

The Mayor's Management Report

Preliminary Fiscal 2002

Volume II Agency and Citywide Indicators

City of New York

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POLICE DEPARTMENT [056]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
GUN STRATEGY (a)				
o Reports of Shooting Victims	1,871	819	*	745
o Reports of Shooting Incidents	1,604	690	*	645
o Firearm Search Warrants (b)	326	68	*	87
o Arrests for Possession	3,141	1,201	*	1,219
o Weapons Confiscated	10,122	3,326	*	3,532
YOUTH STRATEGY (a)				
o Truants Returned to School	118,493	18,732	*	9,434 c
o Youth Referral Reports	109,022	18,667	*	8,972 c
o Juvenile Reports	18,033	3,562	*	2,543 c
DRUG STRATEGY (a)				
o Narcotics Search Warrants (b)	3,321	957	*	632 c
o Drug Confiscations (Pounds) (b)				
- Heroin	1,495	409	*	478
- Cocaine	10,660	4,788	*	3,690 c
- Marijuana	11,815	4,565	*	2,261 c
o Narcotics Arrests	122,253	39,855	*	27,959 c
DOMESTIC VIOLENCE STRATEGY (a)				
o Domestic Incident Reports (DIRs)	233,617	88,199	*	88,036
o Family Dispute Radio Runs	142,608	48,189	*	51,074
o Family-Related Arrests	23,905	7,753	*	7,179
o Violations of Orders of Protection Arrests	4,013	1,337	*	1,223
QUALITY-OF-LIFE STRATEGY (a)				
o Prostitution Arrests	3,790	1,163	*	953 c
o Patronizing Prostitute Arrests	2,616	796	*	429 c
o Graffiti Arrests	1,480	488	*	322 c

POLICE DEPARTMENT [056]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Illegal Peddling Arrests	5,389	1,544	*	1,304 c
o Illegal Peddling Summonses	22,547	7,956	*	4,559 c
o Unreasonable Noise Summonses	4,254	2,142	*	2,046
COURTESY, PROFESSIONALISM, RESPECT STRATEGY				
o Total Tests Conducted	7,297	2,491	6,000	1,858 c
o Test Results				
- Exceptionally Good	238	54	*	34 c
- Acceptable	7,059	2,407	*	1,792 c
- Below Standard	91	30	*	32
TRAFFIC ENFORCEMENT STRATEGY (a)				
o Total Violation Summonses (000) (d)	4,543	1,415	*	709 c
- Moving Violation Summonses (Officers) (000) (d)	1,414	438	*	277 c
- Parking Violation Summonses (Officers) (000) (d)	3,129	977	*	432 c
o Parking Violation Summonses (d) (Parking Enforcement Division) (000)	4,494	1,516	*	1,621
o Average Vehicle Speed – Midtown				
- Crosstown (MPH)	7.5	5.1	*	7 e
- Avenues (MPH)	10.2	7.8	*	8.1
o Violation and Target Tows	103,506	33,537	98,886	28,836
o Tows per Person-Day	3.7	3.9	3.9	3.4
Medallion Patrol				
o Summonses Issued	30,101	8,067	*	5,198 c
- Owners	18,554	5,345	*	3,449 c
- Drivers	11,347	2,722	*	1,749 c
- Refusals (f)	78	22	*	NA
o Summonses Issued per Person per Day (Parking Enforcement Division)				
- Foot Patrol	27	28.5	*	25
- Motorized	40	42	*	34 c

POLICE DEPARTMENT [056]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
UNIFORMED STAFFING				
o Average Uniform Headcount	40,045	40,263	*	40,005
o Operational Strength Pool	35,321	34,815	*	34,758
- Operational Strength (Avg. Daily)	18,273	18,878	*	18,758
EMERGENCY RESPONSES (a)				
o 911 Calls (000) (d)(g)	11,720	4,138	*	4,164
o Total Radio Runs (000) (d)(g)	4,326	1,419	*	1,506
- By Patrol Borough				
- Manhattan North	538	175	*	185
- Manhattan South	441	151	*	149
- Brooklyn North	613	203	*	214
- Brooklyn South	700	235	*	247
- Queens North	495	165	*	173
- Queens South	506	159	*	182
- Bronx	862	274	*	293
- Staten Island	171	58	*	63
o NYPD Crime-in-Progress Radio Runs (000) (d)(g)				
- Total	394	147	*	148
- By Patrol Borough				
- Manhattan North	45	16	*	17
- Manhattan South	35	13	*	12
- Brooklyn North	69	26	*	26
- Brooklyn South	67	25	*	25
- Queens North	39	14	*	15
- Queens South	41	15	*	16
- Bronx	84	31	*	33
- Staten Island	14	5	*	5
o Avg. Response Time to Crime-in-Progress Calls (Minutes) (d)				
- Citywide	10.1	12.0	*	7.4 h
- Critical	6	6.9	*	4.9 h
- Serious	9.8	12.2	*	7 h
- Non-Critical	17	22.0	*	11.8 h
- By Patrol Borough				
- Manhattan North	7.8	8.8	*	6.6 h
- Manhattan South	8.4	9.5	*	7.1 h
- Brooklyn North	10.7	13.6	*	7.7 h
- Brooklyn South	9.9	12.0	*	7.2 h
- Queens North	10.8	13.0	*	7.6 h
- Queens South	10.4	12.2	*	7.7 h
- Bronx	10.8	12.7	*	8 h
- Staten Island	10.7	12.2	*	8.4 h

POLICE DEPARTMENT [056]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
SCHOOL SAFETY (a)				
o Murder	0	0	*	0
o Rape	6	1	*	0
o Sex Offenses	579	83	*	86
o Robbery	262	69	*	48
o Assault	1,158	219	*	221
o Kidnapping	1	1	*	0
o Burglary	156	55	*	81
o Grand Larceny	279	101	*	102
o Arson	11	2	*	3
o Menacing	231	47	*	43
o Reckless Endangerment	66	5	*	10
o Suicide	0	0	*	0
o Attempted Suicide	33	7	*	2
o Criminal Mischief	472	127	*	66
o Petty Larceny	681	173	*	147
o Riot	2	1	*	0
o False Alarm	82	14	*	17
o Bomb Threats	505	61	*	250
o Weapons Possession	3,575	844	*	537
o Controlled Substance	28	12	*	9
o Marijuana	721	137	*	142
o Harassment	4,687	635	*	775
o Disorderly Conduct	2,053	330	*	292
o Trespassing	666	151	*	114
o Loitering	84	18	*	17
o Grand Total	16,338	3,093	*	2,962
o Reported Incidents by Location				
- High Schools	7,093	1,595	*	1,419
- Middle Schools	5,299	797	*	838
- Elementary Schools	3,209	527	*	543
- Special Education	737	174	*	162
CRIME (a)				
o Total Major Felony Crime	172,731	66,865	*	57,328 (i)
- Murder & Non-Negligent Manslaughter	626	230	*	222
- Forcible Rape	1,398	524	*	452
- Robbery	29,787	11,585	*	9,844
- Felonious Assault	24,799	9,736	*	8,409
- Burglary	34,968	13,731	*	11,747
- Grand Larceny	48,747	18,124	*	15,872
- Grand Larceny Motor Vehicle	32,406	12,935	*	10,782

POLICE DEPARTMENT [056]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Total Major Felony Crime	172,731	66,865	*	57,328 (i)
- By Patrol Borough				
- Manhattan North	17,925	6,962	*	5,918
- Manhattan South	29,034	10,856	*	8,781 (i)
- Brooklyn North	22,029	8,424	*	8,135
- Brooklyn South	30,015	12,066	*	9,892
- Queens North	22,134	8,094	*	7,446
- Queens South	18,262	7,315	*	6,000
- Bronx	29,029	11,456	*	9,712
- Staten Island	4,303	1,692	*	1,444
ARRESTS (a)				
o Total Arrests	384,158	120,826	*	97,750
o Major Felony Arrests	50,532	17,883	*	15,844
- Murder & Non-Negligent Manslaughter	686	250	*	218
- Rape	1,361	445	*	438
- Robbery	13,049	4,614	*	4,128
- Felonious Assault	18,849	6,655	*	6,053
- Burglary	6,151	2,236	*	1,940
- Grand Larceny	6,702	2,211	*	1,950
- Grand Larceny Motor Vehicle	3,734	1,472	*	1,117 c
o Total Narcotics Arrests	122,253	39,855	*	27,959 c
- Felony Narcotics Arrests	36,289	11,578	*	8,014 c
- Misdemeanor Narcotics Arrests	84,683	27,849	*	19,690 c
- Violations	1,281	428	*	255 c
o Driving-While-Intoxicated Arrests	5,030	1,552	*	1,396
CRIME IN HOUSING DEVELOPMENTS (a)				
o Major Felony Crimes	6,394	2,521	*	2,108
- Murder & Non-Negligent Manslaughter	87	28	*	31
- Forcible Rape	143	60	*	48
- Robbery	1,808	742	*	541
- Felonious Assault	2,264	875	*	818
- Burglary	679	253	*	207
- Grand Larceny	667	271	*	208
- Grand Larceny Motor Vehicle	746	292	*	255

