,244	4	\$5,074,372
DPR	24	\$22,677,960	12	\$11,895,551	24	\$23,532,744	10	\$5,755,270
DSBS	5	\$4,269,000	4	\$8,287,512	3	\$28,375,968	18	\$3,468,866
DSNY	20	\$212,120,708	12	\$28,225,023	6	\$16,040,745	7	\$3,883,637
DYCD	163	\$85,904,699	191	\$47,930,964	87	\$105,799,923	159	\$36,228,088
HPD	12	\$5,231,251	33	\$7,841,702	10	\$7,604,477	10	\$6,380,197
HRA	23	\$103,707,447	30	\$45,140,988	29	\$129,519,719	32	\$307,836,227
Law	6	\$4,242,000	3	\$60,000	8	\$3,460,000	2	\$1,084,600
NYPD	5	\$6,442,102	16	\$9,440,821	7	\$5,280,337	6	\$4,174,519
OATH	1	\$65,000	1	\$489,963	0	\$0	0	\$0
OEM	4	\$1,411,454	6	\$18,079,268	6	\$16,748,320	2	\$47,422
TLC	1	\$720,950	0	\$0	2	\$0	0	\$0
Total	560	\$2,288,001,678	650	1,078,045,657	741	2,047,768,378	\$913	2551176945

**AGENCY PROCUREMENT ACTIONS BY METHOD
FISCAL 2013**

Request for Proposal								
Agency	Fiscal 2013		Fiscal 2012		Fiscal 2011		Fiscal 2010	
	Count	Value	Count	Value	Count	Value	Count	Value
ACS	161	\$1,793,184,386	59	\$268,180,249	178	\$2,398,810,840	3	\$2,440,840
CJC	2	\$1,762,800	2	\$35,381,700	5	\$182,805,166	2	\$1,528,556
DCA	0	\$0	6	\$1,909,295	19	\$627,128	0	\$0
DCAS	4	\$244,780,568	38	\$44,278,816	5	\$7,717,202	6	\$23,507,324
DDC	27	\$110,502,096	49	\$275,923,295	20	\$52,797,873	59	\$1,667,397,990
DEP	26	\$222,654,394	16	\$164,598,037	26	\$100,766,032	14	\$167,276,752
DFIA	1	\$750,000	1	\$1,000,000	13	\$12,542,663	0	\$0
DHS	8	\$297,036,752	44	\$900,865,515	24	\$431,431,653	9	\$115,212,661
DJJ							1	\$2,541,418
DOB	1	\$2,943,119	1	\$434,729	2	\$725,000	0	\$0
DOC	4	\$10,534,200	0	\$0	4	\$5,000,000	2	\$3,190,000
DOF	0	\$0	1	\$478,290	0	\$0	0	\$0
DOHMH	16	\$25,985,099	11	\$12,494,350	25	\$494,164,136	34	\$32,199,095
DOITT	3	\$3,735,676	1	\$2,111,233	0	\$0	1	\$26,750
DOP	5	\$5,549,017	11	\$11,787,997	1	\$11,000	0	\$0
DOT	11	\$51,031,648	4	\$25,175,034	15	\$80,331,796	14	\$218,848,625
DPR	0	\$0	1	\$4,000,000	22	\$91,039,977	9	\$20,049,523
DSBS	0	\$0	13	\$12,258,167	15	\$50,744,929	6	\$5,225,000
DSNY	0	\$0	0	\$0	2	\$19,654,715	1	\$18,000,000
DYCD	324	\$230,782,681	98	\$35,849,792	44	\$38,602,712	361	\$119,728,924
FDNY	3	\$20,835,017	2	\$127,536,114	0	\$0	0	\$0
HPD	1	\$300,000	0	\$0	1	\$80,000	19	\$55,308,415
HRA	29	\$382,905,597	11	\$70,963,770	50	\$322,201,355	21	\$19,639,793
Law	1	\$1,165,000	6	\$13,929,000	2	\$25,000	0	\$0
NYPD	0	\$0	1	\$234,000	4	\$8,236,239	3	\$44,524,138
OEM	1	\$99,435	0	\$0	1	\$250,000	0	\$0
Total	628	\$3,406,537,487	376	2,009,389,382	478	4,298,565,416	\$565	2516645804

AGENCY PROCUREMENT ACTIONS BY METHOD FISCAL 2013

Required Source or Procurement Method								
Agency	Fiscal 2013		Fiscal 2012		Fiscal 2011		Fiscal 2010	
	Count	Value	Count	Value	Count	Value	Count	Value
ACS	1	\$112,589	1	\$2,119,879	3	\$11,140,202	75	\$173,199,860
CJC	4	\$496,091	4	\$1,182,964	2	\$599,037	3	\$2,160,000
DCAS	1	\$70,400	2	\$11,341	1	\$45,630,780	3	\$205,019,879
DCLA	1	\$54,959	2	\$44,008	1	\$42,448	0	\$0
DEP	3	\$623,853	1	\$45,000	0	\$0	4	\$4,806,110
DFIA	24	\$4,588,276	29	\$791,418	24	\$3,927,482	30	\$2,770,721
DHS	16	\$18,038,832	16	\$12,752,135	24	\$26,242,651	40	\$52,720,883
DOB	2	\$8,109,535	1	\$49,999	0	\$0	1	\$5,600
DOC	0	\$0	1	\$15,716,530	2	\$23,906,130	0	\$0
DOHMH	50	\$159,945,593	62	\$115,689,138	51	\$53,131,796	30	\$45,184,051
DOITT	1	\$21,047	2	\$32,750	0	\$0	0	\$0
DOP	1	\$60,000	3	\$702,956	5	\$131,172	3	\$511,406
DORIS							0	\$0
DOT	3	\$10,582,464	2	\$2,992,595	1	\$5,000,000	1	\$8,919,353
DPR	5	\$1,074,900	5	\$622,131	5	\$168,868	5	\$70,440
FDNY	1	\$8,486,827	1	\$2,916,260	0	\$0	0	\$0
HPD	3	\$5,309,902	0	\$0	0	\$0	2	\$5,453,511
HRA	8	\$10,525,024	6	\$5,641,998	15	\$28,086,436	11	\$12,644,412
Law	0	\$0	2	\$108,060	2	\$85,000	0	\$0
NYPD	0	\$0	1	\$1,998,443	0	\$0	17	\$569,242
OATH	1	\$890,232	2	\$1,563,388	0	\$0	0	\$0
OEM	0	\$0	1	\$13,374	0	\$0	0	\$0
TLC	0	\$0	6	\$58,089	0	\$0	0	\$0
Total	125	\$228,990,524	150	165,052,457	136	198,092,001	\$225	514035469.7

