New York City Housing Authority

Indicator name: Rent collection (%)
Description: The percentage of total rent amount collected from total rent amount Due for the month.
Source: Rent Collection System

Indicator name: Rent Delinquency Rate (%)
Description: The percent (%) of occupied units (households) that owe a balance greater than zero.
Source: Rent Collection System

Indicator name: Number of apartments (000)
Description: Number of apartments in public housing developments
Source: Research & Management Analysis

Indicator name: Occupancy rate (%)
Description: The percentage of all available New York City Housing Authority public housing units that are occupied.
Source: Research and Management Analysis

Indicator name: Average turnaround days for vacant apartments
Description: The average time a NYCHA public housing apartment is vacant.
Source: Research and Management Analysis

Indicator name: Average time to prepare vacant apartments (days)
Description: The average time it takes NYCHA staff to complete repairs and routine maintenance in order for an apartment to be ready for occupancy.
Source: Research & Management Analysis

Indicator name: Management cost per dwelling unit ($)
Description: The average dollar amount NYCHA spends to manage an apartment each month. Calculated as a “fully loaded” cost including salaries, utilities, equipment, contracts, debt service and miscellaneous expenses.
Source: Finance

Indicator name: Section 8 Occupied Units (vouchers)
Description: The number of households in the Section 8 program.
Source: Leased Housing

Indicator name: Annual Section 8 inspections (%)
Description: The annual inspections conducted to assess the conditions of the units occupied by Section 8 voucher holders.
Source: NYCHA’s Siebel system

Indicator name: Annual Section 8 recertifications
Description: The annual recertifications conducted to confirm continued eligibility of Section 8 voucher holders.
Source: NYCHA’s Siebel system

Indicator name: Applicants placed in public housing
Description: The number of applicants placed in conventional public housing.
Source: Research and Management Analysis

Indicator name: Families on Section 8 waiting list (000)
Description: The number of families on the waiting list to receive a Section 8 voucher (federal rent assistance).
Source: Research and Management Analysis

Indicator name: Utilization rate for Section 8 vouchers (%)
Description: The percent of Section 8 vouchers allotted to NYCHA from HUD that are used by families to rent housing in the private market.
Source: Research and Management Analysis

Indicator name: Applicants placed through Section 8 vouchers
Description: The number of applicants who received Section 8 vouchers during the reporting period.
Source: Research and Management Analysis

Indicator name: Developments
Description: Number of NYCHA developments.
Source: NYCHA's Property Database

Indicator name: Buildings
Description: Number of NYCHA buildings.
Source: NYCHA's Property Database

Indicator name: Percentage of Active Capital Projects in Construction Phase on Schedule
Description: Percent of all active capital projects in the construction phase that are on schedule.
Source: Research & Management Analysis

Indicator name: Percentage of Active Capital Projects on Schedule
Description: Percent of all active Capital projects that are on schedule.
Source: Research & Management Analysis

Indicator name: Average time to resolve nonemergency service requests (days)
Description: The average number of days to resolve service requests that are not emergency or elevator service requests.
Source: Information Technology

Indicator name: Average time to resolve emergency service requests (hours)
Description: The average number of hours to resolve heat, hot water and electrical emergency service requests.
Source: Information Technology

Indicator name: Average time to resolve heat service requests (hours)
Description: Average number of hours to complete emergency and non-emergency non-heat service requests.
Source: Research and Management Analysis

Indicator name: Average time to resolve elevator service requests (hours)
Description: The average number of hours to resolve reported emergency and non-emergency elevator outages.
Source: Research & Management Analysis

Indicator name: Elevator service uptime (%)
Description: The percentage of time that elevators are in service.
Source: Elevator Division

Indicator name: Annual HUD Assessment Rating
Description: The composite score of a HUD rating of public housing programs which assesses performance in four major operational areas: physical, financial, management, and resident satisfaction.
Source: US HUD

New York City Housing Authority

Indicator name: Major Felony Crimes in public housing developments
Description: Total of seven major felony crimes (murder and non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, larceny, and grand larceny auto) occurring on New York City Housing Authority property, including buildings, grounds and facilities.
Source: NYPD

Indicator name: Crime rate (year to date)
Description: Rate per 1,000 residents of seven major felony crime categories reported at NYCHA developments for the fiscal year to date. The seven major felony categories are: murder & non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, grand larceny, and grand larceny auto.
Source: NYPD; NYCHA Research and Management Analysis

Indicator name: Average daily attendance in community centers ages 6-12
Description: Average number of youth ages 6-12 attending NYCHA community center programs each day.
Source: Research and Management Analysis

Indicator name: Average daily attendance in community centers ages 13-19
Description: Average number of participants ages 13-19 attending NYCHA community center programs each day.
Source: Research and Management Analysis

Indicator name: Utilization of senior centers (%)
Description: Number of seniors who utilize NYCHA's senior centers, divided by the number of participants that the center can accommodate (based on staff to participant ratio of 1:15).
Source: Community Operations

Indicator name: Initial social service tenant contacts conducted within five days of referral (%)
Description: Initial social service tenant contacts conducted within five days of social services referral.
Source: Social Services

Indicator name: Residents approved for the Emergency Transfer Program
Description: Number of Emergency Transfer Program cases approved for transfer.
Source: Social Services

Indicator name: Emergency Transfer Program Disposition Time
Description: Average number of days to disposition Emergency Transfer Program cases.
Source: Research & Management Analysis

Indicator name: Referrals to supportive services rendered to senior residents
Description: The number of referrals to supportive social services for senior residents during the reporting period.
Source: Social Services

Indicator name: Community centers
Description: The Number of NYCHA-operated community centers.
Source: Community Operations

Indicator name: Senior centers
Description: The number of NYCHA-operated senior centers.
Source: Community Operations

Indicator name: Job training programs - ratio of job placements to program graduates (current period)
Description: The ratio of NYCHA residents who completed NYCHA sponsored job training programs and the number of trainees who found jobs.
Source: Resident Employment Services

Indicator name: Residents job placements
Description: The number of NYCHA residents placed in jobs who receive assistance from the Department of Resident Employment Services and Human Resources.
Source: Resident Employment Services & Human Resources

Indicator name: Youth placed in jobs through youth employment programs
Description: Number of youth placed in summer jobs in NYCHA developments through the summer seasonal employment program and the Summer Youth Employment Program.
Source: Human Resources

Indicator name: Average outages per elevator per month
Description: The average number of outages per elevator car per month. Data excludes outages due to preventive maintenance, shut downs due to inspections and rehab work, and running with a problem outages.
Source: RISE (Repair and Information System for Elevators)

Indicator name: Percent of elevator outages due to vandalism
Description: Total Outages due to vandalism as a percent of total outages. Data excludes outages due to preventive maintenance, shut downs due to inspections and rehab work, and running with a problem outages.
Source: RISE (Repair and Information System for Elevators)

Indicator name: Number of alleged elevator injuries reported to DOB
Description: The number of any alleged elevator accidents that are reported to the Department of Buildings where person(s) are injured and seek medical attention.
Source: Elevator Division

Indicator name: Number of elevator-related fatalities
Description: The number of elevator accidents that is reported to the Department of Buildings which results in a fatality that may or may not have been caused by an elevator malfunction.
Source: Elevator Division