POLICE DEPARTMENT [056]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
CRIME IN TRANSIT SYSTEM (a)				
o Major Felony Crimes	4,076	1,531	*	1,280
- Murder & Non-Negligent Manslaughter	1	0	*	1
- Forcible Rape	4	2	*	2
- Robbery	1,329	482	*	364
- Felonious Assault	316	127	*	82
- Burglary	25	7	*	22 j
- Grand Larceny	2,401	913	*	809
ARREST-TO-ARRAIGNMENT				
o Avg. Arrest-to-Arraignment Time (Hours) (k)				
- Citywide	22	21	24	21.5
- Bronx	22.9	22	24	21.9
- Brooklyn	23.1	21.6	24	22.5
- Manhattan	22.3	21.3	24	22.4
- Queens	19.3	19	24	18.5
- Staten Island	19.6	18.9	24	20.3
o Avg. Arrest-to-Complaint Sworn Time (Hours)				
- Citywide	8.8	8.5	*	9.1
- Bronx	9.6	9.4	4	9.7
- Brooklyn	8.2	8.2	4	8.6
- Manhattan	10	9.9	6	9.7
- Queens	7.3	6.2	4	8.3 (l)
- Staten Island	10.4	10.1	4	11.6

NOTE: Bracketed [] numbers found in these indicator tables correspond to budgetary units of appropriation used in the City's Executive Budget. The Technical Note at the end of this Report details, by agency, descriptions of each unit of appropriation.

POLICE DEPARTMENT

- (a) The indicator numbers report preliminary data.
- (b) The indicator is affected by shifts in the nature of criminal activity and enforcement activity and therefore is not subject to quantitative plans.
- (c) Following the September 11th attack, the Department was required to divert significant personnel resources from normal enforcement and administrative operations to disaster response, rescue and recovery. Additionally, significant resources have continued to be used to maintain Condition OMEGA, the highest state of security readiness. These factors have affected the results of these performance indicators.
- (d) The indicator numbers are rounded to the nearest thousand.
- (e) Following the September 11th attack, vehicle restrictions were imposed on traffic entering Manhattan. This included, but was not limited to, single-occupancy vehicle restrictions placed on bridge and tunnel traffic entering the City.
- (f) This indicator is deleted because the data is already captured in the subcategories of driver and owner summonses.
- (g) The indicator reports public requests for emergency response and is therefore not subject to quantitative plans.
- (h) NYPD utilized new computer software with more exact monitoring of local command response time throughout all stages of radio runs. This monitoring, in conjunction with strict accountability, facilitated the decrease.
- (i) Crime statistics resulting from the attack on the World Trade Center have not been finalized and are not reflected in this crime data.
- (j) This increase is attributed to the clarification of the legal definition for reporting burglaries at certain transit facilities.
- (k) This arrest-to-arraignment indicator excludes both narcotics and rescheduled arrests.
- (l) The increase is attributed to the implementation of the new Interactive Court Affidavit Preparation System.

FIRE DEPARTMENT [057]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
FIRE EXTINGUISHMENTS [002,006]				
o Fire Emergency Incidents	442,277	151,963	*	150,861
- Structural Fires	28,459	8,900	29,198	8,583
- Nonstructural Fires	29,889	10,064	32,009	9,550
- Nonfire Emergencies	175,265	59,174	170,721	60,057
- Medical Emergencies (CFR-D)	154,458	52,976	*	53,626
- Malicious False Alarms	54,206	20,849	*	19,045
o Fire Malicious False Calls	186,291	73,156	*	67,001
o Fire Civilian Death Rate per 100,000 Population	1.3	0.41	*	0.26 a
o Serious Fires per 1,000 Structural Fires	117	109	*	105
RUNS				
o Fire Units Average Runs	2,624	877	2,674	853
- Per Engine Company	2,792	937	2,821	918
- Per Ladder Company	2,377	789	2,457	759
o Total Fire Unit Runs	926,262	309,579	*	301,276
- Structural Fires	137,296	41,901	144,588	40,324
- Nonstructural Fires	70,239	22,474	71,409	21,453
- Nonfire Emergencies	408,077	134,782	398,180	135,234
- Medical Emergencies (CFR-D)	164,184	56,533	*	56,778
- Malicious False Alarms	146,466	53,889	*	47,487
Average Fire Unit Response Time				
o Average Citywide Response Time to All Emergencies	4:41	4:38	4:49	4:41
- Manhattan	4:46	4:45	4:52	4:49
- Bronx	4:50	4:47	4:59	4:48
- Staten Island	4:59	4:55	5:08	4:57
- Brooklyn	4:16	4:12	4:25	4:13
- Queens	4:58	4:54	5:08	5:00
o Average Citywide Response Time to Structural Fires	4:16	4:14	4:18	4:17
- Manhattan	4:19	4:17	4:18	4:21
- Bronx	4:22	4:20	4:22	4:19
- Staten Island	4:39	4:39	4:49	4:42
- Brooklyn	3:50	3:47	3:53	3:51
- Queens	4:47	4:46	4:50	4:50
o Average Citywide Response Time to Medical Emergencies	4:15	4:14	4:34	4:11
- Manhattan	4:11	4:11	4:27	4:10
- Bronx	4:20	4:18	4:41	4:17
- Staten Island	4:42	4:43	4:51	4:31

FIRE DEPARTMENT [057]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
- Brooklyn	4:00	3:57	4:20	3:53
- Queens	4:34	4:33	4:54	4:30
o Average Citywide Response Time to Nonstructural Fires	4:44	4:40	4:51	4:44
- Manhattan	4:34	4:30	4:43	4:41
- Bronx	4:57	4:55	5:03	4:56
- Staten Island	5:24	5:14	5:33	5:27
- Brooklyn	4:19	4:13	4:22	4:15
- Queens	5:09	5:04	5:18	5:08
o Average Citywide Response Time to Nonfire Emergencies	5:13	5:11	5:19	5:15
- Manhattan	5:17	5:17	5:19	5:23
- Bronx	5:24	5:22	5:31	5:25
- Staten Island	5:26	5:23	5:36	5:28
- Brooklyn	4:44	4:41	4:49	4:42
- Queens	5:34	5:30	5:45	5:37
EMERGENCY MEDICAL SERVICE				
[009,010]				
o 911 Contacts				
- to EMS	1,213,533	407,587	1,200,000	418,732
o Medical Emergency Incidents				
- Segment 1- Cardiac Arrest	22,521	7,310	22,000	8,384
- Segments 1-3	386,680	130,178	389,000	129,753
- Segments 1-7	1,086,500	363,892	1,042,000	370,993
- Segments 1-8	1,091,343	365,438	1,085,000	373,029
o Ambulance Runs				
- Segment 1	50,154	16,225	49,000	18,385
- Segments 1-3	499,720	162,702	520,000	173,222
- Segments 1-7	1,086,500	416,447	1,220,000	430,760
- Segments 1-8	1,265,461	418,812	1,260,000	435,431
EMS UNITS RESPONSE TIME TO MEDICAL EMERGENCIES				
o Average Citywide Response Time to Life-Threatening (Segments 1-3) Incidents	7:04	7:20	7:16	6:56
- Manhattan	6:42	7:03	7:05	6:49
- Bronx	7:15	7:30	7:23	7:00
- Staten Island	7:13	7:37	7:20	7:09
- Brooklyn	7:08	7:27	7:24	6:54
- Queens	7:09	7:15	7:07	6:58
COMBINED RESPONSE TIME TO MEDICAL EMERGENCIES (EMS/CFR-D)				
o Average Combined Citywide Response Time Including First Responder (CFR-D)	6:00	6:10	6:12	6:05
- Manhattan	5:41	5:56	6:02	6:01

FIRE DEPARTMENT [057]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
- Bronx	6:20	6:29	6:27	6:19
- Staten Island	5:59	6:14	6:06	6:18
- Brooklyn	5:58	6:09	6:13	5:56
- Queens	6:05	6:09	6:08	6:05
o Segment 1 (%)				
- Incidents Responded to in Less Than 6 Minutes	70%	69%	*	71%
- Including First Responder	87%	86%	90%	84%
o Segments 1-3 (%)				
- Incidents Responded to in Less Than 6 Minutes	44%	41%	*	47%
- Including First Responder	60%	59%	90%	61%
- Incidents Responded to in Less Than 10 Minutes	84%	81%	*	86%
- Incidents Responded to in Less Than 10 Minutes by Advanced Life Support Units	54%	51%	90%	57%
o Advanced Life Support (ALS) Unit Response to ALS Incidents in Less Than 10 Minutes (%)	78%	77%	90%	79%
o Segments 4-8				
- Incidents Responded to in Less Than 10 Minutes (%)	72%	69%	90%	74%
o Segments 1-7				
- Incidents Responded to in Less Than 20 Minutes (%)	97%	97%	*	98%
AMBULANCE OPERATIONS				
o Tours per Day				
- Average Number of Municipal Tours per Day	580	577	583	590
- Average Number of Voluntary Tours per Day	313	293	322	353 b
- Total Average Tours per Day	893	870	905	943
FIRE INVESTIGATION [003,007]				
o Total Investigations (Cases)	8,247	2,627	8,500	2,235
o Total Arson Fires	3,996	1,368	3,650	1,156 c
o Total Arrests by Marshals	484	162	450	158