AGENCY PROCUREMENT ACTIONS BY METHOD FISCAL 2013

Small Purchase								
Agency	Fiscal 2013		Fiscal 2012		Fiscal 2011		Fiscal 2010	
	Count	Value	Count	Value	Count	Value	Count	Value
ACS	121	\$3,636,052	124	\$4,540,675	143	\$5,457,287	106	\$4,884,146
BIC	8	\$130,494	3	\$60,056	8	\$94,438	15	\$178,921
CCHR	8	\$78,818	9	\$85,328	8	\$72,134	18	\$78,169
CCRB	16	\$282,811	14	\$208,116	13	\$180,319	11	\$248,879
CCSC					1	\$25,000	0	\$0
CJC	5	\$130,500	1	\$87,000	1	\$95,000	2	\$139,598
DCA	35	\$848,088	34	\$633,426	38	\$607,737	36	\$619,977
DCAS	183	\$7,785,708	190	\$9,300,180	172	\$6,127,854	180	\$7,153,153
DCLA	27	\$1,156,822	33	\$1,122,249	38	\$1,549,030	21	\$647,135
DCP	15	\$309,054	14	\$205,815	22	\$401,494	26	\$316,011
DDC	33	\$763,121	55	\$1,591,939	50	\$1,249,117	58	\$1,394,424
DEP	250	\$9,530,259	272	\$10,097,419	212	\$8,279,003	250	\$8,591,915
DFTA	17	\$557,210	10	\$670,700	28	\$1,780,053	14	\$624,600
DHS	111	\$1,969,281	69	\$1,096,806	107	\$2,061,305	81	\$1,878,982
DJJ							96	\$2,099,887
DOB	52	\$1,045,004	45	\$1,023,122	49	\$1,152,685	32	\$774,612
DOC	170	\$5,024,930	206	\$7,565,063	226	\$6,593,851	205	\$5,878,143
DOF	47	\$1,489,829	46	\$1,169,330	48	\$1,291,724	63	\$1,610,189
DOHMH	298	\$8,365,124	347	\$9,407,645	479	\$11,794,482	470	\$11,834,277
DOI	16	\$185,040	5	\$51,076	9	\$106,245	8	\$135,359
DOITT	53	\$1,553,990	72	\$2,071,340	45	\$1,186,034	48	\$1,496,061
DOP	28	\$1,111,060	15	\$718,515	9	\$360,177	9	\$309,470
DORIS							7	\$72,202
DOT	252	\$9,646,588	259	\$9,877,745	245	\$8,734,284	283	\$10,143,343
DPR	396	\$7,987,592	355	\$6,876,425	368	\$7,670,936	390	\$7,367,210
DSBS	29	\$989,144	30	\$614,059	20	\$604,865	25	\$740,528
DSNY	148	\$6,818,906	158	\$6,986,219	192	\$8,227,413	117	\$5,655,031
DYCD	17	\$222,362	19	\$272,571	26	\$569,052	9	\$146,654
FDNY	366	\$10,731,978	310	\$9,077,381	299	\$8,369,498	294	\$7,756,693
HPD	330	\$6,931,020	376	\$8,975,169	542	\$7,578,410	541	\$9,577,863
HRA	137	\$4,176,692	117	\$3,318,271	158	\$4,491,414	119	\$4,062,107
Law	124	\$1,159,307	46	\$481,128	135	\$1,227,242	9	\$221,589
LPC	12	\$181,360	7	\$103,270	7	\$92,857	10	\$124,673
NYPD	653	\$14,478,715	638	\$14,117,130	656	\$13,690,068	535	\$12,472,596
OATH	17	\$302,660	6	\$90,504	0	\$0	0	\$0
OEM	22	\$873,569	15	\$842,957	11	\$585,494	18	\$555,171
TLC	46	\$874,050	41	\$888,361	32	\$471,263	18	\$238,498
Total	4,042	\$111,327,136	3941	114,226,990	4397	112,777,765	\$4,124	110028064.7

AGENCY PROCUREMENT ACTIONS BY METHOD FISCAL 2013

Sole Source								
Agency	Fiscal 2013		Fiscal 2012		Fiscal 2011		Fiscal 2010	
	Count	Value	Count	Value	Count	Value	Count	Value
ACS	0	\$0	0	\$0	4	\$19,214,586	2	\$1,158,200
CCHR	0	\$0	79	\$308,778	6	\$33,660	5	\$44,792
CCRB	0	\$0	2	\$35,785	0	\$0	0	\$0
CJC	1	\$19,500,000	0	\$0	2	\$15,234	1	\$26,857,478
DCA	0	\$0	1	\$5,581	0	\$0	0	\$0
DCAS	36	\$602,397,579	116	\$249,701,801	186	\$292,798,233	165	\$344,907,366
DCLA	2	\$101,374	3	\$312,445	2	\$131,300	0	\$0
DCP	0	\$0	1	\$9,739	3	\$5,452	4	\$28,095
DDC	6	\$810,292	11	\$9,074,743	9	\$84,295	18	\$51,898,990
DEP	10	\$808,575	32	\$6,724,306	18	\$8,182,511	12	\$32,979,157
DFTA	0	\$0	1	\$197,932	0	\$0	0	\$0
DHS	0	\$0	1	\$387,000	2	\$197,376	1	\$2,518,788
DOB	0	\$0	3	\$41,205	11	\$1,461,279	5	\$164,659
DOC	7	\$90,908	4	\$66,303	2	\$300,091	0	\$0
DOF	3	\$2,939,662	2	\$297,853	1	\$1,058,400	0	\$0
DOHMH	12	\$225,377	44	\$8,108,911	25	\$9,693,879	41	\$3,250,706
DOI	2	\$14,637	3	\$21,319	1	\$8,000	0	\$0
DOITT	4	\$2,741,125	8	\$7,948,230	13	\$20,236,880	6	\$91,889
DOP	0	\$0	2	\$8,618	0	\$0	4	\$12,917
DORIS							2	\$12,965
DOT	0	\$0	3	\$22,500	4	\$330,870	11	\$925,029
DPR	7	\$30,388,216	10	\$7,847,110	22	\$1,293,744	26	\$883,123
DSBS	3	\$946,856,000	5	\$1,098,791,088	5	\$1,078,742,428	3	\$809,912,000
DSNY	0	\$0	0	\$0	2	\$4,011,855	1	\$335
DYCD	0	\$0	6	\$1,228,346	0	\$0	4	\$31,512
FDNY	1	\$1,466,984	2	\$16,000	0	\$0	1	\$1,782
HPD	2	\$248,528	1	\$5,555	2	\$27,990	2	\$160,968
HRA	4	\$21,204	4	\$31,865	0	\$0	1	\$116,042
Law	0	\$0	2	\$13,621	1	\$366,731	3	\$20,880
NYPD	0	\$0	4	\$47,792	2	\$19,967,390	35	\$10,750,565
OATH	0	\$0	2	\$44,187	0	\$0	0	\$0
OEM	1	\$10,000	2	\$12,500	1	\$140,460	2	\$680,495
TLC	0	\$0	1	\$713,798	0	\$0	1	\$6,000
Total	101	\$1,608,620,462	355	1,392,024,911	324	1,458,302,644	\$356	1287414733

