

DEPARTMENT OF FINANCE

Indicator name:	Property taxes billed that are paid (%)
Description:	The percent of property taxes that Finance bills New York City property owners that was resolved by the end of the tax period. This is the inverse of the property tax delinquency rate.
Source:	Tax Policy Division.
Indicator name:	– Paid on time (%)
Description:	The percent of property taxes that Finance bills New York City property owners, net of exemptions and reductions, resolved within one month of the due date.
Source:	Tax Policy Division.
Indicator name:	Audits closed within 1 year (%)
Description:	The percent of audits of bank, corporate, commercial rent, general corporation, hotel, unincorporated business, utility, sales and personal income tax returns decided and closed within one year, measured from the date the case is initiated to the closing date.
Source:	Audit Division.
Indicator name:	Average turnaround time for audits (days)
Description:	The average number of calendar days it takes Finance to complete an audit of bank, corporate, commercial rent, general corporation, hotel, unincorporated business, utility, sales and personal income tax returns, measured from the date the case is initiated to the closing date.
Source:	Audit Division.
Indicator name:	Average amount collected from a closed audit (\$000)
Description:	The average amount of revenue collected per closed audit of bank, corporate, commercial rent, general corporation, hotel, unincorporated business, utility, sales and personal income tax returns.
Source:	Audit Division.
Indicator name:	Increase in tax liability as a result of audits (%)
Description:	For audits completed during the fiscal year, the additional tax revenue identified in audits of tax returns divided by the original tax liability filed by taxpayers in the same returns.
Source:	Audit Division.
Indicator name:	Properties receiving 90-day lien sale notice
Description:	The total number of properties that received a 90-day lien sale notice. The Department issues a lien when outstanding amounts have been delinquent for a legally specified period of time. A lien is a legal claim against real property for unpaid property taxes, water, sewer or other property charges, as well as the interest due on these taxes and charges.
Source:	Collections Division.
Indicator name:	Originally noticed properties sold in lien sale (%)
Description:	The number of liens sold in a lien sale after receiving a 90 day notice as a percent of the total number of liens issued. The 90-day period is related to the length of time allowed to make arrangements to pay off the lien.
Source:	Collections Division.
Indicator name:	Property tax refunds and adjustments processed
Description:	The total number of property tax refunds and adjustments processed.
Source:	Refunds & Adjustments Unit.
Indicator name:	Average time to issue a property tax refund (days)
Description:	The average number of calendar days it takes Finance to issue a property tax refund, measured from when the application is received to the date the check is mailed.
Source:	Refunds & Adjustments Unit.

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Indicator name:	Business tax refunds processed
Description:	The number of refunds issued for business taxes. Taxpayers file business tax returns either via paper or electronically. If the collections exceed the tax liability, a refund may be requested by the taxpayer for the overpayment. This number represents credits issued via check or direct deposit.
Source:	Payment Operations.
Indicator name:	Average time to issue a business tax refund (days)
Description:	The average number of calendar days it takes Finance to issue a refund for business taxes, measured from the postmark date of the tax return or refund claim to the date the check is mailed to the customer.
Source:	Payment Operations.
Indicator name:	Tickets paid before penalty assessed (%)
Description:	The percentage of parking violations which were paid within 30 calendar days.
Source:	STARS system/Information Technology Division.
Indicator name:	Parking tickets issued that are paid within 90 days (%)
Description:	The number of parking tickets that are paid within 90 calendar days as a percent of the total number of parking tickets issued in a particular month. The 90-day period is related to the length of time allowed to contest a parking ticket and appeal a hearing decision.
Source:	STARS system/Information Technology Division.
Indicator name:	Parking tickets issued that are dismissed within 90 days (%)
Description:	The number of parking tickets that are dismissed at a hearing within 90 calendar days of issuance as a percent of the total number of parking tickets issued in a particular month. The 90-day period is related to the length of time allowed to contest a parking ticket and appeal a hearing decision.
Source:	STARS system/Information Technology Division.
Indicator name:	Parking summonses received (000)
Description:	The total number of parking summonses, red light and speed camera violations, and bus lane violations issued by City agencies that Finance received for processing.
Source:	Tax Policy Division.
Indicator name:	Summonses adjudicated (000)
Description:	The total number of parking summonses challenged by motorists.
Source:	Adjudication Division.
Indicator name:	Parking ticket hearings – Total
	– In-person hearings
	– Hearings-by-mail
	– Online hearings
Description:	The total number of parking ticket hearings conducted by Administrative Law Judges and the number conducted in each category. There are three ways motorists can request a hearing to dispute a parking ticket - online, in person and by mail.
Source:	Adjudication Division.
Indicator name:	Average turnaround time for in-person parking ticket hearings (minutes)
Description:	The average number of minutes from the time a motorist (non-commercial vehicle driver) receives a Q-matic ticket to the completion of the hearing by an Administrative Law Judge, or the completion of a settlement conference by a clerk for those eligible motorists who opt to participate in the Parking Violations Settlement Program. (Note: The Program ended on January 31, 2012.)
Source:	Q-matics system and manual records maintained by Administrative Law Judges in the Business Centers.