FIRE DEPARTMENT [057]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
FIRE PREVENTION				
[004,008]				
o Inspections Performed by Fire Prevention Staff	210,904	69,440	213,000	66,804
- Inspections per Person-Day	6	6	6	6
o Completed Inspections	175,175	57,227	187,500	55,859
o Revenues Collected (000)	\$37,652	\$12,259	\$34,434	\$11,135
o Hazard Complaints Received	3,308	1,095	3,300	903 d
- Resolved Within 1 Day (%)	88%	87%	80%	85%
o Violations Issued	76,769	24,893	74,198	20,825 e
- Violation Orders	22,700	8,725	18,998	5,920 e
- Notices of Violation Items	54,069	16,168	55,200	14,905
o Violations Corrected	65,090	21,891	67,228	19,617
- Violation Orders	17,434	5,877	17,702	4,884 e
- Notices of Violation Items	47,656	16,014	49,526	14,733
o Summonses Issued	7,102	2,203	6,578	1,457 e
o Field Force Inspections	68,021	25,818	62,000	20,868
- Public/Commercial Buildings	21,252	8,208	22,712	3,641 f
- Residential Buildings	46,769	17,610	39,288	17,227
o Violations Issued	8,403	3,029	8,400	2,459 f
- Violation Orders	6,132	2,173	6,200	1,913
- Notices of Violation Items	2,271	856	2,200	546 f
o Violations Corrected	7,907	2,860	6,700	2,466
- Violation Orders	6,342	2,287	5,100	1,969
- Notices of Violation Items	1,565	573	1,600	497
SOCIAL CLUB TASK FORCE				
o Inspections Completed	150	43	*	27 g
o Violations Issued	98	10	*	23 h
o Summonses Issued	226	9	*	42 h
o Vacate Orders Issued	44	6	*	5 (i)

NOTE: Bracketed [] numbers found in these indicator tables correspond to budgetary units of appropriation used in the City's Executive Budget. The Technical Note at the end of this Report details, by agency, descriptions of each unit of appropriation.

FIRE DEPARTMENT

- (a) The reduction in the death rate per 100,000 population is due to improved public awareness of fire safety as a result of increased education.
- (b) Additional voluntary hospitals have been added to the current system.
- (c) During the first four months of Fiscal 2002 there was a decrease in the number of structural and nonstructural arson fires. In addition, some investigators were reassigned to work in City morgues during the September 11th disaster period resulting in a decrease in cases.
- (d) During the first four months of Fiscal 2002 fewer complaints were processed due to decreased call volume during the month of September following the September 11th disaster.
- (e) As a result of the 1999 transfer of the Rangehood Inspections program from Headquarters Inspection to the District Office, the number of inspectors has increased and the quality of inspections has improved. The decrease can be attributed to increased awareness and greater compliance by the public.
- (f) The decreases are attributable to the interruptions in the field force's inspection time due to the September 11th disaster.
- (g) The decrease is attributable to a reduction in the number of locations visited following the September 11th disaster.
- (h) Due to increased intelligence awareness, the Social Club Task Force has achieved greater efficiency in targeting illegal social clubs, which has resulted in the issuance of more summonses.
- (i) The decrease is attributed to a redeployment of staff following the September 11th disaster.

DEPARTMENT OF CORRECTION [072]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
SECURITY [002, 003]				
o Admissions	120,157	39,851	*	34,363
o Average Daily Population	14,490	14,458	*	13,891
- Pretrial Detention	10,121	10,040	*	9,873
- Sentenced	2,538	2,494	*	2,370
- State: Total	1,832	1,925	*	1,648
- Parole Violators	1,217	1,156	*	1,260
- Newly Sentenced	365	539	*	189 a
- Court Order	249	230	*	200
o State-Ready Inmates				
- Overdue for Transfer (Exceeding 48 Hours)	187 b	185	*	120 c
o Average Male Population	13,101	13,117	*	12,599
o Average Female Population	1,389	1,341	*	1,293
o Average Length of Stay (Days)				
- Systemwide	44.1	45	*	51.3
- Sentenced	35	34	*	46.4 d
- Detainee	41	41	*	48.9 d
- Parole Violator	61	56	*	63.6
o Population as Percent of Capacity	97.7%	97.7%	*	96.9%
o Average Cost per Inmate per Year	\$56,023	NA	*	NA
o Annual Readmission Rate	48%	NA	*	NA
o Escapes	0	0	*	0
o Suicides	2	1	*	4
o Inmate-on-Inmate Violence				
- Stabbings and Slashings	54	21	*	6 e
- Fight/Assault Infractions	5,803 b	1,876 b	*	1,847
o Jail-Based Arrests of Inmates	853	320	*	214 f
o Arrests of Visitors for Criminal Charges	392	113	*	93 g
o Department Use of Force				
- Total Number of Incidents of Use of Force	1,772	648	*	599
o Total Number of Use of Force Investigations	1,981	857	*	790
- Total Number of Open Cases at End of Period	191	214	*	148
- Findings of Justified Use of Force	1,777	639	*	636
- Prior Years	206	205	*	182

DEPARTMENT OF CORRECTION [072]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
- Findings of Unnecessary Use of Force	13	4	*	6
- Prior Years	3	3	*	3
o Number of Searches	312,671	95,226	*	118,807 h
o Number of Weapons Recovered	3,291	1,334	*	809 h
PROGRAM SERVICES [002, 003]				
o Average Daily Attendance in the School Programs	1,220	1,195	1,300	1,124
o Inmates Taking General Equivalency Diploma (GED) Exams	641	153	500	197 (i)
o Inmates Passing GED Exams	59%	72%	65%	49% j
CORRECTIONAL OPTIONS UNIT PROGRAMS				
o Inmates Admitted to High Impact Incarceration Program (HIIP)	540	164	500	156
o Inmates Graduating from HIIP	91%	90%	80%	88%
o Inmates Admitted to the Self-Taught Empowerment and Pride Program (STEP)	408	121	400	126
o Inmates Graduating from STEP	73%	67%	80%	83% k
o Inmates Participating in Substance Abuse Intervention Division (SAID) Programs	10,723	3,660	10,514	3,131
o Average Daily Number of Inmates in Vocational Skills Training Programs	290	292	*	260
HEALTH SERVICES				
o Average Daily Number of Inmates in Medical/Surgical Hospital Beds	26	27	*	28
o Number of Hospital Runs	3,937	1,236 b	*	1,601 (l)
o Average Daily Number of Hospital Runs	11		*	13
o Inmates Entering Methadone Detoxification Program	18,178	6,002	17,900	5,310
o Inmates Discharged through Compassionate Release Program	19	15	*	7 m

DEPARTMENT OF CORRECTION [072]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o CDU Admissions	1,124	373	1,600	313 n
MENTAL HEALTH SERVICES				
o Average Daily Number of Inmates in Acute Care Psychiatric Hospital Beds	54	52	*	50
VICTIM SERVICES				
o VINE System Registrations	2,511	912	*	778 (o)
o VINE Confirmed Notifications	2,013	663	*	605
o VINE Unconfirmed Notifications	785	244	*	253
SUPPORT SERVICES [002, 003]				
o Number of Inmates Delivered to Court	349,189	112,995	*	102,447
o Inmates Delivered to Court On Time	89.5%	91.3%	83%	90.9%
o On-Trial Inmates Delivered to Court On Time	99%	99.9%	95%	100%

NOTE: Bracketed [] numbers found in these indicator tables correspond to budgetary units of appropriation used in the City's Executive Budget. The Technical Note at the end of this Report details, by agency, descriptions of each unit of appropriation.