AGENCY PROCUREMENT ACTIONS BY METHOD FISCAL 2013

Subscription				
Agency	Fiscal 2013		Fiscal 2012	
	Count	Value	Count	Value
ACS	34	\$163,039	6	\$76,899
BIC	2	\$19,934		
CCHR	12	\$6,870	6	\$10,911
CCRB	3	\$6,671		
CJC	1	\$200	5	\$17,258
DCA	4	\$107,915	3	\$36,308
DCAS	115	\$1,518,200	155	\$1,002,107
DCP	8	\$18,467	8	\$14,196
DDC	15	\$94,427	1	\$800
DEP	89	\$1,073,349	51	\$739,377
DFTA	8	\$14,300		
DHS	13	\$396,546		
DOB	33	\$742,626	24	\$532,860
DOC	29	\$253,456	54	\$222,818
DOF	113	\$409,185	93	\$259,928
DOHMH	25	\$321,839	15	\$259,455
DOI	14	\$122,206	9	\$20,440
DOIT	27	\$374,907	18	\$327,943
DOP	24	\$193,546	33	\$113,040
DOT	59	\$871,147	24	\$419,031
DPR	40	\$369,342	11	\$128,033
DSBS	24	\$278,289	15	\$177,156
DSNY	14	\$119,763	2	\$1,096
DYCD	9	\$62,048		
FDNY	48	\$1,085,774	38	\$1,416,243
HPD	9	\$88,194	6	\$136,873
HRA	25	\$508,133	5	\$57,076
Law	5	\$124,890	17	\$247,473
LPC	1	\$7,400	2	\$8,485
NYPD	152	\$1,114,779	17	\$115,157
OATH	3	\$9,358		
OEM	5	\$519,427	1	\$55,000
Total	963	\$10,996,228	619	6,395,961

**AGENCY PROCUREMENT ACTIONS BY METHOD
FISCAL 2013**

Task Order		
Agency	Fiscal 2013	
	Count	Value
ACS	23	\$2,766,790
BIC	7	\$582,850
CJC	2	\$972,699
DCA	11	\$827,440
DCAS	4	\$351,687
DCP	2	\$1,677,710
DDC	62	\$53,920,560
DEP	1	\$5,054,923
DHS	1	\$68,211
DOB	11	\$1,819,640
DOC	9	\$4,297,385
DOF	1	\$100,000
DOHMH	85	\$8,062,929
DOI	3	\$393,352
DOITT	165	\$26,100,440
DOP	1	\$66,340
DOT	6	\$5,020,453
DPR	62	\$21,265,580
DSBS	3	\$196,608
DSNY	40	\$3,665,674
DYCD	1	\$9,728
FDNY	7	\$503,785
HPD	25	\$1,610,740
HRA	8	\$4,059,789
LPC	1	\$2,130,667
NYPD	14	\$14,213,033
OATH	8	\$893,870
TLC	1	\$101,700
Total	564	\$160,734,583

AGENCY PROCUREMENT ACTIONS BY METHOD FISCAL 2013

Fiscal 2013 Procurements by Agency								
Agency	Fiscal 2013		Fiscal 2012		Fiscal 2011		Fiscal 2010	
	Count	Value	Count	Value	Count	Value	Count	Value
ACS	1,160	\$2,775,569,769	1,435	\$512,183,803	2,112	\$3,775,876,087	2,100	\$2,882,481,820
BIC	51	\$820,945	121	\$188,777	137	\$290,990	78	\$330,281.59
CCHR	135	\$193,754	176	\$572,707	126	\$208,968	92	\$195,270
CCRB	96	\$543,200	91	\$380,703	144	\$352,894	89	\$347,498
CJC	128	\$163,850,857	114	\$214,065,129	33	\$60,795	134	\$248,085,577
CSC					150	\$325,416,971	4	\$10,293
DCA	212	\$2,958,864	244	\$3,433,100	218	\$1,735,686	180	\$1,480,292
DCAS	1,466	\$2,280,907,094	1,951	\$971,920,771	2,076	\$1,769,894,470	2099	\$1,751,949,278
DCLA	82	\$1,748,546	86	\$3,796,370	109	\$3,994,775	141	\$3,323,700
DCP	145	\$2,211,324	195	\$965,158	129	\$569,704	173	\$1,034,482
DDC	1,493	\$1,395,404,476	1,242	\$1,105,983,685	1,187	\$915,690,042	1313	\$2,194,208,381
DEP	3,263	\$1,422,695,699	4,071	\$1,207,124,466	5,284	\$870,982,948	5420	\$2,429,949,733
DFTA	1,766	\$498,459,109	1,775	\$260,944,470	1,816	\$175,929,280	2066	\$326,260,870
DHS	455	\$859,749,288	384	\$1,221,476,703	462	\$1,059,055,272	455	\$547,706,439
DJJ							360	\$17,940,083
DOB	228	\$30,169,316	194	\$5,458,761	205	\$13,042,996	182	\$22,109,168
DOC	646	\$80,891,159	816	\$141,152,570	988	\$97,030,525	963	\$52,018,175
DOF	323	\$46,340,762	383	\$106,988,308	284	\$27,362,266	316	\$23,787,815
DOHMH	1,703	\$1,841,198,177	1,735	\$381,362,452	2,348	\$1,242,980,798	3,019	\$451,699,102
DOI	135	\$16,161,462	74	\$2,773,880	69	\$1,822,108	96	\$2,761,261
DOITT	528	\$198,858,011	460	\$696,362,412	379	\$841,133,150	381	\$528,617,956
DOP	267	\$12,990,386	259	\$18,567,655	211	\$5,978,119	191	\$1,956,441
DORIS							72	\$193,692
DOT	876	\$628,558,749	1,000	\$433,918,636	1,248	\$469,733,263	1,514	\$1,651,764,926
DPR	2,799	\$377,544,557	2,957	\$320,344,141	4,101	\$396,247,042	3,487	\$522,709,405
DSBS	337	\$1,275,123,883	372	\$1,174,016,637	301	\$1,175,524,391	388	\$848,226,150
DSNY	1,770	\$1,177,291,613	2,237	\$646,472,607	2,879	\$407,212,670	2,664	\$1,432,887,748
DYCD	2,727	\$435,915,677	2,944	\$199,194,991	2,370	\$231,681,536	2,857	\$230,600,273
FDNY	787	\$147,834,615	872	\$292,644,096	1,351	\$58,023,521	1,298	\$56,121,392
HPD	9,661	\$56,823,036	13,257	\$47,673,181	16,903	\$45,414,194	16,480	\$123,306,111
HRA	856	\$632,669,352	858	\$400,455,938	1,357	\$885,334,585	1,055	\$469,114,388
Law	999	\$30,806,790	1,023	\$52,362,763	1,033	\$43,958,479	1,110	\$50,213,355
LPC	58	\$2,378,798	40	\$171,258	46	\$261,779	63	\$309,619
NYPD	4,732	\$95,987,488	4,493	\$82,375,716	5,022	\$98,991,264	4,535	\$103,771,459
OATH	130	\$2,557,695	162	\$3,731,185				
OEM	173	\$14,169,820	190	\$20,619,433	224	\$23,196,970	285	\$3,810,676
TLC	363	\$2,254,181	409	\$2,376,012	346	\$1,107,863	261	\$735,217
Total	40,550	\$16,511,638,451	46,620	\$10,532,058,472	55,648	\$14,966,096,401	55,921	\$16,982,018,326