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Indicator name:	Average time to issue decision for a parking ticket hearing-by-web (days)
Description:	The average number of calendar days from the receipt of a request for an online hearing until a decision is issued by an Administrative Law Judge. The time to process settlement offers for those eligible non-commercial motorists who opted to participate in the Parking Violations Settlement Program is included in the calculation through January 31, 2012, at which time the Program ended.
Source:	Adjudication Division.
Indicator name:	Average turnaround time to issue decision for a parking ticket hearing- by-mail (days)
Description:	The average number of calendar days from the receipt of a written request for a hearing until a decision is issued by an Administrative Law Judge. The time to process settlement offers for those eligible non-commercial motorists who opted to participate in the Parking Violations Settlement Program is included in the calculation through January 31, 2012, at which time the Program ended.
Source:	Adjudication Division.
Indicator name:	Parking ticket appeals reviewed
Description:	The number of parking ticket hearing decisions that were appealed and reviewed by the Appeals Board. The Appeals Board consists of three or more Administrative Law Judges, Senior Administrative Law Judges, or Supervising Administrative Law Judges. The Appeals Board reviews the facts and the law but does not consider any evidence that was not presented at the original hearing. A concurring vote by two members of the Appeals Board panel is required to make a determination on an appeal; the determination is considered final.
Source:	Adjudication Division.
Indicator name:	Parking ticket appeals granted a reversal (%)
Description:	The number of appeals filed that resulted in the hearing decision being reversed divided by the total number of appeals reviewed.
Source:	Adjudication Division.
Indicator name:	Senior Citizen Rent Increase Exemption (SCRIE) – Initial applications received
Description:	The number of initial SCRIE applications received by DOF. Applications are received at the DOF mail room and then immediately sent to the SCRIE unit, where they are date stamped. This is the count of that date stamp.
Source:	SCRIE Unit.
Indicator name:	Initial SCRIE applications processed
Description:	The number of initial applications for SCRIE benefits reviewed by a SCRIE processor. All processed applications are either approved, denied, or marked incomplete on the day they are reviewed.
Source:	SCRIE Unit.
Indicator name:	Average time to process initial SCRIE applications (days)
Description:	The time, measured in calendar days, between the date an initial SCRIE application is received at the SCRIE unit and the date the review process is completed; that is, the application is approved, denied or deemed incomplete.
Source:	SCRIE Unit.
Indicator name:	SCRIE – Renewal applications received
Description:	The number of renewal applications for SCRIE benefits received by DOF. Applications are received by the DOF mail room and then immediately sent to the SCRIE unit, where they are date stamped. This is the count of that date stamp.
Source:	SCRIE Unit.

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Indicator name:	SCRIE – Renewal applications processed
Description:	The number of renewal applications for SCRIE benefits reviewed by a SCRIE processor. All applications processed are either approved, denied, or marked incomplete on the day they are reviewed.
Source:	SCRIE Unit.
Indicator name:	Average time to process SCRIE renewal applications (days)
Description:	The time, measured in calendar days, between the date a renewal application for SCRIE benefits is received at the SCRIE unit and the date the review process is completed, that is, the application is approved, denied or deemed incomplete.
Source:	SCRIE Unit.
Indicator name:	Disability Rent Increase Exemption (DRIE) – Initial applications received
Description:	The number of initial DRIE applications received by DOF. Applications are received at the DOF mail room and then immediately sent to the DRIE unit, where they are date stamped. This is the count of that date stamp.
Source:	DRIE Unit.
Indicator name:	Initial DRIE applications processed
Description:	The number of initial applications for DRIE benefits reviewed by a DRIE processor. All processed applications are either approved, denied, or marked incomplete on the day they are reviewed.
Source:	DRIE Unit.
Indicator name:	Average time to process initial DRIE applications (days)
Description:	The time, measured in calendar days, between the date an initial DRIE application is received at the DRIE unit and the date the review process is completed; that is, the application is approved, denied or deemed incomplete.
Source:	DRIE Unit.
Indicator name:	DRIE – Renewal applications received
Description:	The number of renewal applications for DRIE benefits received by DOF. Applications are received by the DOF mail room and then immediately sent to the DRIE unit, where they are date stamped. This is the count of that date stamp.
Source:	DRIE Unit.
Indicator name:	DRIE – Renewal applications processed
Description:	The number of renewal applications for DRIE benefits reviewed by a DRIE processor. All applications processed are either approved, denied, or marked incomplete on the day they are reviewed.
Source:	DRIE Unit.
Indicator name:	Average time to process DRIE renewal applications (days)
Description:	The time, measured in calendar days, between the date a renewal application for DRIE benefits is received at the DRIE unit and the date the review process is completed, that is, the application is approved, denied or deemed incomplete.
Source:	DRIE Unit.
Indicator name:	Inquiries received by the Office of the Taxpayer Advocate (OTA)
Description:	The total number of new requests received by OTA from taxpayers, property owners or others for specific information needed for assistance with a business, excise or property tax matter. Inquiries include calls, e-mails, referrals from 311, walk-ins, referrals from other parts of the Department of Finance or elected officials for instructions on how to comply with a tax law or requirement, who to contact to discuss or resolve a tax problem through normal channels or information about how taxes were imposed or computed.
Source:	Office of the Taxpayer Advocate.

