Indicator name: Total docketed complaints
– Home improvement contractor
– Debt collection agency
Description: The total number of complaints received and entered into DCA's database and the number citing home improvement contractors or debt collection agencies. A complaint is entered into the database when the agency has received documentation supporting a complaint, the agency has determined that it has oversight authority of the complaint, and the complainant has requested the complaint to be mediated.
Source: Consumer Services Division.

Indicator name: Resolved consumer complaints
Description: The number of consumer complaints that have been closed. A complaint can be resolved/closed in several ways – agreement by consumer and vendor, referral to DCA's Legal Services Division, referral outside the agency, etc.
Source: Consumer Services Division.

Indicator name: Complaints processed
– Within 0 -20 days (%)
– Within 21-50 days (%)
– Within 51-90 days (%)
Description: The percent of valid complaints that were resolved within the specified time periods as measured in calendar days.
Source: Consumer Services Division.

Indicator name: Median complaint processing time (days)
Description: The median number of calendar days required to resolve complaints. A complaint can be resolved/closed in several ways – agreement by consumer and vendor, referral to DCA's Legal Services Division, referral outside the agency, etc.
Source: Consumer Services Division.

Indicator name: Mediated complaints resolved to the satisfaction of the business and consumer (%)
Description: The percent of complaints resolved in mediation where the business and consumer mutually agree upon the outcome. Complaints that are initially docketed for mediation but are later found to be ineligible for mediation are excluded - i.e., business is closed or cannot be located, DCA action was pre-empted by legally binding document, agency has no jurisdiction.
Source: Consumer Services Division.

Indicator name: Restitution awarded ($000)
Description: The dollar value of restitution awarded but not necessarily paid to consumers by businesses in complaint cases. Restitution comes from two main sources: Amounts awarded by the Consumer Services Division after mediation and amounts awarded by the Adjudication Division after an agency hearing.
Source: Consumer Services Division and Adjudication Division.

Indicator name: Total inspections
Description: The total number of inspections performed by DCA inspectors, including the borough units, the petroleum unit, and the tobacco unit.
Source: Enforcement Division.

Indicator name: Licensing Law patrol inspections
Description: The number of routine patrol inspections performed to verify that a business that is required to be licensed is, in fact, licensed.
Source: Enforcement Division.

Indicator name: Consumer Protection Law – refund and receipt – patrol inspections
Description: The number of routine patrol inspections performed to ensure compliance with refund and receipt regulations.
Source: Enforcement Division.

Indicator name: Weights and Measures Law – gasoline pumps – patrol inspections
Description: The number of routine patrol inspections of gasoline pump meters to ensure they accurately dispense indicated amounts.
Source: Enforcement Division.

Indicator name: Weights and Measures Law – fuel trucks – patrol inspections
Description: The number of routine patrol inspections of fuel truck meters to ensure they accurately dispense indicated amounts.
Source: Enforcement Division.

Indicator name: Tobacco inspections with minors
Description: The number of tobacco-related inspections with minors to test compliance with City and State laws that prohibit the sale of tobacco products to minors under the age of 18.
Source: Enforcement Division.

Indicator name: Follow-up inspections after a previous tobacco violation
Description: The number of tobacco-related reinspections of businesses that had received a previous violation for selling cigarettes to minors under the age of 18.
Source: Enforcement Division.

Indicator name: Total violations issued
Description: The total number of notices of hearing issued by the Enforcement and Legal divisions. Violations that are withdrawn or voided before the adjudicatory process are not included in this total.
Source: Enforcement and Legal Divisions.

Indicator name: Licensing Law patrol violations issued
Description: The number of notices of hearing issued during routine patrol inspections to businesses that are required to have a license but did not have a license at the time of the inspection.
Source: Enforcement Division.

Indicator name: Consumer Protection Law – refund and receipt – patrol violations issued
Description: The number of notices of hearing issued to businesses during routine patrol inspections for non-compliance with refund and receipt regulations.
Source: Enforcement Division.

Indicator name: Weights and Measures Law – gasoline pumps – patrol violations
Description: During routine patrol inspections, the number of gasoline pumps that did not accurately dispense indicated amounts during meter inspections – i.e., failed.
Source: Enforcement Division.

Indicator name: Weights and Measures Law – fuel trucks – patrol violations issued Description: During routine patrol inspections of fuel trucks, the number that did not accurately dispense indicated amounts during meter inspections – i.e., failed.
Source: Enforcement Division.

Indicator name: Tobacco violations issued for sales to minors
Description: The number of notices of hearing for tobacco violations issued to cigarette retailers for selling tobacco to minors under the age of 18.
Source: Enforcement Division.

