

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

Indicator name:	Applications received for open competitive civil service exams
Description:	The number of applications received by the Human Capital Line of Service for open competitive civil service examinations.
Source:	Mainframe computer system (APPS), maintained by the Bureau of Examination, within the Human Capital Line of Service at the Department of Citywide Administrative Services (DCAS).
Indicator name:	Employment applications received via NYC Jobs
Description:	The number of employment applications received from external applicants via NYC Jobs (www.nyc.gov/jobs) within a given fiscal year.
Source:	New York City Automated Personnel System (NYCAPS).
Indicator name:	New hires - White (%) - Black (%) - Hispanic (%) - Asian (%) - Native American (%) - Unspecified (%) - Male (%) - Female (%)
Description:	The cumulative number, or sum, of newly hired people who identified themselves by race/ethnicity and gender divided by the sum of all new hires in the Mayoral agencies throughout the reporting period. Mayoral agencies included are the Offices of the Mayor, Administrative Trials and Hearings, Emergency Management, and Management and Budget; Fire Department, Law Department, Police Department; Departments of Aging, Buildings, City Planning, Citywide Administrative Services, Consumer Affairs, Correction, Cultural Affairs, Design and Construction, Environmental Protection, Finance, Health and Mental Hygiene, Homeless Services Housing Preservation and Development, Information Technology and Telecommunications, Investigation, Parks and Recreation, Probation, Records and Information Services, Sanitation, Small Business Services, Transportation, and Youth and Community Development; Administration for Children's Services, Business Integrity Commission, Commission on Human Rights, Human Resources Administration, Landmarks Preservation Commission, Tax Commission, and Taxi and Limousine Commission. Does not include the Board of Standards and Appeals, Department of Education, Financial Information Services Agency nor the Offices of Labor Relations and Payroll Administration.
Source:	Citywide Equal Employment Database System (CEEDS).
Indicator name:	Exams administered on schedule (%)
Description:	The percentage of examinations that are administered on the scheduled date.
Source:	Mainframe computer system, maintained by the Bureau of Examination, within the Human Capital Line of Service.
Indicator name:	Median time from exam administration to exam results completion (days)
Description:	The median number of days elapsed from the date the civil service exam was given to the date of exam results completion (the time a list is published or directly established at the request of a hiring agency). List publication refers to when the list has been made public (results are sent to candidates and published lists are sent to hiring agencies). Appointments cannot be made until a list has been established and certified to hiring agencies. The fiscal year figure is the annual average of the median number of days reported each month.
Source:	Human Capital.

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

Indicator name:	Average rating for professional development sessions (%)
Description:	The average rating for professional development training sessions based on post-session surveys filled out by training participants, City employees that receive services at the Citywide Training Center.
Source:	Human Capital.
Indicator name:	City employees/participants attending training sessions
Description:	The number of City employees/participants attending training sessions at the Citywide Training Center.
Source:	Human Capital.
Indicator name:	City employees participating in diversity, inclusion and equal employment opportunity e-learning sessions
Description:	The number of City employees participating in Diversity & Inclusion and EEO Computer-Based Training sessions. Agencies with employees participating in training sessions included are the Administration for Children's Services; Board of Correction; Board of Standards & Appeals; Business Integrity Commission; Campaign Finance Board; City Clerk and Clerk of the Council; City Council; Civilian Complaint Review Board; Commission on Human Rights; Conflicts of Interest Board; Department for the Aging, Departments of City Planning, Citywide Administrative Services, Consumer Affairs, Correction, Cultural Affairs, Design & Construction, Education, Environmental Protection, Finance, Health & Mental Hygiene, Homeless Services, Housing, Preservation & Development, Information Technology & Telecommunications, Investigation, Parks & Recreation, Probation, Records & Information Services, Sanitation, Small Business Services, Transportation, and Youth & Community Development; District Attorney's Offices for Bronx County, Kings County, New York County, Queens County, and Richmond County; Equal Employment Practices Commission; Financial Information Services Agency; Housing Preservation and Development; Human Resources Administration/Department of Social Services; Independent Budget Office; Landmarks Preservation Commission; New York City Districting Commission; New York City Police Pension Fund; NYC Civil Service Commission; NYC Economic Development Corporation; NYC Employees' Retirement System; NYC Fire Department; NYC Housing Authority; NYC Law Department; NYC Police Department; Offices of Administrative Tax Appeals, Administrative Trials & Hearings, Collective Bargaining, Labor Relations, Management & Budget, Payroll Administration, Special Narcotics, the Actuary, the Comptroller, the Mayor, the President of the Borough of Brooklyn, the President of the Borough of Manhattan, the President of the Borough of Queens, the President of the Borough of Staten Island, and the President of the Borough of the Bronx; Public Administrator - Bronx County; Public Administrator - Kings County; Public Administrator - New York County; Public Administrator - Queens County; Public Administrator - Richmond County; Public Advocate for the City of New York; School Construction Authority; Taxi & Limousine Commission; and the Teachers' Retirement System.
Source:	DCAS' Computer-Based Training platform.
Indicator name:	Average building cleanliness and condition rating for DCAS-managed space (non-court) (%)
Description:	The average cleanliness and condition rating of DCAS-managed office buildings. The ratings are based on a survey received from tenants of DCAS in more than 20 office buildings. Each score is weighted by the square footage of the building the tenant is rating. The overall score tenants gave to their building is worth 20 percent of the total score and all other questions are worth 80 percent.
Source:	Division of Facilities Management and Construction.

