

DEPARTMENT OF CITY PLANNING

Indicator name:	Economic development and housing proposals completed and presented to the public
Description:	The number of proposals to promote sustainable mixed-use, mixed-income communities anchored by affordable housing in existing and emerging neighborhoods or that foster growth and development of the City's central and regional business districts, in the form of written reports, certified applications for zoning map or text amendments, website postings, and/or public presentations of recommended actions.
Source:	Records maintained by DCP's Planning Coordination Division.
Indicator name:	Neighborhood enhancement proposals completed and presented to the public
Description:	The number of proposals to preserve the character of existing neighborhoods, promote sustainability, resiliency and long-term affordability, or improve physical and social infrastructure, in the form of written reports, certified applications for zoning map or text amendments, website postings, and/or public presentations of recommended actions.
Source:	Records maintained by DCP's Planning Coordination Division.
Indicator name:	Planning information and policy analysis initiatives presented to the public
Description:	The number of projects informing the public of significant trends in land use, housing, zoning, demographics, and procedures and/or policies, in the form of written reports, datasets, website postings, and/or public presentations.
Source:	Records maintained by DCP's Planning Coordination Division
Indicator Name:	Zoning actions (simple) certified/referred
Definition:	The number of simple zoning actions initiated by private and public applicants, including DCP, that were certified as complete and, for those actions subject to ULURP (Uniform Land Use Review Procedure), referred for public review. Simple projects, which can include one or more land use applications and their associated environmental review, include zoning map changes, amendments to the zoning resolution, zoning special permits, authorizations, and certifications and, in general, have no or limited environmental review (all Type II designations).
Source:	Database maintained by DCP's Planning Coordination Division.
Indicator name:	Zoning actions (simple) certified/referred within 12 months (%)
Description:	The percent of simple public and private zoning actions certified as complete or referred for public review within 12 months of project start, normally marked by submission of a Pre-Application Statement (PAS) to the Department.
Source:	Database maintained by DCP's Planning Coordination Division.
Indicator Name:	Zoning actions (complex) certified/referred
Definition:	The number of complex zoning actions initiated by private and public applicants, including DCP, that were certified as complete and, for those actions subject to ULURP (Uniform Land Use Review Procedure), referred for public review. Complex projects, which can include one or more land use applications and their associated environmental review, include zoning map changes, amendments to the zoning resolution, zoning special permits, authorizations, and certifications and require more involved environmental review and interagency coordination (Type I or unlisted designations).
Source:	Database maintained by DCP's Planning Coordination Division.
Indicator name:	Zoning actions (complex) certified/referred within 15 months (%)
Description:	The percent of complex public and private zoning actions certified as complete and/or referred for public review within 15 months of project start, normally marked by submission of a Pre-Application Statement (PAS) to the Department.
Source:	Database maintained by DCP's Planning Coordination Division.

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Indicator Name:	City projects (non-zoning) certified/referred
Definition:	The number of projects submitted by public agencies or the NYC Economic Development Corporation, including their associated environmental review, which were certified as complete and, for those actions subject to ULURP (Uniform Land Use Review Procedure), referred for public review. Projects include individual sitings of City facilities, acquisition of property or office space by the City, housing approvals, business improvement districts, franchises, landmarks and concessions.
Source:	Database maintained by DCP's Planning Coordination Division.
Indicator Name:	City projects (non-zoning actions) certified/referred within 6 months (%)
Description:	The percent of projects submitted by public agencies or the NYC Economic Development Corporation, including their associated environmental review, certified as complete and/or referred for public review within six months of project start, normally marked by submission of a Pre-Application Statement (PAS) to the Department.
Source:	Database maintained by DCP's Planning Coordination Division.
Indicator name:	Renewals and natural area approvals certified/referred
Description:	The number of project renewals citywide and project approvals located in all Natural Area Districts that are completed, referred and, for those actions subject to ULURP (Uniform Land Use Review Procedure), certified as complete and referred for public review. Typical applicants are individual home and business owners and private developers. Project renewals include special permits for use or bulk subject to terms of expiration. Projects in Natural Area Districts include one or more zoning authorizations, certifications or special permits located in all Special Natural Area Districts citywide, the Special South Richmond Development District and the Special Hillside Preservation District.
Source:	Database maintained by DCP's Planning Coordination Division.
Indicator Name:	Renewals and natural area approvals projects certified/referred within 6 months (%)
Description:	The percent of project renewals citywide and all natural area project approvals, including their associated environmental review, certified as complete or referred for public review within six months of project start, normally marked by submission of a Pre-Application Statement (PAS) to the Department.
Source:	Database maintained by DCP's Planning Coordination Division.
Indicator name:	Emails sent to an agency (through NYC.gov or a publicized agency email address)
Description:	The number of emails sent to an agency through NYC.gov or to a publicly disclosed email address (e.g., customerservice@agency.nyc.gov).
Source:	Records maintained by the Executive Office.
Indicator name:	Emails responded to in 14 days (%)
Description:	The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source:	Records maintained by the Executive Office.
Indicator name:	Letters sent to an agency
Description:	The number of written correspondence addressed to a central correspondence unit, the agency at large, or to the Commissioner.
Source:	Records maintained by the Executive Office.

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Indicator name:	Letters responded to in 14 days (%)
Description:	The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source:	Records maintained by the Executive Office.
Indicator name:	Completed customer requests for interpretation
Description:	The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source:	Records maintained by DCP's Planning Coordination Division.
Indicator name:	CORE customer experience rating (0-100)
Description:	An average score based on the rating of 24 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g. wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Facilities are rated by trained City inspectors.
Source:	Mayor's Office of Operations – SCOUT.