DEPARTMENT OF CORRECTION

- (a) The decrease is primarily due to the virtual elimination of the specific subcategory of State Contract cases, which under an agreement with the New York State Department of Correctional Services, permits the housing of State sentenced inmates at Rikers Island up to 180 days after sentencing at a higher per diem reimbursement of \$100 per day. The number of these inmates declined from an average of 270 in Fiscal 2001 to one during the reporting period, by mutual agreement with the New York State Division of Criminal Justice Services. The decline in the number of sentences to State Prison has also attributed to this decrease.
- (b) This number has been revised since its previous publication.
- (c) The decrease is a result of a decline in the New York State Department of Correctional Services inmate population, which has permitted more timely transfers of inmates from local jails. There were also fewer State sentences from local courts during the reporting period. This indicator does not include State Contract cases.
- (d) The unprecedented and sudden drop in daily admissions following the September 11th disaster produced higher monthly length of stay averages for September and October.
- (e) The decrease is attributed to the continued success of the Department's comprehensive violence reduction program.
- (f) The decrease is attributed to the Department's zero-tolerance policy of criminal activity.
- (g) This decrease is attributed to the Department's success in deterring criminal activity of visitors. As the Department's increased vigilance in arresting visitors who commit crimes becomes known, fewer visitors commit criminal acts while on Department property.
- (h) The Department has increased the number of searches it conducts by 25 percent, thereby making it more difficult for inmates to conceal weapons.
- (i) The increase is attributed to a larger number of inmates who passed the predictor test that determines those eligible to take the General Equivalency Diploma (GED) exam. By administering the GED exam more frequently, teachers ensure that those incarcerated even for short terms have the opportunity to take the exam before they are discharged.
- (j) The Department has only received a small portion of the results of these tests from the New York State Education Department.
- (k) Fewer voluntary withdrawals and program terminations during the reporting period resulted in 22 more inmates successfully completing the program.
- (l) The increase in hospital runs is due to a 31 percent increase in medical runs and a 25 percent increase in psychiatric runs. According to the Health and Hospitals Corporation/Correctional Health Services, the increase in hospital runs was primarily attributable to increases in hospital referrals for pulmonary illness, i.e. pneumonia, to rule out *Pneumocystis carinii*; cardiac-related chest pains to rule out myocardial infarction; and for acute-care psychiatric treatment.
- (m) The number of inmates being released from the Compassionate Release Program during the reporting period is dependent on the number of terminally ill inmates in DOC custody who meet the criteria for release. The use of highly effective antiretroviral therapy for patients with AIDS has reduced the number of inmates eligible for the program.
- (n) Contagious Disease Unit admissions continue to decrease due to more aggressive management and tracking of patients with a positive tuberculosis skin test, Purified Protein Derivative or active tuberculosis coupled with the use of highly effective antiretroviral therapy for patients with AIDS.
- (o) The decrease in the inmate population resulted in fewer VINE system registrations.

DEPARTMENT OF PROBATION [781]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
ADULT COURT INVESTIGATIONS				
[002, 003]				
o Investigation Reports Completed	40,006	12,875	*	12,208
- Felonies	30,700	9,840	*	9,323
- Misdemeanors	8,306	3,035	*	2,885
o Investigation Reports on Jail Cases Completed on Scheduled Date of Sentencing (%)	99%	99%	99%	99%
ADULT COURT SUPERVISION				
[002, 003]				
o Cases Assigned to Supervision Tracks (End of Period)				
- Enforcement Track				
- Blue Unit	1,158	767	*	811
- Amber Unit	7,878	8,713	*	7,210 a
- Green Unit	4,511	4,690	*	4,910
- Red Unit	7,947	7,757	*	8,209
- Special Conditions Track	9,564	8,443	*	9,903 b
- Reporting Track	13,208	16,210	*	11,950 a
- Intensive Supervision Program	719	753	*	771
- Short-Term Alternative to Remand and Treatment Program (c)	126	370	NA	NA
o Intrastate/Interstate Cases (End of Period)	2,803	2,993	*	2,681
o Warrant Cases (End of Period)	18,816	18,374	*	19,035
o Cases Received During Period	13,780	4,216	*	3,541 d
- High Risk	6,366	1,974	*	1,629 d
- Low Risk	7,414	2,242	*	1,912
o Cases Removed from Supervision	19,068	6,015	*	5,146
- Completed (Maximum Expiration)	10,713	3,526	*	2,868 e
- Early Discharge	622	224	*	90 f
- Probation Revoked	5,328	1,489	*	1,347
- Other	2,945	776	*	841
o Probation Pass-Through Population	86,955	77,935	*	71,582
- Felonies	60,868	56,128	*	51,539
- Misdemeanors	26,087	21,807	*	20,043
o Average Caseload (End of Period)				
- Enforcement Track				
- Blue Unit	55.1	38.4	*	39.3
- Amber Unit	101	103.7	*	85.1 e
- Green Unit	125.3	126.8	*	137.5
- Red Unit	155.8	146.4	*	166.4
- Special Conditions Track	222.4	201	*	195.3
- Reporting Track	412.8	491.2	*	379.4 e
- Intensive Supervision Program	20.3	19.8	*	19.2
- Short-Term Alternative to Remand and Treatment Program (c)	25.2	23.1	*	NA

DEPARTMENT OF PROBATION [781]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Total Violations Filed	11,989	3,372	*	3,927 g
o Total Cases Reaching Final Disposition	10,787	3,991	*	2,715 h
- Revocation and Incarceration Rate	52%	57.1%	*	48.2% h
FIELD SERVICES				
o Total Warrants Received During Period	6,720	2,286	*	1,693 (i)
- Warrants Received, Nightwatch Program	1,803	528	*	470
o Total Warrants Executed During Period	5,381	1,896	*	1,102 (i)
- Warrants Executed, Nightwatch Program	1,147	377	*	237 (i)
o Total Field Checks	73,776	30,463	*	12,035 (i)
- Field Checks, Nightwatch Program	35,326	16,544	25,000	3,407 (i)
FAMILY COURT INTAKE				
o Cases Received During Period	14,481	4,224	*	3,765
- Juvenile Delinquent	8,945	2,685	*	2,166 j
- Persons In Need of Supervision (PINS)	5,538	1,539	*	1,599
o Cases Referred to Petition	9,935	3,049	*	2,687
- Juvenile Delinquent	7,797	2,323	*	1,959 j
- Persons In Need of Supervision (PINS)	2,138	726	*	728
o Cases Diverted	4,474	1,515	*	1,660
- Juvenile Delinquent	1,098	397	*	361
- Persons In Need of Supervision (PINS)	3,376	1,118	*	1,299 k
o Average Cases Serviced per Casebearing Officer per Month (Delinquency Cases)	54.4	49.2	55	44.8
o Average Cases Serviced per Casebearing Officer per Month (PINS Cases)	126.3	155.3	140	134.7
FAMILY COURT INVESTIGATIONS [002, 003]				
o Investigations Completed	5,162	1,731	*	1,745
o Average Investigations Completed per Casebearing Officer per Month	9.8	11.4	12	9.9
FAMILY COURT SUPERVISION [002,003]				
o Total Caseload (Beginning of Period)	2,866	2,866	*	2,753
o Cases Received During Period	1,979	705	*	671
o Cases Removed from Supervision	2,092	746	*	693
- Terminated (Sentence Completed)	1,390	506	*	401 (l)
- Early Discharge	36	7	*	11 (l)
- Probation Revoked	452	161	*	182
- Other	214	72	*	99 (l)

DEPARTMENT OF PROBATION [781]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Total Caseload (End of Period)	2,753	2,825	*	2,731
o Cases Serviced During Period	4,845	3,571	*	3,424
o Average Caseload per Casebearing Officer per Month	104.6	106.4	95	105.3
RESTITUTION COLLECTED FOR CRIME VICTIMS				
o Restitution Amount	\$4,417,496	\$1,655,992	*	\$1,324,706 m
o Number of Payments	13,410	4,436	*	4,349
o Beneficiaries Compensated	19,322	6,742	*	6,303
SUBSTANCE ABUSE TREATMENT SERVICES				
o Total Number of Tests Conducted for Illegal Substances	52,461	12,527	*	13,685
o Probationers Tested for Illegal Substances	25,400	9,860	29,580	9,916
o Positive Results per 100 Probationers Tested	47.3	40.7	*	33.7 n
o Total Referrals for Substance Abuse Treatment Services	9,593	2,942	*	2,460 (o)
o Probationers Referred to Substance Abuse Treatment Services	6,801	2,512	*	2,454
o Total Placements in Substance Abuse Treatment Services	3,898	1,176	*	1,273
o Probationers Placed in Substance Abuse Treatment Services	3,490	1,147	*	1,242
o Probationers Discharged from Substance Abuse Treatment Services	2,638	949	*	961
o Probationers Discharged Successfully from Substance Abuse Treatment Services	858	298	*	316
PROGRAM SERVICES				
o Probationers Referred and Placed into Nova Ancora Program	1,403	396	*	648 p
o Probationers Completing PEP Program	597	152	*	278 p
o Total Probationers Receiving Intensive Supervision in the Blue Unit of the Adult Supervision Restructuring Initiative's Enforcement Track	1,500	205	1,600	1,340 q
- Probationers Discharged	699	183	*	459 q
- Probationers Discharged Successfully	378	131	*	254 q

DEPARTMENT OF PROBATION [781]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Total Probationers Supervised in				
Juvenile Intensive Supervision Program	594	417	650	444
- Probationers Discharged	251	99	*	85
- Probationers Discharged Successfully	159	63	*	51 r
o Total Probationers Supervised in				
Intensive Supervision Program (c)	1,533	1,039	1,600	1,026
- Probationers Discharged	814	354	*	225 s
- Probationers Discharged Successfully	483	217	*	166 s
o Total Probationers Supervised in Short-Term				
Alternative to Remand and Treatment Program (c)	626	536	NA	NA
- Probationers Discharged	531	168	*	*
- Probationers Discharged Successfully	495	154	*	*
o Total Probationers Supervised in				
Alternative to Detention Program	1,068	257	1,000	344 t
o Total Probationers Supervised in				
Expanded Alternative to Detention Program	205	68	330	104 t
- Retention Rate	89%	92%	82%	97%
o Total Hours of Community Service	208,172	91,072	*	15,425 u

NOTE: Bracketed [] numbers found in these indicator tables correspond to budgetary units of appropriation used in the City's Executive Budget. The Technical Note at the end of this Report details, by agency, descriptions of each unit of appropriation.