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

Indicator name:	CORE customer experience rating of facilities (0-100)
Description:	An average Customers Observing and Reporting Experiences (CORE) score based on the rating of 15 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g., wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors. 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.
Indicator name:	Average time to complete in-house work orders for minor repairs (days)
Description:	The average time, in days, for DCAS staff to complete in-house trade shop work orders for minor repairs starting from the time the work is requested. DCAS calculates the average time to completion by including all work orders submitted, started and completed within a 30 day window. Calculations used for minor repairs do not include work orders that are completed beyond 30 days, including long-term projects as they may skew and misrepresent data presented. Work orders included in the calculations of this indicator reflect the average duration of work orders related to building operations and maintenance rather than renovations, small projects, long-term projects, etc. Trade shop includes carpenters, plumbers, electricians, etc., and is independent of maintenance and mechanical work.
Source:	Division of Facilities Management and Construction.
Indicator name:	In-house trade shop work orders completed within 30 days (%)
Description:	The percentage of in-house work orders received by the DCAS trade shops that are completed within 30 days of the request for work. Trade shop includes carpenters, plumbers, electricians, etc., and is independent of maintenance and mechanical work.
Source:	Internal Division of Facilities Management and Construction database.
Indicator name:	Lease-in agreements executed
Description:	The number of lease-in real estate agreements executed by DCAS for City agency use in private space. Real estate agreements executed include renewals, amendments and new executions of leases or licenses.
Source:	Division of Real Estate Services.
Indicator name:	Square footage associated with executed lease-in agreements (000)
Description:	The total square footage, in thousands, as specified in the lease-in or license agreement, associated with the real estate agreements executed by DCAS for City agency use in private space. Real estate agreements executed include renewals, amendments and new executions of leases or licenses.
Source:	Division of Real Estate Services.
Indicator name:	Average square feet of office space per employee
Description:	The average rentable square feet of office space per City employee calculated using total square feet of City-owned and leased space occupied by mayoral agencies versus agencies' headcount. Excludes Police Department spaces due to its unique use of space for continuous 24 hours a day, seven days a week operations.
Source:	Division of Real Estate Services.

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

Indicator name:	Vacant desks (%)
Description:	Percentage of underutilized space calculated using the number of vacant or unassigned desks versus the overall number of desks occupied by mayoral agencies. Excludes Police Department spaces due to its unique use of space for continuous 24 hours a day, seven days a week operations.
Source:	Division of Real Estate Services.
Indicator name:	Lease revenue generated (\$000)
Description:	Total revenue, in thousands of dollars, generated from the lease of City-owned properties.
Source:	IPIS, a mainframe computer system maintained by the Division of Real Estate Services.
Indicator name:	Revenue generated from the sale of surplus goods (\$000)
Description:	Total revenue, in thousands of dollars, generated from the sale of the City's surplus goods.
Source:	Budget.
Indicator name:	- Revenue generated from auto auctions (\$000)
Description:	Total revenue, in thousands of dollars, generated from the vehicle surplus (auto auction) sales. Auto auction revenue is a component of 'Revenue generated from the sale of surplus goods' above.
Source:	Citywide Fleet Management.
Indicator name:	Real estate auction bids received (\$000)
Description:	The amount, in thousands of dollars, of bids received from the sale of City-owned property to the private sector at property auctions.
Source:	IPIS, a mainframe computer system maintained by the Division of Real Estate Services.
Indicator name:	Average number of bidders per bid
Description:	The total bids tabulated divided by the total number of bid openings, excluding bids for surplus goods sold by the Department.
Source:	Commodity Line Item Purchasing System, a mainframe computer system maintained by the Office of Citywide Procurement.
Indicator name:	Mayoral agency spending against DCAS master contracts (%)
Description:	The percentage of mayoral agency spending on goods (e.g., office supplies) and standard services (e.g., elevator maintenance) through consolidated master contracts put in place by the DCAS Office of Citywide Procurement (OCP). For procurements under \$100,000 ("small purchases"), agencies can process their own purchases/contracts if OCP does not have a master contract in place to meet that need. This indicator also does not include spending outside of DCAS OCP's portfolio (e.g. excludes technology, construction and professional services).
Source:	Mayor's Office of Contract Services and the Office of Citywide Procurement at DCAS.
Indicator name:	Value of goods purchased (\$000,000)
Description:	The value, in millions of dollars, of purchase orders processed by the DCAS on behalf of City agencies. Purchase orders are requests from City agencies to purchase goods through DCAS contracts.
Source:	Office of Citywide Procurement.
Indicator name:	- Value of central storehouse requisitions (\$000)
Description:	The value, in thousands of dollars, of all items purchased and stored by City agencies at the City's central storehouse.
Source:	Office of Citywide Procurement.
Indicator name:	- Electricity purchased (kilowatt hours) (billions)
Description:	Total electricity purchased in billions of kilowatt hours (kWh).
Source:	Bills paid by DCAS.