AGENCY PROCUREMENT ACTIONS BY METHOD FISCAL 2013

Fiscal 2013 Procurements by Method								
Method	Fiscal 2013		Fiscal 2012		Fiscal 2011		Fiscal 2010	
	Count	Value	Count	Value	Count	Value	Count	Value
Accelerated	85	\$266,079,760	147	\$40,806,994	133	\$251,402,584	171	\$104,176,995
Amendment	1,988	\$1,152,194,153	2,715	\$337,219,747	2,578	\$111,307,391	5941	\$197,597,254
Amendment Ex	242	\$693,837,058	718	\$345,370,042	508	\$248,123,766	430	\$534,245,319
Assignment	43	\$166,597,705	33	\$49,372,573	24	\$49,530,070	22	\$239,437,798
Buy-Against	5	\$8,695,432	16	\$301,399	18	\$3,729,722	4	\$784,368
Competitive Se	523	\$2,231,919,188	659	\$2,741,428,039	864	\$2,873,678,605	884	\$6,059,279,777
Construction C	2,564	\$503,818,398	2,427	\$548,448,280	2,813	\$522,438,050	2321	\$492,993,030
Demonstration	1	\$85,000	2	\$15,990,000	0	\$0	1	\$94,987
Design Change	171	\$129,284,707	171	\$153,538,952	258	\$167,644,192	283	\$259,655,009
Emergency	332	\$690,646,602	152	\$59,209,536	302	\$66,937,636	129	\$41,787,032
Government-to	52	\$1,059,236,962	92	\$32,423,599	53	\$32,062,147	58	\$55,725,030
Innovative	237	\$362,122,645	8	\$24,485,289	0	\$0	0	\$0
Intergovernmen	1,598	\$359,610,246	1,935	\$569,642,383	2,263	\$604,579,402	2356	\$500,496,918
Line-Item Appr	2,437	\$171,717,554	2,385	\$130,287,714	2,136	\$119,211,081	2536	\$153,207,279
Micropurchase	22,599	\$37,415,505	28,358	\$43,805,866	36,669	\$56,118,557	33709	\$51,456,044
Negotiated Acc	152	\$596,092,219	152	\$45,416,756	153	\$161,425,479	295	\$83,966,614
Negotiated Acc	538	\$267,077,221	559	\$629,175,946	800	\$1,582,401,514	598	\$1,227,813,855
Renewal	560	\$2,288,001,678	650	\$1,078,045,657	741	\$2,047,768,378	913	\$2,551,176,945
Request for Pro	628	\$3,406,537,487	376	\$2,009,389,382	478	\$4,298,565,416	565	\$2,516,645,804
Required Sourc	125	\$228,990,524	150	\$165,052,457	136	\$198,092,001	225	\$514,035,470
Small Purchase	4,042	\$111,327,136	3,941	\$114,226,990	4,397	\$112,777,765	4124	\$110,028,065
Sole Source	101	\$1,608,620,462	355	\$1,392,024,911	324	\$1,458,302,644	356	\$1,287,414,733
Subscription	963	\$10,996,228	619	\$6,395,961				
Task Order	564	\$160,734,583						
All Methods	40,550	\$16,511,638,451	46,620	\$10,532,058,472	55,648	\$14,966,096,401	55,921	\$16,982,018,326

AGENCY PROCUREMENT ACTIONS BY METHOD
FISCAL 2013

Noteworthy Changes, Additions or Deletion

For the Fiscal 2013 Mayor's Management Report, this information will be available through the home page at the web site of the Office of Management and Budget, which produces it. The annual Capital Management Indicators table will be included in the upcoming Fiscal 2014 September Capital Commitment Plan. To view the Fiscal 2014 September Capital Commitment Plan upon its release, please visit:

<http://www.nyc.gov/html/omb>

IMPLEMENTATION OF THE CITYWIDE STATEMENT OF NEEDS

Section 204 of the City Charter requires the Mayor to submit an annual Citywide Statement of Needs for City Facilities to the City Council, Borough Presidents, borough boards and community boards. The Statement, prepared as part of the City's "fair share" siting process, identifies all new facilities the City plans to site and all existing facilities the City plans to close or to significantly expand or reduce in size during the ensuing two fiscal years. The Borough Presidents and community boards have the opportunity to comment on the proposed projects within 90 days of the Statement's release.

Sections 12(c) and 204(h) of the Charter require that the Mayor's Management Report review the implementation of proposals in the Statement. The following chart provides the status, as of June 30, 2013 of all actions proposed by City agencies in the Citywide Statement of Needs for Fiscal Years 2013 and 2014. Where appropriate, the locations of sited and implemented projects are indicated.

STATUS OF PROPOSALS FY 2013-2014 CITYWIDE STATEMENT OF NEEDS

STATUS DEFINITIONS

Implemented	Proposal for which a ULURP or Section 195 application received final approval; or for which a contract for operation of a facility was approved; or for which a facility was located in existing City space; or for which an expansion, reduction or closing was completed.
Sited	ULURP or Section 195 application filed but not yet approved; or contractor selected but contract has not yet received final approval; or expansion/reduction of existing site is underway.
Active	City still actively seeking site for facility.
Modified	Proposal was modified and included in a later Statement.
Inactive/Withdrawn	City not actively seeking site or implementing proposal because of fiscal or programmatic considerations.