Indicator name: Violations on follow-up inspections after a previous tobacco violation
Description: The number of notices of hearing for tobacco-related violations issued to cigarette retailers on follow-up inspections after receiving a previous violation for selling tobacco to minors under the age of 18.
Source: Enforcement Division.

Indicator name: Licensing Law compliance rate (%)
Description: The percent of all inspected businesses that are required to have a license and were found to be licensed at the time of routine patrol inspections, calculated by dividing the number of inspections where no violations were issued by the number of inspections of licensed business categories.
Source: Enforcement Division.

Indicator name: Consumer Protection Law – refund and receipt compliance rate (%)
Description: The percent of all businesses found to be in compliance with refund and receipt regulations (i.e., refund policy is adequately posted, name and address of business appear on receipt) at the time of a routine patrol inspection, calculated by dividing the number of inspections where no violations were issued by the number of inspections of businesses with applicable refund and receipt regulations.
Source: Enforcement Division.

Indicator name: Weights and Measures Law compliance rate – gasoline pumps (%)
Description: The percent of gasoline pumps that accurately dispensed indicated amounts during inspections of meters, calculated by dividing the number of passed inspections by the number of inspections.
Source: Enforcement Division.

Indicator name: Weights and Measures Law compliance rate – fuel trucks (%)
Description: The percent of fuel trucks that accurately dispensed indicated amounts during routine patrol inspections of meters, calculated by dividing the number of passed inspections by the number of inspections.
Source: Enforcement Division.

Indicator name: Inspected stores complying with tobacco regulations (%)
Description: The percent of tobacco vendors who did not illegally sell tobacco products to minors under the age of 18 during undercover operations, calculated by dividing the number of inspections where no violations were issued by the number of inspections.
Source: Enforcement Division.

Indicator name: Compliance on follow-up inspections after a previous tobacco violation (%)
Description: The percent of tobacco vendors who, upon reinspection after a previous violation, did not repeat the illegal sale of tobacco products to minors during undercover operations, calculated by dividing the number of inspections where no violations were issued for the sale of tobacco products to minors under the age of 18 by the number of inspections.
Source: Enforcement Division.

Indicator name: Total decisions rendered
Description: The number of decisions issued by DCA's Administrative Tribunal. This includes all decisions issued by Administrative Law Judges, including both hearing decisions and default decisions (if the business did not appear to contest the violation) but does not include settlements of any kind.
Source: Adjudication Division.

Indicator name: Decisions issued in 30 days or less (%)
Description: The percent of all decisions issued by DCA's Administrative Tribunal that are issued within 30 days of the final hearing date.
Source: Adjudication Division.

Indicator name: Total settlements ($000)
Description: Fines collected as a result of actions by lawyers and settlement officers through pre-trial or trial settlements; includes settlements by both the Legal and Adjudications Divisions.
Source: Legal Services Division and Adjudication Division.

Indicator name: Number of fines collected within 45 days of assessment (%)
Description: The number of fines collected within 45 days of assessment as a percent of the total number of fines imposed; calculation excludes all fines that are on DCA payment plans.
Source: Collections, Adjudication, and Legal Divisions.

Indicator name: Basic license application – Average processing time (days)
Description: The average number of calendar days required to process license applications for categories containing most DCA licensees, including some categories requiring fingerprint checks. Licenses requiring approval by outside agencies, special inspections, mandatory waiting periods, or extensive legal review are excluded from this calculation.
Source: Licensing Division.

Indicator name: Basic license applications received
Description: The number of license applications received for categories containing most DCA licensees, including some categories requiring fingerprint checks. Licenses requiring approval by outside agencies, special inspections, mandatory waiting periods, or extensive legal review are excluded from this calculation.
Source: Licensing Division.

Indicator name: Basic license applications issued
Description: The number of DCA license applications issued for categories containing most DCA licensees, including some categories requiring fingerprint checks. Licenses requiring approval by outside agencies, special inspections, mandatory waiting periods, or extensive legal review are excluded from this calculation.
Source: Licensing Division.

Indicator name: License applications received online (%)
– New licenses (%)
– Renewal licenses (%)
Description: The total number of new and renewal DCA license applications received online as a percent of all licensing applications received by DCA and the percent by reporting category.
Source: Licensing Division.

Indicator name: Licensing Center wait time (minutes)
Description: The average number of minutes a customer waits from the time the customer receives a Q-matic ticket to the time the customer reaches a service window to speak with a license center representative.
Source: Q-matic system maintained by the Department's Licensing Division.

Indicator name: Customer volume at Licensing Center
Description: The total number of customers that visit the DCA Licensing Center.
Source: Licensing Division.