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

Indicator name:	Total energy purchased (British thermal units) (trillions)
Description:	Total energy purchased in trillions of British thermal units (BTUs), including electricity, gas and steam.
Source:	Bills paid by DCAS.
Indicator name:	- Electricity (%)
Description:	Electricity purchased as a percent of the total energy purchased by the City (in British thermal units (BTUs)).
Source:	DCAS Energy Management.
Indicator name:	- Natural gas (%)
Description:	Natural gas purchased as a percent of total energy purchased (in British thermal units (BTUs)).
Source:	DCAS Energy Management.
Indicator name:	- Steam (%)
Description:	Steam purchased as a percent of total energy purchased (in British thermal units (BTUs)).
Source:	DCAS Energy Management.
Indicator name:	Annual estimated reduction in greenhouse gas emissions from all energy projects (metric tons)
Description:	The annual reduction in greenhouse gas (GHG) emissions, by metric ton, (carbon dioxide equivalent or CO ₂ e) estimated to be reduced as a result of energy efficiency projects that have been funded, in whole or in part, by DCAS on behalf of the City and are completed within the fiscal year reported. This measurement only reports on the estimated GHG reductions in building-related emissions, by building, in which energy projects were completed within a fiscal year and do not account for adjustments in other variables (e.g., changes in weather, occupancy, operation, etc.) which may impact the actual change in energy usage as reported in MMR energy usage data. Funded refers to funds invested by DCAS, or awarded by DCAS, to other City agencies for that agency's implementation of a project.
Source:	DCAS Energy Management.
Indicator name:	Cumulative estimated reduction in greenhouse gas emissions from all energy projects (metric tons)
Description:	Using Fiscal 2012 as a baseline, or starting point, the cumulative, reduction in GHG emissions, by metric ton, (carbon dioxide equivalent or CO ₂ e) estimated to be reduced as a result of energy efficiency projects that have been funded, in whole or in part, by DCAS on behalf of the City and are completed within a fiscal year period. This measurement reports the greenhouse gas reductions in building-related emissions only by building in which energy projects were completed within a fiscal year period and do not account for adjustments in other variables (e.g. changes in weather, occupancy, operation, etc.) which may impact the actual change in energy usage as reported in MMR energy usage data. Funded refers to funds invested by DCAS, or awarded by DCAS, to other City agencies for that agency's implementation of a project.
Source:	DCAS Energy Management.
Indicator name:	Annual estimated avoided energy cost from all energy projects (\$000,000)
Description:	The annual estimated energy cost avoided, in millions of dollars, derived from municipal energy projects completed within a fiscal year based on project scopes without adjusting for other variables (e.g., changes in weather) that may impact the actual change in energy usage as reported in MMR energy usage data.
Source:	DCAS Energy Management.