IMPLEMENTATION OF THE CITYWIDE STATEMENT OF NEEDS

PROPOSED	BOROUGH/ PROPOSED CD	STATUS
<u>Human Resources Administration</u>		
Relocation of Business Link Office	Manhattan	Active
Consolidation of Manhattan Medicaid Offices	Manhattan	Withdrawn
Consolidation of Brooklyn Medicaid Offices	Brooklyn CD 2 (88 Third Avenue)	Active
Relocation of HRA's HIV/AIDS Services Administration (HASA) Greenwood Center	Brooklyn CD 2 (94 Flatbush Avenue)	Withdrawn
Permanent Supportive Congregate Housing	TBD	Active
Quality Assurance Program Monitoring (QAPM)	N/A	Withdrawn
Substance Abuse Centralized Assessment Program (SACAP)	N/A	Withdrawn
<u>Department of Health and Mental Hygiene</u>		
Relocation of the Environmental Health/Bureau of Food Safety and Community Sanitation (FSCS) – Food Vendor Inspection	Manhattan or Queens	Active
Queens Animal Receiving Center	Queens CD 8 (185-17 Hillside Avenue)	Implemented
<u>Department of Youth & Community Development</u>		
Relocation of Educational and Sports Equipment Storage Space	Brooklyn	Active
Relocation of Department of Youth and Community Development's Headquarters Offices	Manhattan CD 1 (2 Lafayette Street)	Active
<u>Department of Environmental Protection</u>		
Reduction of Office Space/Manhattan Customer Services Bureau Offices for Administrative and Field Inspection Staff and Relocation of Inspection Vehicles	Manhattan CD 9 (North River Plant (725 W. 135th St.))	Withdrawn

IMPLEMENTATION OF THE CITYWIDE STATEMENT OF NEEDS

PROPOSED	BOROUGH/ PROPOSED CD	STATUS
Permanent Structure for the Bureau of Water and Sewer Operations Division	TBD	Inactive
Upgrade and reconstruct the Bronx Bureau of Water and Sewer Operations (BWSO) Facility	TBD	Inactive
Relocation of Air and Noise Enforcement	Manhattan CD 9 (DEP North River Plant, 725 West 135th Street)	Withdrawn
Relocation of Brooklyn Water Maintenance and Brooklyn North Sewer Maintenance Facility	North Brooklyn	Withdrawn
Consolidation of the Water Maintenance Personnel Division Facility/Bureau of Water Supply Operations (BWSO)	Brooklyn CD 6 (727 Hicks Street)	Active
Relocation of Bureau of Customer Services Meter Test Facility	TBD	Withdrawn
Relocation and Consolidation of Construction Services Division	Queens CD 2 (30-03 Review Avenue)	Withdrawn
Two New Aeration Facilities/Newtown Creek Water Quality Improvement Program	Queens CD 2 (24-00 Newtown Creek, and Queens CD 5 (58-26 47th Street)	Active
<u>Department of Transportation</u>		
Relocation of Citywide Concrete Unit of the Sidewalk Management (SIM) Program	Brooklyn CD 5 (Spring Creek Yard-Block 4536, Lots 25, 29 and p/o Lot 1 and Block 4537, 39 and p/o Lots 1 & 6)	Sited
Relocation of the Brooklyn Highway Inspection Quality Assurance (HIQA) Office	Brooklyn CD7 (140 58th Street – Block 5578, Lot 1)	Implemented
Relocation of Bridges Painting Warehouse Division	Brooklyn/Queens catchment area (north of Flushing Avenue, west of Bushwick Avenue, Maspeth Creek, East River)	Active

New York City Police Department

IMPLEMENTATION OF THE CITYWIDE STATEMENT OF NEEDS

PROPOSED	BOROUGH/ PROPOSED CD	STATUS
Relocation of NYPD Central Record/Property Clerk Warehouse	Brooklyn	Sited
World Trade Center Command Center	Manhattan CD 1	Active
<u>Department of Parks and Recreation</u>		
New Neighborhood Park in Bushwick	Brooklyn CD 4	Active
Travers Park Addition	Queens CD 3	Sited (36-16 79 th St.; Block 1251, p/o Lot 12/Tentative Lot 20)
<u>Department of Information Technology and Telecommunication (DoITT)</u>		
Expansion of DoITT staff and Data Center to Support CitiServe Initiative	Brooklyn	Active
<u>Department of Housing Preservation and Development (HPD)</u>		
Relocation of HPD/West Manhattan Office of Enforcement Services	Manhattan CD 9	Active

CHARTER INTERNAL CONTROL REPORTING REQUIREMENT

Statements on the status of mayoral agencies' internal control environments and systems for Fiscal 2012 and the actions taken or to be taken to strengthen such systems are set forth below, pursuant to Section 12(c)(3) of the New York City Charter. The Mayor's Office of Operations compiled these statements based upon reviews of 31 mayoral agencies' internal control certifications, financial integrity statements, applicable State and City Comptrollers' audit reports and agency responses to such reports. The heads of those agencies attested to the status of their agencies' internal control systems with respect to principal operations, including the 17 areas covered by the City Comptroller's Directive 1 checklist, specifically: effectiveness and efficiency; cash receipts; imprest funds (petty cash); billings and receivables; expenditures and payables; inventory; payroll and personnel; Management Information Systems (MIS) mainframe and midrange; MIS-personal computers and Local Area Networks; Internet connectivity; risk assessment, data classification and information security; incident response; single audit; licenses and permits; violations certificates; leases, concessions and franchises; and internal audit function.

SUMMARY STATEMENTS ON THE STATUS OF INTERNAL CONTROL SYSTEMS

Agency heads reporting indicate that their systems of internal control, taken as a whole, are sufficient to meet the City's internal control objectives of maximizing the effectiveness and integrity of operations and reducing vulnerability to waste, abuse and other errors or irregularities. Certain agencies identified inefficiencies, which are covered below. The covered agencies are committed to pursuing applicable corrective actions and continuing to monitor their internal control systems.

ADMINISTRATION FOR CHILDREN'S SERVICES

The Administration for Children's Services (ACS) reports ongoing activities to further strengthen its internal control environment, including with respect to Information Technology data classification. The ACS Office of Accountability and Audit continues to operate, working to help ensure a culture of integrity, efficiency and accountability across the agency; Corrective Action Plans facilitate the monitoring and completion of corrective measures. ACS will continue to monitor its internal control environment, through internal audit activity, follow-up on external audits and Information Technology.

CITY COMMISSION ON HUMAN RIGHTS

The City Commission on Human Rights (CCHR) reports the continuation of internal audits and management reviews to maintain its internal control environment, including an assessment with respect to data classification. Through internal audits and self inspections, CCHR will continue to monitor its activities to ensure the sufficiency of its internal control environment.

CIVILIAN COMPLAINT REVIEW BOARD

The Civilian Complaint Review Board (CCRB) reports ongoing measures to strengthen internal controls with respect to Information Technology, specifically, the establishment of incident response policies based on City standards. CCRB will continue its course of corrective actions and monitor its overall internal control environment through internal audits.

AGENCY INTERNAL CONTROLS

DEPARTMENT OF BUILDINGS

The Department of Buildings (DOB) reports the continuation of activities to oversee and further strengthen its system of internal controls, including online filing to assist with the reduction of cash receipts submitted by mail. In addition, random audits are performed to enforce agency guidelines and relevant directives with respect to cash receipts. DOB will monitor and strengthen its overall internal control environment through internal audits, follow-up on external audits and risk assessments.

