

CITY COMMISSION ON HUMAN RIGHTS

Indicator name:	Cases successfully mediated
Description:	The number of cases or complaints resolved through mediation, a conflict resolution process, during the reporting period.
Source:	Case Tracking System, Law Enforcement Bureau.
Indicator name:	Pre-complaint resolutions
Description:	The number of resolutions of potential allegations of Human Rights violations prior to the actual filing of a complaint.
Source:	Case Tracking System, Law Enforcement Bureau
Indicator name:	Cases filed
Description:	The number of filed cases during the reporting period.
Source:	Case Tracking System, Law Enforcement Bureau.
Indicator name:	Cases closed
Description:	The number of closed cases during the reporting period.
Source:	Case Tracking System, Law Enforcement Bureau.
Indicator name:	Cases closed (%) - no probable cause determination
Description:	The percent of closed cases where the Commission does not believe the claim of discrimination can be proven in court.
Source:	Case Tracking System, Law Enforcement Bureau.
Indicator name:	Cases closed (%) - probable cause determination
Description:	The percent of closed cases where the Commission believes a claim of discrimination can be proven in court.
Source:	Case Tracking System, Law Enforcement Bureau.
Indicator name:	Cases closed (%) - administrative cause
Description:	The percent of cases that are closed based on, but not limited to, failure to locate complainant, failure of complainant to appear, failure of complainant to accept a reasonable settlement offer, complainant's disruptive conduct, complainant's request for dismissal, or the belief that the prosecution of the complaint will not serve the public interest.
Source:	Case Tracking System, Law Enforcement Bureau.
Indicator name:	Cases closed (%) - settlement
Description:	The percent of cases that the parties agree to terms that will resolve and close the complaint.
Source:	Case Tracking System, Law Enforcement Bureau
Indicator name:	Cases referred to the Office of Administrative Trials and Hearings
Description:	The number of cases with a finding of probable cause for discrimination that have been referred for trial to the Office of Administrative Trials and Hearings.
Source:	Case Tracking System, Law Enforcement Bureau
Indicator name:	Average value of cash settlement for complainant (\$)
Description:	The average cash value of settlement amount for resolved cases.
Source:	Case Tracking System, Law Enforcement Bureau
Indicator name:	Modifications for accessibility for handicapped
Description:	The number of modifications made to housing accommodations, public accommodations, or workplaces in order to allow for accessibility for individuals with disabilities.
Source:	Case Tracking System, Law Enforcement Bureau

CITY COMMISSION ON HUMAN RIGHTS

Indicator name:	Average age of complaint caseload (days)
Description:	The average time a case has been in progress from the date of filing through resolution of the complaint.
Source:	Case Tracking System, Law Enforcement Bureau
Indicator name:	Caseload
Description:	The number of pending cases at the end of the fiscal year including those pending appeal.
Source:	Case Tracking System, Law Enforcement Bureau.
Indicator name:	Cases pending by age - less than one year
Description:	The number of open cases still in progress for less than one year, including those that are pending appeal.
Source:	Case Tracking System, Law Enforcement Bureau.
Indicator name:	Conferences, workshops and training sessions
Description:	The number of conferences, workshops and training sessions provided for a variety of groups and community organizations on issues such as the Human Rights Law, cultural diversity, and conflict resolution.
Source:	Community Relations Bureau, Research Division.
Indicator name:	Community-based technical assistance
Description:	The number of technical assistance sessions, including one-on-one or less formal group assistance, that field staff provide to the community, individuals and professional groups. Most assistance includes responding to human rights inquiries on disability, housing and immigrant and professional groups, pre-complaint intervention and information on community concerns such as intergroup conflict and multicultural initiatives.
Source:	Community Relations Bureau, Research Division.
Indicator name:	School-based training sessions conducted
Description:	The number of workshops and training sessions held in schools on issues such as the Human Rights Law, cultural diversity, conflict resolution and peer mediation provided to students, teachers, parents or administrators.
Source:	Community Relations Bureau, Research Division.
Indicator name:	Letters responded to in 14 days (%)
Description:	The percentage of letters answered in 14 calendar days or less out of the total number of letters responded to during the reporting period. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source:	City Commission on Human Rights.
Indicator name:	E-mails responded to in 14 days (%)
Description:	The percentage of emails answered in 14 calendar days or less out of the total number of letters responded to during the reporting period. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source:	City Commission on Human Rights.

CITY COMMISSION ON HUMAN RIGHTS

Indicator name:	Average wait time to speak with a customer service agent (minutes)
Description:	The average time in minutes from the time a customer meets with a greeter or information desk representative until he or she is met by a customer service representative. Security/building entry wait times are not included unless a security guard plays a formal intake role.
Source:	City Commission on Human Rights.
Indicator name:	CORE customer experience rating of facilities (0-100)
Description:	An average score based on the rating of 15 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g., wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors. Fiscal 2016 data for the overall rating represents a change in methodology. For agencies with multiple service centers, inspectors focused on sites that had historically lower scores, specifically sites that received an average overall site score of 85 or lower over the last three years and sites that received a score of 85 or lower in Fiscal 2015. If all agency service centers scored above 85 last year, the service center with the lowest overall score was inspected.
Source:	Mayor's Office of Operations.