DEPARTMENT OF PROBATION

- (a) The number of probation cases received for assignment has significantly decreased.
- (b) The Department has expanded the Special Conditions Track to include all probationers who test positive for drugs or admit to a drug problem at Intake, all probationers in the Reporting Track who are re-arrested and subsequently test positive for drugs and all probationers with an indication of drug addiction.
- (c) The Short-Term Alternative to Remand Treatment (START) Program was incorporated into the Intensive Supervision Program (ISP) during the second half of Fiscal 2001.
- (d) In the immediate aftermath of the September 11th disaster, arrest rates decreased and Manhattan court cases in process were delayed due to technical disruptions.
- (e) This reflects both the decline in arrests and in the probation population.
- (f) The Department's discharge policy is more stringent than it was a year ago.
- (g) The Department continues to aggressively address misconduct.
- (h) This decrease is due to technical disruptions within the courts immediately following the September 11th disaster.
- (i) This decrease is attributed to the temporary closure of the offices housing centralized warrant activities following the September 11th disaster.
- (j) This decline is attributed to the decrease in the rate of juvenile arrests.
- (k) The added attention and publicity given to the PINS Law has resulted in parents now obtaining information and services from the Department for children under the age of 16.
- (l) This variance is beyond the control of the Department.
- (m) Dollar amounts collected as restitution were adversely affected by the September 11th disaster.
- (n) This decline is attributed to the implementation of new drug testing protocols.
- (o) This decrease is attributed to a decline in the number of cases received.
- (p) This increase is attributable to an increase in staff and the utilization of a variety of employment and vocational training service providers.
- (q) This indicator now includes the Blue Unit population as of June 30, 2001 plus all probationers assigned to the Blue Unit during the first four months of Fiscal 2002.
- (r) The proportion of cases reaching the maximum expiration date (MED) while in the Juvenile Intensive Supervision Program (JISP) was lower during the reporting period than it was last year.
- (s) As a result of aggressive supervision in ISP, probationers are kept in the unit for longer periods of time.
- (t) Newly hired probation officers were assigned to Family Court-DJJ Remand Center as assessors, resulting in an increase of cases processed.
- (u) This decrease is attributed to the Community Service Unit's involvement in the response to the September 11th disaster and the cancellation of work crews.

DEPARTMENT OF JUVENILE JUSTICE [130]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
ADMISSIONS				
o Total Admissions to Detention	5,313	1,622	*	1,489
- Admissions to Secure Detention	4,828	1,480	*	1,343
- Juvenile Offenders	540	173	*	147 a
- Juvenile Delinquents	4,288	1,307	*	1,196
- From Court	1,951	619	*	512 b
- From Police	1,916	549	*	588
- From Other	421	139	*	96 c
- Admissions to Nonsecure Detention	485	142	*	146
AVERAGE DAILY POPULATION (ADP)				
o Average Daily Population in Detention (Total)	497	465	*	406
- In Secure Detention	357	336	*	287 d
- Alleged Juvenile Delinquents	174	153	*	147
- Alleged Juvenile Offenders	127	115	*	73 e
- Juvenile Delinquents/Juvenile Offenders Awaiting Transfer To OCFS	56	66	*	58
- For Other Authority	0	2	*	3
- In Nonsecure Detention	140	129	*	119
- Alleged Juvenile Delinquents	126	115	*	106
- Juvenile Delinquents Awaiting Transfer to OCFS	14	14	*	13
AVERAGE LENGTH OF STAY (ALOS)				
o Average Length of Stay (ALOS) in Detention (Days)	34	36	*	35
- Single Case While in Detention				
- Juvenile Delinquents	27	28	*	27
- ALOS in Secure Detention	18	19	*	19
- ALOS in Nonsecure Detention	37	38	*	36
- Juvenile Offenders	29	34	*	23 f
- Multiple Cases While In Detention				
- Multiple JD Cases Only	64	59	*	64
- At Least One JO Case	127	150	*	138
OTHER DETENTION INDICATORS				
o Escapes in Secure Detention	0	0	*	0
o Abscond Rate in Nonsecure Detention	3%	3%	*	3%
o Weapon Recovery Rate (Per 1,000 Admissions)	8	5	*	7 g
o Juvenile-on-Juvenile Assaults/Altercations (Per 1,000 Admissions)	94	69	*	75
o Percent On-Time Court Appearance (h)	NI	NI	85%	99%
o Number of Hospital Runs	309	96	*	29 (i)

DEPARTMENT OF JUVENILE JUSTICE [130]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
COMMUNITY-BASED INTERVENTION [CBI] [001, 002]				
o Juveniles Served	1,190	713	975 j	646
o Percent of Juveniles Who Successfully Complete Program	63%	67%	65%	70%
o Percent of Juveniles Who Improve School Attendance	40%	*	35%	* k
o New Participants in Community Services	163	64	125 j	57

NOTE: Bracketed [] numbers found in these indicator tables correspond to budgetary units of appropriation used in the City's Executive Budget. The Technical Note at the end of this Report details, by agency, descriptions of each unit of appropriation.

DEPARTMENT OF JUVENILE JUSTICE

- (a) There was a decrease in arrests of juvenile offenders.
- (b) There was a decrease in arrests of juvenile delinquents.
- (c) There was a decrease in juvenile delinquents admitted from other jurisdictions at the request of the State.
- (d) The average daily population in secure detention decreased due to fewer admissions and a decrease in the average length of stay.
- (e) There were fewer juvenile offender admissions and a decrease in average length of stay.
- (f) There was a decrease in average length of stay due to faster court processing of juvenile offenders.
- (g) The Department increased the number of searches for contraband.
- (h) This indicator has been redefined to include both juvenile offenders and juvenile delinquents.
- (i) The decrease in hospital runs was due to the agency's health services contractor being better equipped to handle orthopedic and trauma-related issues on site.
- (j) This plan number has been revised to reflect current operating capacity.
- (k) The indicator reports no actual numbers for the first four months of any fiscal year since school does not begin until mid-September. CBI does not begin to collect attendance data for the fiscal year until early October.

CIVILIAN COMPLAINT REVIEW BOARD [054]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual	4-Month	Annual	4-Month
	Actual	Actual	Plan	Actual
o Complaints Within CCRB Jurisdiction	4,627	1,306	*	1,241
- Force Allegations	2,176	663	*	638
- Abuse of Authority Allegations	2,335	682	*	582
- Discourtesy Allegations	1,536	507	*	521
- Offensive Language Allegations	286	97	*	87
o Total Number of Cases Referred	4,469	1,559	*	1,044 a
- NYPD OCD	4,168	1,477	*	939 a
- Other	301	82	*	105 b
o Total Cases Completed	5,062	1,979	6,000	694 c
- Full Investigations Closed	2,540	897	3,525	309 c
- Truncated Cases	2,453	949	2,400	380 c
- Other Complaint Closures	299	119	*	70 c
- Alternative Dispute Resolution (ADR)	40	14	75	5 d
- Conciliations	0	0	*	0
- Mediations	40	14	75	5 d
o Full Investigations as a Percentage of Total Cases Completed	50%	45%	59%	45%
o Percentage of Full Investigations with an Unidentified Member of Service	6%	7%	*	4% e
o Truncated Cases as a Percentage of Total Cases Completed	49%	48%	40%	55%
o Cases Eligible for Diversion to ADR Program	1,564	347	*	472 f
- Cases Transferred to Mediation	143	33	*	78 f
o Average Number of Investigations Closed per Month by Category of Offense				
- Force	198	204	*	95 c
- Abuse of Authority	163	182	*	62 c
- Discourtesy	54	68	*	15 c
- Offensive Language	7	12	*	2 c
o Average Case Completion Time (Days) By Category of Offense				
- Force	206	229	*	159 g
- Abuse of Authority	180	207	*	148 g
- Discourtesy	141	182	*	146 g
- Offensive Language	188	171	*	168
o Average Case Completion Time (Days) By Case Completion Category				
- All Cases	189	213	161	154 g
- Full Investigations	275	314	204	240 g
- Truncated Cases	98	119	112	83 g
- Mediations	136	172	135	176

CIVILIAN COMPLAINT REVIEW BOARD [054]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Percent of Cases with Affirmative Dispositions	59%	61%	55%	59%
o Percentage of Substantiated Cases by Time Remaining on Statute of Limitations (h)				
- Percent of Cases with 3 Months or Less Remaining	14%	24%	*	23%
- Percent of Cases with 4 to 6 Months Remaining	19%	27%	*	12%
- Percent of Cases with 7 to 12 Months Remaining	53%	41%	*	50%
- Percent of Cases with 13 Months or More Remaining	15%	8%	*	15%
o Number of Cases Pending	1,848	2,000	1,750	2,375 c
o Age of Caseload as a Percentage of Total Caseload (From Date of Incident) (h)				
- Percent of Cases 0 to 4 Months Old	71%	56%	*	56%
- Percent of Cases 5 to 12 Months Old	25%	38%	*	39%
- Percent of Cases 13 Months or Older	3%	5%	3%	4%
o Operational Backlog (From Date of Report)	423	779	650	908 c