DEPARTMENT OF CITY PLANNING

The Department of City Planning (DCP) reports continuing oversight with respect to its internal control environment, including adequacy to meet internal control objectives that pertain to the prevention and detection of errors or irregularities that would be material to the agency. DCP will continue to monitor its internal control environment through follow-up on external audits and by conducting management reviews.

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

The Department of Citywide Administrative Services (DCAS) reports additional measures to further strengthen its system of internal controls. Specifically, DCAS is implementing an equipment inventory system utilizing radio-frequency technology, improving the accuracy of its capital fixed asset records, assessing possible benefits of flat file storage-related encryption with respect to confidential information, and updating its disaster recovery plan. DCAS will continue to monitor its overall internal control environment through internal audits, follow-up on external audits and risk assessments.

DEPARTMENT OF CONSUMER AFFAIRS

The Department of Consumer Affairs (DCA) reports continuous oversight and ongoing activities with respect to further enhancing its internal control environment. Specific actions include protocols and quality assurance examinations to help ensure accomplishments of mission-critical standards. DCA will continue to monitor its overall internal control environment through internal quality assurance checks, external audit follow-up and risk assessments.

DEPARTMENT OF CORRECTION

The Department of Correction (DOC) reports the continuation of activities to enhance its system of internal control. This work involves implementation of an inventory management system, the ongoing establishment of web-based applications and replacement of obsolete technologies, and the expansion of an initiative to reduce the handling of cash through-out DOC. Disaster recovery and business continuity remain areas of critical emphasis. DOC will continue its course of corrective actions and will monitor its overall internal control environment through internal reviews, follow-up on external audits and agency management reviews.

DEPARTMENT OF CULTURAL AFFAIRS

The Department of Cultural Affairs (DCLA) reports the continuation of activities to monitor its internal control environment. With respect to Information Technology, DCLA reports further enhancements which consolidate its enterprise applications with historical systems supporting management of artistic supplies distributed through Materials for the Arts. DCLA will continue to monitor its internal control environment through internal reviews and Information Technology.

DEPARTMENT OF DESIGN AND CONSTRUCTION

The Department of Design and Construction (DDC) reports ongoing activities to maintain and further strengthen its internal control environment, including measures to assess and help ensure construction site safety. In addition, DDC continues its Key Performance Indicator Program to monitor construction job performance. Also, oversight is ongoing with respect to adherence to prevailing wage requirements, and compliance with agency, City and federal grant expectations. Vendor fitness and job competitiveness remains areas of emphasis. DDC will continue to monitor its overall internal control environment through internal audits, follow-up on external audits and risk assessments.

DEPARTMENT OF ENVIRONMENTAL PROTECTION

The Department of Environmental Protection (DEP) reports ongoing measures to oversee and further strengthen its internal control environment. These actions include establishment of computerized systems with respect to maintenance activities, inventory management as well as performance tracking. The agency is also working to enhance the accuracy, analysis and reporting of accounts receivable. DEP will continue to monitor its overall internal control environment through internal audits, follow-up on external audits and risk assessments.

DEPARTMENT OF FINANCE

The Department of Finance (DOF) reports the continuation of activities to further strengthen its internal control environment, including completion of disaster recovery and back-up strategies for hosted systems, ongoing quality assurance reviews of property assessments and certain policies and procedures covering expense reimbursements. DOF will continue to monitor its control environment through internal audits, risk assessments and follow-up on external audits.

DEPARTMENT FOR THE AGING

The Department for the Aging (DFTA) reports ongoing activities to further enhance its system of internal controls. These measures include completion of a new database system to improve client oversight and reporting capability, with system implementation in all programmatic areas occurring in Calendar 2013, and full data entry and report generation by Calendar 2014. DFTA will continue to monitor its internal control environment by conducting internal control testing.

DEPARTMENT OF HEALTH AND MENTAL HYGIENE

The Department of Health and Mental Hygiene (DOHMH) reports the continuation of activities with respect to the oversight and enhancement of its system of internal controls relevant to inventory controls, the billing process for certain clinic services, system risk assessment, data classification, disaster recovery, and incident response. DOHMH will continue to monitor its overall internal control environment through internal audits, follow-up on external audits, self-assessments and internal management reporting systems.

DEPARTMENT OF HOMELESS SERVICES

The Department of Homeless Services (DHS) reports ongoing monitoring and further progress with respect to its system of internal controls. Specifically, DHS is further implementing procedures to help ensure compliance with procurement requirements, as well as updating policies and procedures supporting disaster recovery testing in the area of computerized records. DHS will continue to monitor its overall internal control environment through internal audits, follow-up on external audits and risk assessments.

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

The Department of Housing Preservation and Development (HPD) reports the continuation of measures to monitor and further enhance its internal environment, including procedures to support agency functions. Also, actions are underway to improve internal recordkeeping of capital assets. HPD will continue to monitor its overall internal control environment, through follow-up by its Management Review and Internal Compliance Division.

DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS

The Department of Information Technology and Telecommunications (DOITT) reports ongoing activities with respect to the oversight and enhancement of its internal control environment, particularly in the area of vendor management and encryption. In this regard, DoITT continues to promote quality, cost-effectiveness and accountability with respect to the delivery of services, and has implemented centralized encryption and encryption management in connection with citywide operations. In addition, monitoring and adherence to grant requirements remains an area of critical importance for the agency. DoITT will continue to monitor its internal control environment through internal as well as external audits.

DEPARTMENT OF INVESTIGATION

The Department of Investigation (DOI) reports ongoing activities particularly with respect to oversight and enhancement of the agency's Information Technology internal control environment. DOI will continue to monitor its internal control environment through internal audits and Information Technology.

DEPARTMENT OF PARKS AND RECREATION

The Department of Parks and Recreation (DPR) reports the continuation of measures to assess agency operations and further strengthen its internal control environment, including the examination of concession and non-concession operations. Further, DPR is upgrading and enhancing Information Technology systems with respect to inventory management, monitor human resources matters, and volunteers supporting certain tree and natural areas programs. DPR will continue to monitor its internal control environment through agency management reviews and follow-up on external audits.

DEPARTMENT OF PROBATION

The Department of Probation (DOP) reports continued oversight with respect to its system of internal controls. Quality Assurance methods are being applied to help ensure the delivery of high quality services along with independent verifications. DOP will continue to monitor its internal control environment through internal audit activity and management reviews.

DEPARTMENT OF RECORDS AND INFORMATION SERVICES

The Department of Records and Information Services reports continued oversight and activities to support its internal control environment, including web-based security cameras to monitor off-site warehouse facilities and inventory tracking. The Department of Records and Information Services will continue to monitor its internal control environment through follow-up on external audits and Information Technology.

