Department of Cultural Affairs

Indicator name: Operating support payments made to Cultural Institutions Group by the 5th day of each month (%)
Description: The percent of operating support payments made by the fifth business day of each month after receiving a correct payment requisition. The Cultural Institutions Group is comprised of 33 City-owned institutions.
Source: Cultural Institutions Unit.

Indicator name: Average days to issue initial Cultural Development Fund (CDF) payments after complying with all City requirements
Description: The average number of business days to issue a grantee organization its initial Cultural Development Fund (CDF) payment following the organization's satisfactory compliance with the City's grant procedures and requirements, including compliance with Local Law 34 of 2007, which requires disclosures from principal officers, owners and senior managers of groups receiving DCLA funds; current registration with New York State's Charities Bureau; and other requisites.
Source: Grants Management Tracking System.

Indicator name: Average days to issue final CDF payments
Description: Average number of business days to issue final payments to grantee organizations following receipt of a complete and satisfactory payment request form.
Source: Grants Management Tracking System.

Indicator name: Program organizations awarded CDF payments
Description: The number of eligible organizations awarded Cultural Development Fund grants. Grantee organizations must satisfactorily comply with the City's grant procedures and requirements, including compliance with Local Law 34 of 2007, which requires disclosures from principal officers, owners and senior managers of groups receiving DCLA funds; current registration with New York State's Charities Bureau; and other requisites.
Source: Grants Management Tracking System.

Indicator name: Total financial support provided to qualifying organizations ($000,000)
Description: The total amount of financial support provided to qualifying organizations. This includes monies awarded to the Cultural Institutions Group for operating and energy costs, awards to program organizations, and monies awarded to cultural organizations in support of the Cultural After School adventures program (CASA).
Source: Finance Unit.

Indicator name: Capital projects authorized to proceed
Description: The number of all capital projects sent to the managing agency for which a full scope of work has been approved to proceed to be funded.
Source: Database files maintained by Capital Projects Unit.

Indicator name: Capital projects initiated (%)
Description: The percent of all capital projects sent to the managing agency for which a full scope of work has been received and capital eligibility verified.
Source: Database files maintained by Capital Projects Unit.

Indicator name: Organizations with capital projects
Description: The number of eligible cultural organizations with capital projects in the agency's budget.
Source: Database files maintained by Capital Projects Unit.

Indicator name: Total number of capital projects
Description: The number of capital projects in the agency's budget.
Source: Database files maintained by Capital Projects Unit.

Indicator name: Schools, nonprofits and City/State agencies served by Materials for the Arts (MFTA)
– Schools served by MFTA
– Other City/State agencies served by MFTA
Description: The total number of public schools, nonprofits and City/State agencies provided free materials and equipment through the MFTA Program, and the number served in each of the two reporting categories.
Source: Database files maintained by MFTA.

Indicator name: MFTA donors
Description: The number of individuals and businesses that donated reusable materials to the MFTA Program.
Source: Database files maintained by MFTA.

Indicator name: MFTA transactions
Description: The number of times MFTA recipients – not-for-profit organizations, public schools and City/State agencies – have accessed donations of free materials, either through a visit to the warehouse or by directly picking up an item(s) from a donor.
Source: Database files maintained by MFTA.

Indicator name: Value of contributed Materials for the Arts (MFTA) materials and equipments ($000,000)
Description: The estimated dollar value of reusable material and equipment donated to the MFTA Program, as determined by the donor.
Source: Database files maintained by MFTA.

Indicator name: Total visitors to Cultural Institutions Group
Description: The total number of visitors (onsite attendance) at the 33 organizations that comprise the Cultural Institutions Group. Attendance is reported to DCLA by each funded organization.
Source: Cultural Institutions Unit.

Indicator name: – Visitors using free admission and/or tickets (%)
Description: Of the total number of visitors to the 33 City-owned cultural institutions (CIG), the percentage utilizing free admission hours/tickets.
Source: Cultural Institutions Unit.

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: Database files maintained by Commissioner's Unit.

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: Database files maintained by Commissioner's Unit.

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: Database files maintained by Commissioner's Unit.

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:	Database files maintained by Commissioner's Unit.