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CIVILIAN COMPLAINT REVIEW BOARD

- (a) The decrease is attributed to the closure of CCRB offices between September 11th and October 25, 2001 and the disruption of the telephone system.
- (b) During the reporting period CCRB received more complaints about uniformed officers who were not under its jurisdiction, such as members of the Department of Correction, the federal Drug Enforcement Agency and the Port Authority Police.
- (c) Fewer cases were closed due to the closure of CCRB offices following the September 11th disaster and the unavailability of police officers for interviews.
- (d) The decrease in the number of mediations conducted is attributed to the closure of CCRB offices between September 11th and October 25, 2001. Additionally, no mediations were scheduled for the balance of October due to the unavailability of police officers until the week beginning November 26, 2001.
- (e) As a result of more rigorous investigations conducted by CCRB, fewer subject officers remained unidentified until after a full investigation.
- (f) CCRB instituted a new series of reports on case eligibility for mediation and updated its Complaint Tracking System to identify whether an investigator had offered mediation in suitable cases.
- (g) The decrease in the average time to complete cases is attributed to time-triggered review of cases and an emphasis on strict monitoring of case closures.
- (h) These new indicators now report substantiated cases by time remaining on statute of limitations and age of caseload as percentages, which better reflects the data.

DEPARTMENT OF TRANSPORTATION [841]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
SIGNALS AND SIGNS				
o New Signals				
- Designed (In-House)	201	65	180	79 a
- Installed (Contract)	224	76	180	74
o Signal Studies				
- Requests	766	330	*	183 b
- Completed	718	208	*	156 c
- Studies Pending Over 90 Days	18	15	*	62 c
o Traffic Signs				
- Signs Manufactured	49,694	13,374	50,000	19,535 d
- Signs Installed	126,091	43,318	125,403 f	44,787
o Signals				
- Number of Complaints	85,297	27,830	*	26,541
- Average Time to Respond to Defects Requiring				
- 2 Hour Response	1 hr 30 min	1 hr 15 min	2 hr	1 hr 36 min
- 12 Hour Response	5 hr 15 min	4 hr 41 min	12 hr	6 hr 0 min
- 48 Hour Response	24 hr 4 min	20 hr 48 min	48 hr	20 hr 33 min
o Priority Regulatory Signs				
- Number of Complaints	8,247	2,686	*	2,461
- Percent Replaced or Repaired Within 9 Days	100%	100%	100%	100%
o Street Lights				
- Number of Complaints	49,308	15,871	*	15,965
- Percent Responded to Within 10 Days	96.1%	96.6%	95%	95.8%
o Red Light Camera				
- Total Notices of Liability (000)	191.2	79.6	*	84.1
- Total Number of Cameras	30	30	50	50 e
- Camera Uptime (Hours)	10,390	3,456	*	5,065 e
PARKING METERS				
o Total Meters	62,604	63,235	61,604	62,601
- Percent Operable	90.7%	91.4%	90%	90%
STREETS AND ARTERIAL HIGHWAYS				
o Small Street Defect (Pothole) Repairs	121,331	12,754 f	*	26,968 g
- Bronx	16,265	2,077	*	2,256
- Brooklyn	24,325	3,120 f	*	6,009 g
- Manhattan	32,430	4,119	*	9,207 g
- Queens	32,356	1,902	*	6,786 g

DEPARTMENT OF TRANSPORTATION [841]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
- Staten Island	15,955	1,536	*	2,710 g
- Arterials	30,057	3,259	*	2,392 g
o Small Street Defects (Potholes)				
- Number of Complaints	31,913	5,625	*	7,612 h
- Percent Repaired Within 30 Days	70%	54%	65%	53%
o Strip-Paving				
- Square Yards Completed	51,725	13,879	*	3,279 (i)
o Adopt-A-Highway				
- Total Adoptable Miles	362	362	362	362
- Total Number of Miles Adopted	337	331	332	332
- Percent of Miles Audited	20%	21%	15%	18%
- Percent of Audits Rated Good	85%	82%	*	93%
o Speed Hump Construction	54	2	75	17 j
o Streets Maintained With a Pavement Rating of Good (%)	82.5%	NA	82.5%	NA
- Bronx (%)	82.4%	NA	82.4%	NA
- Brooklyn (%)	80.9%	NA	80.9%	NA
- Manhattan (%)	66.1%	NA	66.1%	NA
- Queens (%)	87.3%	NA	87.3%	NA
- Staten Island (%)	83.7%	NA	83.7%	NA
o Cost of Asphalt (per Ton)				
- In-House	\$22.74	NA	*	NA
- Vendor	\$31.89	\$33.14	*	\$32.24
o Street Inspections (000)	343.2	119 f	324	116.8
o Street Cuts Rated Satisfactory (%)	86%	86%	83%	86%
o Cubic Yards Debris Removed				
- Arterials	110,968	38,267	110,971	32,518 k
- Bridges	11,746	5,014	13,000	4,781
BRIDGES				
o Bridge Painting (Square Feet Finish Coat) (000):				
- In-House	2,892	1,027 f	1,600	778 (l)
- Contract	543	277	1,000	719 m
- Graffiti Removal	7,112	2,666	6,300	2,819
o Bridge Preventive Maintenance				
- Concrete Repair (Square Feet)	61,043	31,714	50,000	33,014
- Deck Repair (Square Feet)	66,211	25,184	58,000	11,559 n

DEPARTMENT OF TRANSPORTATION [841]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Electrical Maintenance				
- Work Tickets Completed	294	96	300	77 (o)
o Lubrication Maintenance				
- Work Tickets Completed	476	160	470	149
o Percent Deck Area In Good Repair	20.5%	20.5% f	20.5%	20.5%
o Cleaning				
- Drainage Systems	1,647	503	1,500	698 p
o Sweeping (Bridges)				
- Routes Completed	583	195	557	291 q
- Linear Feet Completed	7,668	2,450 f	8,832	4,146 q
o Flags, All Bridges				
- Total Routed	1,191	364	1,200	190 r
- Red	15	8	16	14 r
- Yellow	427	110	432	30 r
- Safety	749	246	752	146 r
o Total Flags Eliminated	1,250	336	1,200	290
- Red	43	14	25	5 s
- Yellow	387	73	411	104 s
- Safety	820	249	764	181 s
o Total Flags Outstanding	1,507	1,589	1,507	1,409
- Red	15	37	6	24 s
- Yellow	869	866	890	795
- Safety	623	686	611	590
o Flags, East River Bridges				
- Total Routed	394	147	204	46 r
- Red	7	7	12	0 r
- Yellow	248	57	120	14 r
- Safety	139	83	72	32 r
o Total Flags Eliminated	426	162	360	118 t
- Red	16	8	11	0 t
- Yellow	219	64	217	73
- Safety	191	90	132	45 t
o Total Flags Outstanding	612	628	456	539
- Red	2	10	3	2 t
- Yellow	526	489	429	466
- Safety	84	129	24	71 t

DEPARTMENT OF TRANSPORTATION [841]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Average Number of Vehicles Entering Manhattan's Central Business District per 24-Hour Period (000)	835.3	NA	866.7	NA
STATEN ISLAND FERRY OPERATIONS				
o Round Trips Completed	16,711	5,669	16,451 f	5,214
o Round Trips Canceled	72	20	70	12.5 u
o On-Time Trips (%)	97%	96.5%	96%	97.3%
o Total Passengers Carried (000)	18,039	6,059	18,500	6,258
o Cost per Passenger Carried (One-Way)	\$3.04	NA	\$3.04	NA
CAPITAL BUDGET PERFORMANCE INDICATORS				
o Lane Miles Resurfaced (In-House)	717.2	320 f	794.3	388.9 v
- Bronx	75.3	27.6	85	53.3 v
- Brooklyn	187.7	72.5	215.9	80.7
- Manhattan	91.2	52.8	110.4	55.6
- Queens	241.6	122.6	265.5	131
- Staten Island	81.4	27	92.6	57.2 v
- Arterials	40	17.5	25	11.1 v
o Square Yards Milled by Borough	3,181,064	1,513,875	*	1,015,534 w
- Bronx	139,941	69,714	*	55,598 w
- Brooklyn	975,707	412,057	*	329,371 w
- Manhattan	589,901	338,411	*	181,162 w
- Queens	1,012,832	436,943	*	325,991 w
- Staten Island	180,890	136,713	*	22,317 w
- Arterials	281,793	120,037	*	101,095 w
o Cost per Lane Mile Resurfaced by Borough (Includes Milling)	\$93,367	NA	*	NA
- Bronx	\$80,032	NA	*	NA
- Brooklyn	\$95,657	NA	*	NA
- Manhattan	\$100,826	NA	*	NA
- Queens	\$93,667	NA	*	NA
- Staten Island	\$91,455	NA	*	NA
o Cost per Ton of Asphalt Placed by Borough (Includes Milling)	\$94.43	NA	*	NA
- Bronx	\$79.81	NA	*	NA
- Brooklyn	\$97.63	NA	*	NA