DEPARTMENT OF SANITATION

The Department of Sanitation (DSNY) reports the continuation of activities to further strengthen its system of internal controls, including integration with citywide platforms supporting the inventory of computer equipment and helpdesk telephone calls, as well as oversight of snow removal services and payments. DSNY will continue to monitor its internal control environment through internal audits, self inspections, risk assessments and follow-up on external audits.

DEPARTMENT OF SMALL BUSINESS SERVICES

The Department of Small Business Services (SBS) reports ongoing activities to strengthen its internal control environment, particularly with respect to safeguarding City assets, complying with City guidelines and oversight to help ensure computer data and equipment security. SBS will continue to monitor its overall internal control environment through internal audits and management recommendations.

DEPARTMENT OF TRANSPORTATION

The Department of Transportation (DOT) continues to report ongoing efforts with respect to the oversight of its internal control environment. DOT will continue to monitor its internal control environment through internal and external audits.

DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT

The Department of Youth and Community Development (DYCD) reports the continuation of oversight and enhancements with respect to its internal control environment. Specifically, random worksite visit occur as well as the addition of new programs to database systems to help ensure program compliance. In addition, policies and procedures governing property management by contractors were updated, and new guidelines were issued concerning reimbursement of contractor expenses. DYCD will continue to monitor its internal control environment.

FIRE DEPARTMENT

The Fire Department (FDNY) reports the continuation of measures to oversee and further strengthen its internal control environment, including application of data analytics with respect to program management, upgraded procurement tracking tools, as well as the use of technology to enhance specialty units' inspection-related billing processes. FDNY will continue its course of corrective action and monitor its overall internal control environment through internal audits, follow-up on external audits and risk assessments.

HUMAN RESOURCES ADMINISTRATION

The Human Resources Administration (HRA) reports the continuation of activities to monitor and further strengthen its internal control environment. These measures include actions to update manuals and procedures affecting work order processing and security measures. Further, the Office of Constituent Communication continues to effectuate strategies to improve response times for resolving cases, and work is ongoing with respect to the agency's initiative to implement a bar-code system to facilitate inventory management and reconciliation activities. HRA will continue to monitor its overall internal control environment through its Office of Audit Services.

LANDMARKS PRESERVATION COMMISSION

The Landmarks Preservation Commission (LPC) reports that its present system of internal controls, taken as a whole, is sufficient to meet internal control objectives pertaining to the prevention and detection of errors or irregularities that would be material to the Commission, as well as those objectives pertaining to maximizing the effectiveness and integrity of its operations. LPC will continue to monitor its internal control environment.

LAW DEPARTMENT

The Law Department reports ongoing oversight to ensure the adequacy of its internal control environment. The agency will continue to monitor its overall internal control environment through follow-up on external audits, management reviews, Internal Audit Unit activity and Management Information Systems.

AGENCY INTERNAL CONTROLS

POLICE DEPARTMENT

The New York City Police Department (NYPD) reports ongoing activities to maintain and enhance its internal control environment. The NYPD will continue to monitor its internal control environment through the Internal Affairs Bureau, Quality Assurance Division, Fiscal Accountability Unit, Integrity Control Officers and Self-Inspection Program.

TAXI AND LIMOUSINE COMMISSION

The Taxi and Limousine Commission (TLC) reports ongoing activities with respect to the oversight of its system of internal controls. TLC will continue to monitor its internal controls through management and performance reviews, standardized policies and procedures, follow-up activity on external audits, and Information Technology.

BUDGETARY UNITS OF APPROPRIATION

Fiscal 2013

Board of Elections [003]

001 Personal Services
002 Other than Personal Services

Emergency Management [017]

001 Personal Services
002 Other than Personal Services

Law [025]

001 Personal Services
002 Other than Personal Services

City Planning [030]

001 Personal Services
002 Other than Personal Services
003 Geographic Systems - PS
004 Geographic Systems - OTPS

Investigation [032]

001 Personal Services
002 Other than Personal Services
003 Inspector General - PS
004 Inspector General - OTPS

New York Public Library - The Research Libraries [035]

001 Lump Sum Appropriation

New York Public Library [037]

003 Lump Sum - Borough of Manhattan
004 Lump Sum - Borough of the Bronx
005 Lump Sum - Borough of Staten Island
006 Systemwide Services
007 Consultant and Advisory Services

Brooklyn Public Library [038]

001 Lump Sum

Queens Borough Public Library [039]

001 Lump Sum

BUDGETARY UNITS OF APPROPRIATION

Education [040]

401	General Educational Instruction and School Leadership - PS
402	General Educational Instruction and School Leadership - OTPS
403	Special Educational Instruction and School Leadership - PS
404	Special Educational Instruction and School Leadership – OTPS
406	Charter Schools - OTPS
415	School Support Organization - PS
416	School Support Organization - OTPS
421	Citywide Special Education Instruction and School Leadership - PS
422	Citywide Special Education Instruction and School Leadership - OTPS
423	Special Education Instructional Support - PS
424	Special Education Instructional Support – OTPS
435	School Facilities - PS
436	School Facilities - OTPS
438	Pupil Transportation - OTPS
439	School Food Services - PS
440	School Food Services - OTPS
442	School Safety – OTPS
444	Energy and Leases - OTPS
453	Central Administration - PS
454	Central Administration - OTPS
461	Fringe Benefits - PS
470	Special Education Pre-K Contract Payments – OTPS
472	Charter & Contract Schools and Foster Care Placements - OTPS
474	NPS and FIT Payments - OTPS
481	Categorical Programs - PS
482	Categorical Programs - OTPS

City University of New York [042]

001	Community College - OTPS
002	Community College - PS
003	Hunter Schools - OTPS
004	Hunter Schools - PS
012	Senior College - OTPS

Civilian Complaint Review Board [054]

001	Personal Services
002	Other than Personal Services

Police [056]

001	Operations
002	Executive Management
003	School Safety -PS
004	Administration - Personnel
006	Criminal Justice
007	Traffic Enforcement
008	Transit Police - PS
009	Housing Police - PS
100	Operations - OTPS
200	Executive Management - OTPS
300	School Safety - OTPS
400	Administration - OTPS
600	Criminal Justice - OTPS
700	Traffic Enforcement - OTPS

BUDGETARY UNITS OF APPROPRIATION

Fire [057]

001	Executive Administrative
002	Fire Extinguishment & Emergency Response
003	Fire Investigation
004	Fire Prevention
005	Executive Administrative - OTPS
006	Fire Extinguishment & Response - OTPS
007	Fire Investigation - OTPS
008	Fire Prevention - OTPS
009	Emergency Medical Services- PS
010	Emergency Medical Services- OTPS

Children's Services [068]

001	Personal Services
002	Other than Personal Services
003	Head Start/Day Care - PS
004	Head Start/Day Care - OTPS
005	Administrative - PS
006	Child Welfare - OTPS
007	Juvenile Justice - PS
008	Juvenile Justice - OTPS

Human Resources [069]