Indicator name: Businesses educated through direct outreach
Description: The number of businesses visited on business education days, businesses attending DCA outreach events, and businesses participating in live chats as well as businesses educated during routine patrol inspections.
Source: External Affairs.

Department of Consumer Affairs

Indicator name: Clients served at Financial Empowerment Centers
Description: The number of unique clients receiving financial counseling from DCA's network of Financial Empowerment Centers.
Source: Office for Financial Empowerment.

Indicator name: Financial Empowerment Center clients – Percent achieving measurable success (%)
Description: The percent of Office of Financial Empowerment clients with at least two financial counseling sessions that have achieved at least one short- or long-term change in financial behavior during the most recent fiscal year. Client behavioral changes include: (1) opening a safe and affordable bank account, (2) transitioning to a safe and affordable bank account, (3) maintaining a bank account for at least six months, (4) increasing credit score by at least 35 points, (5) establishing a credit score, (6) decreasing debt by 10%, (7) increasing savings by at least 2% of net income, or (8) maintaining a regular savings habit for at least three months.
Source: Office for Financial Empowerment.

Indicator name: Total debt reduced by clients ($000) (cumulative)
Description: The cumulative debt reduction by Office of Financial Empowerment Center clients since program inception in May 2009. Fiscal year first quarter data is used as a proxy for the October YTD number reported in the Preliminary Mayor's Management Report.
Source: Office for Financial Empowerment.

Indicator name: Total savings accumulated ($) (cumulative)
Description: The amount of cumulative savings increased by Office of Financial Empowerment Center clients since program inception in May 2009. Fiscal year first quarter data is used as a proxy for the October YTD number reported in the Preliminary Mayor's Management Report.
Source: Office for Financial Empowerment.

Indicator name: Tax returns filed through citywide Tax Credit Campaign
Description: The total number of tax returns prepared through the Tax Credit Campaign, a city-wide promotional effort focused on informing New Yorkers about the Earned Income Tax Credit and free and low-cost tax preparation services. DCA-supported tax partners include Volunteer Income Tax Assistance (VITA) providers, who manage free tax sites across the city, and free online providers.
Source: Office for Financial Empowerment.

Indicator name: Paid Sick Leave (PSL) complaints received
Description: The total number of valid PSL complaints (i.e., within DCA's jurisdiction) received and entered into the PSL database.
Source: Paid Sick Leave Division.

Indicator name: PSL complaints closed
Description: The total number of investigations of PSL complaints completed with the appropriate disposition recorded in the PSL database.
Source: Paid Sick Leave Division.

Indicator name: Average time to resolve all PSL complaints (calendar days)
Description: The average age, in calendar days, of all resolved PSL complaints.
Source: Paid Sick Leave Division.

Indicator name: – Average time to resolve through settlement (calendar days)
Description: The average age, in calendar days, of PSL complaints resolved by a settlement agreement.
Source: Paid Sick Leave Division.

Indicator name: Employees receiving restitution
Description: Pursuant to a PSL complaint, the total number of employees who received restitution as a result of a settlement agreement or a hearing.
Source: Paid Sick Leave Division.

Indicator name: Total amount of employee restitution ($)
Description: Pursuant to a PSL complaint, the total dollar value of restitution secured for employees through a settlement agreement or as a result of a hearing.
Source: Paid Sick Leave Division.

Indicator name: Total amount of PSL fines ($)
Description: Pursuant to a PSL complaint, the total dollar value of civil penalties imposed through a settlement agreement or as a result of a hearing.
Source: Paid Sick Leave Division.

Indicator name: Visits made to agency walk-in facility
Description: The number of visits made to DCA's administrative tribunal, the Licensing Center, and the consumer services and collections office.
Source: Adjudication Division, Licensing Division, Consumer Services Division, and Collections Division.

Indicator name: Average customer in-person wait time (minutes)
Description: The average wait time for customers visiting DCA's administrative tribunal, the Licensing Center, and the consumer services and collections office. For Licensing Center customers, the time is calculated from the time the customer receives a Q-matic ticket to the time the customer reaches a service window to speak with a Licensing Center representative. For other customers, wait time is tracked manually in a spreadsheet.
Source: Adjudication Division, Licensing Division, Consumer Services Division, and Collections Division.

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: External Affairs.

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.

Indicator name: 311 Service Requests (for specific topic)
Description: The number of service requests received through the 311 Customer Service Center and other 311 channels for the specific condition/complaint type.
Source: Mayor's Office of Operations/Citywide Performance Reporting.

Indicator name: Percent of service requests meeting time to first action
Description: The percentage of service requests for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations/Citywide Performance Reporting.