DEPARTMENT OF TRANSPORTATION [841]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
- Manhattan	\$98.95	NA	*	NA
- Queens	\$97.70	NA	*	NA
- Staten Island	\$86.74	NA	*	NA
o Pedestrian Ramp Contracts				
Sidewalk Corners Made Accessible				
- Construction (\$) (000)	\$19,115	\$0	\$16,776	\$0
- Construction Started	3,897	0	7,768	0
- Construction Completed	3,993	2,100	8,000	3,937 x
o Prior Notification Sidewalk				
Reconstruction by Square Foot (000)				
- Construction (\$) (000)	\$18,413	\$9,414	\$21,979	\$0
- Construction Started	2,330	1,078	2,500	0
- Construction Completed	732	86	2,500	984 y
o East River Bridges				
- Designs Started	0	0	0	0
- Construction Started	1	0	0	0
- Construction Completed	2	2	2	1 z
- Construction Completed on Schedule (%)	100%	NA	100%	NA
o Non-East River Bridges				
- Designs Started	1	0	2	1
- Construction Started	18	15	18	5 aa
- Construction Completed	19	6	14	3 bb
- Construction Completed on Schedule (%)	100%	NA	100%	NA

NOTE: Bracketed [] numbers found in these indicator tables correspond to budgetary units of appropriation used in the City's Executive Budget. The Technical Note at the end of this Report details, by agency, descriptions of each unit of appropriation.

DEPARTMENT OF TRANSPORTATION

- (a) The number of signals designed is dependent on the number of signals approved and cannot be anticipated from month to month.
- (b) The number of signal study requests received is not within the Department's control.
- (c) The decrease in the number of signal studies completed and the increase in the number pending can be attributed to several factors, including a decrease in the number of study requests received, a delay in the completion of studies due to the September 11th disaster, a delay in the receipt of Calendar 2000 and Calendar 2001 NYPD traffic accident data, and redeployment of staff to assist with monitoring of the single-occupancy vehicle ban.
- (d) More signs were manufactured in response to an increased need following the World Trade Center disaster. Additionally, more aluminum became available during the reporting period, and the Department is restocking its sign inventory in Fiscal 2002.
- (e) The Department installed 20 additional cameras in Fiscal 2002, which resulted in an increased camera uptime.
- (f) Data has been revised from previous Mayor's Management Reports.
- (g) The increase in the number of potholes repaired on borough streets is due to reassignment of street maintenance crews from resurfacing to pothole repair in the aftermath of the September 11th disaster. In addition, productivity of the crews was increased through improved deployment strategies. The State's completion of several State capital reconstruction projects, including the resurfacing of arterial highways during the reporting period, eliminated the need for DOT to repair many potholes on these highways.
- (h) The number of pothole complaints received is not within the Department's control.
- (i) Strip-paving is an unplanned activity that DOT does on an as-needed basis and when the resources are available.
- (j) Speed humps are installed by request and only after geometric and safety criteria are met; the number installed is directly related to these factors.
- (k) DOT removed less debris from arterials during the first four months of Fiscal 2002 than during the same period last year due to a decrease in the availability of personnel normally assigned to this work.
- (l) During the first four months of Fiscal 2002 the Department completed less in-house bridge painting than during the same period last year primarily due to reassignment of personnel following the World Trade Center disaster. In addition, the projects were smaller in size and more dispersed geographically, and required more preparatory work.
- (m) During the first four months of Fiscal 2002 the Department completed more contract bridge painting than during the same period last year as a result of more contracts registered.
- (n) During the first four months of Fiscal 2002 the Department completed less asphalt deck repair than during the same period last year because personnel were reassigned to sweep and perform wash-downs, as well as maintain light towers and variable message signs, near the World Trade Center site.

DEPARTMENT OF TRANSPORTATION

- (o) During the first four months of Fiscal 2002 the Department completed less electrical maintenance than during the same period last year because personnel were reassigned to provide and maintain the electrical lighting and power at the World Trade Center site.
- (p) The Department cleaned more drainage systems in the first four months of Fiscal 2002 than in the same period last year because only one of the two cleaning vehicles was operable in both September and October 2000.
- (q) The Department swept more routes and linear feet during the first four months of Fiscal 2002 than in the same period last year due to additional sweeping performed as part of its contribution to the September 11th disaster recovery efforts. Crews were placed on 12-hour shifts and reassigned to sweep areas in the vicinity of the World Trade Center site, such as the Battery Park Underpass.
- (r) The number of flags routed on the City's bridges is based on the number of flagged conditions found. Flags are routed by City DOT inspectors and New York State DOT inspectors, both of whom must adhere to State standards.
- (s) The substantial repair of multiple joints on the Brooklyn-Queens Expressway Queens-bound cantilevers at night during Summer 2001 contributed to an overall reduction in flags eliminated, as did the World Trade Center disaster's aftermath and area relief efforts. Due to access issues, the Department was unable to repair and eliminate six red flags on the Willis Avenue Bridge. Therefore, fewer red flags were eliminated. However, fewer red flags remained outstanding because at the end of Fiscal 2001, 15 red flags were outstanding. Fourteen were routed and five were eliminated during the reporting period, leaving 24 outstanding. DOT engineers conduct a full assessment of all red flags routed, repairing them immediately or ensuring that the conditions are safe and continually monitoring them until repairs can be completed.
- (t) The World Trade Center disaster's aftermath and area relief efforts delayed red and safety flag elimination work. Additionally, some work sites containing safety flags were inaccessible. However, fewer red and safety flags were routed during the reporting period and therefore fewer remained outstanding compared to the same period last year. DOT engineers conduct a full assessment of all red flags routed, repairing them immediately or ensuring that the conditions are safe and continually monitoring them until repairs can be completed.
- (u) Fewer round trips were cancelled during the first four months of Fiscal 2002 than during the same period of Fiscal 2001 as a result of favorable weather conditions and an improved ferry boat maintenance program. Additionally, due to the World Trade Center disaster, fewer overall trips were scheduled and vehicles were not carried on the boats, which reduced engine stress and the need for maintenance.
- (v) The Fiscal 2002 Annual Plan for in-house resurfacing was increased by 100 lane miles from the Fiscal 2001 Annual Plan. Performance during the reporting period reflects this increase. Resurfacing on arterial highways was reduced because DOT's one arterial highway resurfacing crew was heavily involved in response to the World Trade Center disaster.
- (w) In order to achieve the 100 lane mile increase in resurfacing, the equivalent of approximately one crew was reassigned from milling to resurfacing during the first four months of Fiscal 2002. The level of contract milling was increased to support the new resurfacing target.
- (x) DOT was able to install more pedestrian ramps during the first four months of Fiscal 2002 under contracts from prior years and contracts registered during the second half of Fiscal 2001.

DEPARTMENT OF TRANSPORTATION

- (y) The Department was able to complete more sidewalk construction during the first four months of Fiscal 2002 under contracts from prior years and contracts registered during the second half of Fiscal 2001.
- (z) Only one bridge, Manhattan Bridge Contract #8, was scheduled for completion in the first four months of Fiscal 2002. The other bridge, Queensboro Bridge Contract #5, is scheduled for completion later in Fiscal 2002.
- (aa) All five construction starts planned for the first four months of Fiscal 2002 were started. The remaining 13 starts are anticipated by the end of Fiscal 2002.
- (bb) All three construction completions planned for the first four months of Fiscal 2002 were completed. The remaining 11 completions are anticipated by the end of Fiscal 2002.

DEPARTMENT OF ENVIRONMENTAL PROTECTION [826]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
WATER AND SEWER OPERATIONS				
o Water Delivery System				
- Water-Main Breaks	523	122	575	137
- Water Supply Complaints Received	48,770	16,418	60,000	18,406
- Leak Complaints Received	5,003	1,367	5,200	1,595 a
- Leak Complaints Resolved	5,177	1,359	5,200	1,505
Requiring Excavation in 30 Days (%)	90%	93%	85%	89%
- Average Backlog of Street Leaks (Includes 3-Day Notices)	179	149	150	142
o Hydrants	107,134	107,134	107,134	107,134
- Broken and Inoperative (%)	0.41%	0.35%	1%	0.34%
- Hydrants Repaired or Replaced	14,912	4,749	15,500	4,408
- Average Backlog of Broken and Inoperative Hydrants	438	372	1,071	364
- Repairs to Distribution System (Person-Days)	31,409	9,828	32,000	9,327
- Average Backlog of Repairs to Distribution System (Person-Days)	3,263	3,159	3,700	3,042
o Sewer System				
- Catch Basin Complaints Received	9,888	4,018	10,000	3,600
- Total Catch Basins Cleaned	41,323	12,695	41,000	17,076 b
- Programmed Cleaning	20,532	5,039	21,000	8,515 b
- Complaint Cleaning	20,791	7,656	20,000	8,561
- Average Catch Basin Response Time Complaint to Completion (Days)	8.7	9.1	11	6.5 b
- Average Catch Basin Complaint Backlog	215	268	250	177 b
- Catch Basin Complaints Resolved Within 30 Days (%)	95.2%	94.5%	90%	97.2%
- Sewer Backup Complaints Received	23,084	7,211	27,000	6,678
- Average Backup Response Time (Hours)	4.2	4.1	7.5	3.9
- Sewer Backup Complaints Resolved Within 24 Hours (%)	99.9%	99.9%	98%	99.6%
- Sewer Construction Repairs	3,288	1,327	3,300	1,052 c
- Average Repair Backlog	1,461	1,478	1,400	1,338
WASTEWATER TREATMENT				
o Effluent Complying with Federal Standards (%)	100%	100%	100%	100%
o Scheduled Preventive Maintenance Completed Each Month (%)	68.5%	66.4%	69%	66.5%