101	Administration - OTPS
103	Public Assistance - OTPS
104	Medical Assistance - OTPS
105	Adult Services - OTPS
201	Administration
203	Public Assistance
204	Medical Assistance
205	Adult Services

Homeless Services [071]

100	Personal Services
200	Other than Personal Services

Correction [072]

001	Administration
002	Operations
003	Operations - OTPS
004	Administration - OTPS

Aging [125]

001	Executive and Administrative Management
002	Community Programs
003	Community Programs - OTPS
004	Executive and Administrative Management - OTPS

BUDGETARY UNITS OF APPROPRIATION

Cultural Affairs [126]

001	Office of the Commissioner - PS
002	Office of the Commissioner - OTPS
003	Cultural Programs
004	Metropolitan Museum of Art
005	New York Botanical Garden
006	American Museum of Natural History
007	The Wildlife Conservation Society
008	Brooklyn Museum
009	Brooklyn Children's Museum
010	Brooklyn Botanical Garden
011	Queens Botanical Garden
012	New York Hall of Science
013	Staten Island Institute of Arts and Sciences
014	Staten Island Zoological Society
015	Staten Island Historical Society
016	Museum of the City of New York
017	Wave Hill
019	Brooklyn Academy of Music
020	Snug Harbor Cultural Center
021	Studio Museum in Harlem
022	Other Cultural Institutions
024	New York Shakespeare Festival

Landmarks Preservation [136]

001	Personal Services
002	Other than Personal Services

Taxi and Limousine [156]

001	Personal Services
002	Other than Personal Services

Commission on Human Rights [226]

001	Personal Services
002	Other than Personal Services
003	Community Development - PS
004	Community Development - OTPS

Youth and Community Development [260]

002	Executive and Administrative
005	Community Development - OTPS
311	Program Services - PS
312	Other than Personal Services

BUDGETARY UNITS OF APPROPRIATION

Probation [781]

001	Executive Management
002	Probation Services
003	Probation Services - OTPS
004	Executive Management - OTPS

Small Business Services [801] (Economic Development Corporation)

001	Department of Business - PS
002	Department of Business - OTPS
004	Contract Compliance & Business Opportunity - PS
005	Contract Compliance & Business Opportunity - OTPS
006	Economic Development Corporation - OTPS
010	Workforce Investment Act - PS
011	Workforce Investment Act - OTPS

Housing Preservation and Development [806]

001	Office of Administration
002	Office of Development
004	Office of Housing Preservation
006	Housing Maintenance and Sales
008	Office of Administration - OTPS
009	Office of Development - OTPS
010	Housing Management and Sales - OTPS
011	Office of Housing Preservation - OTPS

Buildings [810]

001	Personal Services
002	Other than Personal Services

Health and Mental Hygiene [816] (Office of Chief Medical Examiner)

101	Health Administration
102	Disease Control and Epidemiology
103	Health Promotion and Disease Prevention
104	Environmental Health Services - PS
106	Office of Chief Medical Examiner
107	Health Care Access and Improvement - PS
108	Mental Hygiene Management Services – PS
109	Epidemiology - PS
111	Health Administration - OTPS
112	Disease Control and Epidemiology - OTPS
113	Health Promotion and Disease Prevention - OTPS
114	Environmental Health Services - OTPS
116	Office of Chief Medical Examiner - OTPS
117	Health Care Access and Improvement - OTPS
118	Mental Hygiene Management Services – OTPS
119	Epidemiology - OTPS
120	Mental Health Services - OTPS
121	Mental Retardation and Developmental Disability - OTPS
122	Chemical Dependency and Health Promotion - OTPS

BUDGETARY UNITS OF APPROPRIATION

Health and Hospitals Corporation [819]

001 Lump Sum

Office of Administrative Trials and Hearings [820]

001 Personal Services
002 Other than Personal Services

Environmental Protection [826]

001 Executive and Support
002 Environmental Management
003 Water Supply and Wastewater Collection
004 Utility - OTPS
005 Environmental Management - OTPS
006 Executive and Support - OTPS
007 Central Utility
008 Wastewater Treatment

Sanitation [827]

101 Executive Administrative
102 Cleaning and Collection
103 Waste Disposal
104 Building Management
105 Bureau of Motor Equipment
106 Executive and Administrative - OTPS
107 Snow Budget - Personal Services
109 Cleaning and Collection - OTPS
110 Waste Disposal - OTPS
111 Building Management - OTPS
112 Motor Equipment - OTPS
113 Snow Budget - OTPS

Business Integrity Commission [829]

001 Personal Services
002 Other than Personal Services

Finance [836]

001 Administration and Planning
002 Operations
003 Property
004 Audit
005 Legal
007 Parking Violations Bureau
009 City Sheriff
011 Administration - OTPS
022 Operations - OTPS
033 Property - OTPS
044 Audit - OTPS
055 Legal - OTPS
077 Parking Violations Bureau - OTPS
099 City Sheriff – OTPS

BUDGETARY UNITS OF APPROPRIATION

Transportation [841]

001	Executive Administration and Planning Management
002	Highway Operations
003	Transit Operations
004	Traffic Operations
006	Bureau of Bridges
007	Bureau of Bridges - OTPS
011	Executive Administration and Planning Management - OTPS
012	Highway Operations - OTPS
013	Transit Operations - OTPS
014	Traffic Operations - OTPS

Parks and Recreation [846]

001	Executive Management and Administrative Services
002	Maintenance and Operations
003	Design and Engineering
004	Recreation Services
006	Maintenance and Operations - OTPS
007	Executive Management and Administrative Services - OTPS
009	Recreation Services - OTPS
010	Design and Engineering - OTPS

Design and Construction [850]

001	Personal Services
002	Other than Personal Services

Citywide Administrative Services [856]

001	Human Capital
002	Human Capital - OTPS
005	Board of Standards and Appeals
006	Board of Standards and Appeals - OTPS
100	Executive and Support Services
190	Executive and Support Services - OTPS
200	Division of Administration and Security
290	Division of Administration and Security - OTPS
300	Asset Management – Public Facilities
390	Asset Management – Public Facilities - OTPS
400	Office of Citywide Purchasing
490	Office of Citywide Purchasing - OTPS
500	Division of Real Estate Services
590	Division of Real Estate Services - OTPS
600	External Publications and Retailing
690	External Publications and Retailing – OTPS
700	Energy Management
790	Energy Management – OTPS
800	Citywide Fleet Services
890	Citywide Fleet Services - OTPS

BUDGETARY UNITS OF APPROPRIATION

Information Technology and Telecommunications [858] (311 Customer Service Center)

001 Personal Services
002 Other than Personal Services

Records and Information Services [860]

100 Personal Services
200 Other than Personal Services

Consumer Affairs [866]

001 Administration
002 Licensing and Enforcement
003 Other than Personal Services
004 Adjudication