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Indicator name:	Average time to address inquiries (days)
Description:	The average number of calendar days it takes for the Office of the Taxpayer Advocate to provide a response to an inquiry.
Source:	Office of the Taxpayer Advocate.
Indicator name:	Cases opened
Description:	The total number of new formal requests by taxpayers, property owners or representatives to the Office of the Taxpayer Advocate asking for assistance in resolving a matter because they meet one of the following criteria: 1) The person has made a reasonable attempt to solve the inquiry or complaint with the Department of Finance but the inquiry or complaint has not been resolved or the person has not received a timely response. 2) The person believes he or she can show that the Department of Finance is applying the tax laws, regulations or policies unfairly or incorrectly, or that the person's Taxpayer Rights have been or will be injured. 3) The person will face a threat of immediate harmful action (e.g., seizure of funds or property) by the Department of Finance for a debt the person believes he or she can show is not owed or is incorrect, unfair or illegal. 4) The person believes he or she can show that he or she will suffer damage that is beyond repair or a long-term harmful impact if relief is not granted. 5) The person believes he or she can show that the problem also affects other similar taxpayers and is a problem with the Department of Finance's systems or processes. 6) The person believes he or she can show that the rare facts in the case justify help from the Office of the Taxpayer Advocate. 7) The person believes he or she can show that there is a compelling public policy reason why he or she should get help from the Office of the Taxpayer Advocate.
Source:	Office of the Taxpayer Advocate.
Indicator name:	Cases closed
Description:	The total number of formal requests (cases) from taxpayers, property owners or their representatives meeting eligibility criteria that were resolved and formally closed by the Office of the Taxpayer Advocate.
Source:	Office of the Taxpayer Advocate.
Indicator name:	Average time to close a case (days)
Description:	The average number of calendar days it takes for the Office of the Taxpayer Advocate to close a case.
Source:	Office of the Taxpayer Advocate.
Indicator name:	Online property recording transactions (%)
Description:	The number of property recording transactions submitted online as a percentage of total property recording transactions submitted.
Source:	Land Records.
Indicator name:	Average time to record and index property documents (days) – Citywide
Description:	The average number of calendar days from receipt of property records to completion of the entry process, measured from the date the document is submitted to Finance. Data excludes Staten Island property documents, which are recorded at the Richmond County Clerk's office.
Source:	Automated City Register Information System (ACRIS)/Information Technology Division.

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Indicator name:	Total revenue collected (\$000,000) <ul style="list-style-type: none">– Property taxes collected (\$000,000)– Business taxes collected (\$000,000)– Property transfer taxes collected (\$000,000)– Parking summonses revenue (\$000,000)– Audit and enforcement revenue collected (\$000,000)– Other revenue (\$000,000)
Description:	Total tax and non-tax revenues collected and the amount collected in each reporting category. The total includes revenue from property taxes; business income and excise taxes; real property transfer and mortgage recording taxes; parking fines; audit, enforcement and collection divisions; and all other revenue sources. The revenue data reported in the fiscal year Mayor's Management Report (MMR) is based on preliminary September numbers from the City's Financial Management System (FMS) and is updated in the following year's Preliminary MMR to reflect final revenue as per FMS (e.g., Fiscal 2016 data is updated in the Fiscal 2017 PMMR).
Source:	Tax Policy Division.
Indicator name:	E-mails sent to an agency (through NYC.gov or a publicized agency e-mail address)
Description:	The number of e-mails sent to an agency through NYC.gov or to a publicly disclosed e-mail address (e.g., customerservice@agency.nyc.gov).
Source:	Division of External Affairs.
Indicator name:	E-mails responded to in 14 days (%)
Description:	The percentage of e-mails 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:	Division of External Affairs.
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:	Division of External Affairs.
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:	Division of External Affairs.
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:	Division of External Affairs.

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Indicator name: Visits made to agency walk-in facility
Description: The number of transactions handled at Finance's Customer Service Centers.
Source: Payment Operations Division.

Indicator name: Average customer in-person wait time (minutes)
Description: The average time a customer waits to see a customer service representative measured from the time a customer takes a Q-matic ticket until the customer is seen by a customer service representative.
Source: Payment Operations Division.

Indicator name: Calls made to agency call center (Collections)
Description: The number of calls received in response to judgment notices sent to debtors for outstanding Environmental Control Board, TLC, parking and business tax debt.
Source: Collections Division.

Indicator name: CORE customer experience rating (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 – SCOUT.