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

Indicator name:	Cumulative estimated avoided energy cost from all energy projects (\$000,000)
Description:	Using Fiscal 2012 as a baseline, or starting point, the cumulative estimated energy cost avoided, in millions of dollars, derived from municipal energy projects completed within a fiscal year based on project scopes without adjusting for other variables (e.g., changes in weather) that may impact the actual change in energy usage as reported in MMR energy usage data.
Source:	DCAS Energy Management.
Indicator name:	Annual energy retrofit/conservation projects completed
Description:	The annual number of energy retrofit, solar thermal and co-generation projects installed and operational within or on City structures in a given fiscal year.
Source:	DCAS Energy Management.
Indicator name:	Cumulative energy retrofit/conservation projects completed
Description:	Using Fiscal 2012 as a baseline, or starting point, the cumulative number of energy retrofit, solar thermal and co-generation projects installed and operational in or on municipal buildings/ structures.
Source:	DCAS Energy Management.
Indicator name:	Annual Energy Efficiency Reports (EER) completed
Description:	The annual number of Energy Efficiency Reports (EERs), comprised of energy audits and retro-commissioning reports as per Local Law 87 of 2009. Energy audits are compliant energy efficiency assessments completed in municipal buildings.
Source:	DCAS Energy Management.
Indicator name:	Cumulative Energy Efficiency Reports (EER) completed
Description:	Using Fiscal 2012 as a baseline, or starting point, the cumulative number of Energy Efficiency Reports (EERs), comprised of energy audits and retro-commissioning reports as per Local Law 87 of 2009. Energy audits are compliant energy efficiency assessments completed in municipal buildings.
Source:	DCAS Energy Management.
Indicator name:	Cumulative installed solar capacity (kilowatts)
Description:	Using Fiscal 2012 as a baseline, or starting point, the cumulative energy generating capacity, in kilowatts, of exclusively solar systems that are installed and operational within or on municipal buildings/structures.
Source:	DCAS Energy Management.
Indicator name:	Hybrid or alternative fuel vehicles in the citywide fleet (%)
Description:	The percentage of the City's total fleet that is hybrid and/or runs on fuels other than the traditional petroleum gasoline/diesel. Alternative fuels include compressed natural gas, biodiesel blends, electricity and solar.
Source:	Citywide Fleet Management.
Indicator name:	- Hybrid or alternative fuel vehicles in the DCAS-managed fleet (%)
Description:	The percentage of the DCAS-managed fleet, a subset of the City's total fleet that is managed directly by DCAS, which is hybrid and/or runs on fuels other than the traditional petroleum gasoline/diesel. Alternative fuels include compressed natural gas, biodiesel blends, electricity and solar.
Source:	Citywide Fleet Management.

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

Indicator name:	Vehicles with highest emission ratings purchased pursuant to Local Law 38 in the citywide fleet (%)
Description:	The percentage of light-duty and medium-duty vehicles purchased for the City through DCAS that are certified with the three 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 exceptions for certain emergency vehicles.
Source:	Vehicle Tracking System.
Indicator name:	- Vehicles with highest emission ratings purchased pursuant to Local Law 38 in the DCAS-managed fleet (%)
Description:	The percentage of light-duty and medium-duty vehicles purchased for the DCAS-managed fleet, a subset of the City's total fleet, which is managed directly by DCAS, that are certified with the three 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 exceptions for certain emergency vehicles.
Source:	Vehicle Tracking System.
Indicator name:	Fleet in-service rate citywide (%)
Description:	The percentage of the total citywide fleet that is available for use each month.
Source:	Citywide Fleet Management.
Indicator name:	- Fleet in-service rate for DCAS-managed fleet (%)
Description:	The percentage of the DCAS-managed fleet, a subset of the City's total fleet that is managed directly by DCAS, that is available for use each month.
Source:	Citywide Fleet Management.
Indicator name:	Collisions involving City vehicles citywide
Description:	The total number of City-vehicle involved collision reports involving injury or property damage for the citywide fleet reported in the citywide collision reporting system (CRASH). New York State MV-104 reports are required whenever a collision occurs involving death, or other personal injury, or property damage over \$1,000.
Source:	Citywide Fleet Management.
Indicator name:	- Collisions involving City vehicles for the DCAS-managed fleet
Description:	The number of City-vehicle involved collision reports involving injury or property damage for the DCAS-managed fleet, a subset of the City's total fleet, that is managed directly by DCAS in CRASH. New York State MV-104 reports are required whenever a collision occurs involving death, or other personal injury, or property damage over \$1,000.
Source:	Citywide Fleet Management.
Indicator name:	Workplace injuries reported
Description:	All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost. The number of incidents reported by DCAS, on a monthly basis, reflects the number of incidents that occurred. Employees may not report an injury at the time the incident occurred and may report it on a later date, resulting in a delay on the date an incident is reported.
Source:	Administration and the Office of the General Counsel, Citywide Occupational Safety and Health.

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

Indicator name: Accidents involving the public in DCAS-managed properties
Description: All accidents recorded by the DCAS security vendor.
Source: Administration, DCAS Security.

Indicator name: Average cost of training per employee (\$)
Description: The average cost of training per City employee trained during the reporting period. Calculated as a “fully loaded” cost including vendor payments, staff costs and facility overhead.
Source: Vendor training costs are taken from an internal database maintained by Human Capital and the Agency Chief Contracting Officer. DCAS personnel costs are taken from the City’s Payroll Management System. Overhead costs are calculated based on information in the City’s Financial Management System.

Indicator name: Average cost of cleaning per square foot (\$)
Description: The average cost of supplies, equipment and personnel expenses per square foot of space cleaned, including both court and non-court public buildings.
Source: Budget.

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 that 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 receives a complete and full response.
Source: Department of Citywide Administrative Services.

Indicator name: E-mails responded to in 14 days (%)
Description: The percentage of e-mails answered in 14 calendar days or less out of the total number of e-mails 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 that 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 receives a complete and full response.
Source: Department of Citywide Administrative Services.

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: Department of Citywide Administrative Services.