DEPARTMENT OF ENVIRONMENTAL PROTECTION [826]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Compliance with State Standard for Dissolved Oxygen at Harbor Survey Stations (%)	94%	84%	89%	58% d
ENVIRONMENTAL COMPLIANCE				
o Complaints Received (Includes DEP-Initiated)	24,273	8,510	25,700	7,927
- Air	11,697	3,882	13,500	3,733
- DEP Help Center	7,389	2,406	8,500	2,377
- DEP-Initiated	4,308	1,476	5,000	1,356
- Noise	11,902	4,369	11,500	4,012
- DEP Help Center	11,139	4,089	10,500	3,700
- DEP-Initiated	763	280	1,000	312
- Asbestos	674	259	700	182 e
o Complaints Responded to (%)	98%	99%	97%	95%
- Air	98%	97%	97%	93%
- Noise	97%	99%	95%	93%
- Asbestos	100%	100%	100%	100%
o Total Inspections Conducted	26,177	8,999	27,600	9,972
- Air	11,521	3,770	13,100	3,458
- Noise	9,530	3,449	9,000	3,395
- Asbestos	2,729	921	3,000	1,096 f
- Right-to-Know Program	2,397	859	2,500	2,023 g
o Total Violations Issued	6,119	1,878	7,500	2,177 h,(i)
- Air	3,902	1,166	5,500	1,269
- Noise	1,198	464	1,100	440
- Asbestos	645	92	500	189 h
- Right-to-Know Program	374	156	400	279 (i)
o Case Resolution Rate	78.4%	77.5%	74%	80.6%
- Air	79.5%	85.2%	80%	63.9% j
- Noise	87.7%	83.7%	80%	65.7% j
- Asbestos	97.1%	97.9%	85%	126.1% k
- Right-to-Know Program	49.2%	43.3%	50%	66.6% (i)
Hazardous Materials Response Unit				
o Number of Incidents Involving Hazardous Materials Handled	1,665	563	1,800	576
o Cost to City of Cleanup	\$41,240	\$15,610	\$75,000	\$136,916 (l)

DEPARTMENT OF ENVIRONMENTAL PROTECTION [826]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
ENVIRONMENTAL CONTROL BOARD				
o Case Input (Violations Issued)	642,619	217,338	550,000	212,099
o Number of Decisions	176,434	57,263	175,000	58,744
o Revenue Collected (000)	\$42,446	\$15,017	\$33,781	\$14,828
o Case Resolution Rate	68.3%	72.7%	70%	67.4%
o Average Yield per Violation Issued	\$69.93	\$69.09	\$57.91	\$69.91
CUSTOMER SERVICES				
o Number of Meters Installed	34,377	12,260	35,000	6,419 m
o Number of Meters Repaired	35,597	11,639	35,000	10,546
o Net Billings (000,000)	\$1,406.80	\$357.50	\$1,342.64	\$284.10 n
o Collections Against Billings (000,000)	\$1,458.00	\$745.70	\$1,513.24	\$699.30
PROGRAMMATIC INDICATORS				
o Vehicles Purchased	83	N/A	50	N/A
o Tunnel No. 3 Constructed (000)				
- Designs Started	\$14,000	N/A	\$6,000	N/A
- Construction Started	\$102,040	N/A	\$72,730	N/A
- Construction Completed	\$45,319	N/A	\$79,000	N/A
o Plant Reconstruction				
- Designs Started	3	N/A	1	N/A
- Construction Started	51	N/A	52	N/A
- Construction Completed	39	N/A	63	N/A
o Pumping Stations Reconstructed				
- Designs Started	0	N/A	2	N/A
- Construction Started	4	N/A	8	N/A
- Construction Completed	11	N/A	13	N/A

NOTE: Bracketed [] numbers found in these indicator tables correspond to budgetary units of appropriation used in the City's Executive Budget. The Technical Note at the end of this Report details, by agency, descriptions of each unit of appropriation.

DEPARTMENT OF ENVIRONMENTAL PROTECTION

- (a) Increased public awareness of low reservoir levels as reported in the media resulted in an increase in the number of leak complaints received.
- (b) Due to the success of the Department's community board catch basin cleaning and hood inspection program, DEP received fewer catch basin complaints, which allowed more regularly scheduled catch basins to be cleaned.
- (c) DEP's reallocation of personnel to assist in the September 11th disaster recovery efforts resulted in fewer sewer construction repairs.
- (d) The unexpected warm and dry season resulted in a lower percent of harbor survey stations in compliance with State standards for dissolved oxygen.
- (e) The number of asbestos complaints received is not under the Department's control.
- (f) DEP conducted more asbestos inspections due to the additional building visits in Lower Manhattan in response to the September 11th disaster.
- (g) During the reporting period DEP entered into a Memorandum of Understanding with Con Edison to conduct inspections at 44,454 of its locations; the Department also hired additional inspectors. Both factors resulted in an increase in the number of inspections performed.
- (h) The issuance of asbestos violations for the majority of cases is based on observations in the field during inspections, which resulted in a greater number of violations issued.
- (i) An increase in the issuance of Right-to-Know violations and the higher resolution rate of Right-to-Know cases was a result of the targeted enforcement of auto body shops that had never filed with DEP.
- (j) Due to the September 11th disaster, the Environmental Control Board office in Lower Manhattan was closed for one week, resulting in a decrease in the number of violations paid and/or dismissed during the reporting period.
- (k) Fiscal 2001 payments were made during the reporting period, resulting in a greater Asbestos Resolution Rate than the same period in the prior year.
- (l) The increase in the cost of hazardous materials cleanup to the City is a direct result of the September 11th disaster.
- (m) Continued reluctance from unmetered account customers to install meters resulted in fewer installations than the previous fiscal year.
- (n) The surcharge to property owners who fail to install a water meter was previously sent to customers on a separate schedule during the first four months of a fiscal year. However, the Fiscal 2002 surcharge was included in the flat-rate bills issued in May 2001.

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT [806]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
HOUSING DEVELOPMENT				
o Total Starts (Units)	12,554	1,255	13,287	615 a,b
- Moderate Rehab	8,984	1,008	7,528	373 a
- City-Owned Buildings	2,128	381	2,039	116 a
- Privately Owned Buildings	6,856	627	5,489	257 a
- Gut Rehab	1,055	132	1,582	137
- City-Owned Buildings	512	101	693	36 b
- Privately Owned Buildings	543	31	889	101 c
- New Construction	2,515	115	4,177	105
o Total Completions (Units)	8,262	1,181	8,183	1,739 d
- Moderate Rehab	4,432	907	4,850	1,278 d
- City-Owned Buildings	1,516	305	1,510	338
- Privately Owned Buildings	2,916	602	3,340	940 d
- Gut Rehab	1,071	111	842	201 d
- City-Owned Buildings	695	33	454	11 b
- Privately Owned Buildings	376	78	388	190 d
- New Construction	2,759	163	2,491	260 d
o Units Assisted with Tax Incentives	4,865	1,318	*	3,792 e
Apartments for Homeless Families and Individuals				
o Apartments Produced	529	55	371	62
- Supportive Housing Loan Program	483	40	220	62 d
- Office of Development Programs	7	0	0	0
- Other	39	15	151	0 f
o Apartments for People with AIDS	423	40	*	20 g
			34	
HOUSING MANAGEMENT AND SALES				
o Buildings Sold	321	58	246	12 h
o Buildings in Management and Sales Pipeline	2,340	2,847	1,980	2,286 (i)
o Occupied Buildings	1,707	2,044	1,424	1,677 j
- Units	16,272	19,388	13,280	16,070 j
- Occupied Units	11,053	13,101	9,219	10,537 j
- Occupancy Rate	67.9%	67.6%	69.4%	65.6%
Central Management				
o Buildings in Management	1,836	2,481	1,509	1,716 k,(l)
- Units (Estimate)	13,278	19,264	10,084	12,108 k,(l)
o Vacant Buildings	633	803	556	609 k
- Units (Estimate)	4,979	6,241	4,389	4,815 k

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT [806]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Occupied Buildings	1,203	1,678	953	1,107 (l)
- Units	8,299	13,023	5,695	7,293 (l)
Alternative Management				
o Buildings in Sales Pipeline	504	366	471	570 m
- Units	7,973	6,365	7,585	8,777 m
- Occupied Units	5,660	4,634	5,385	6,031 m
- Occupancy Rate	71%	73%	71%	69%
- Intake from Central Management Buildings	446	42	214	79 n
- Intake from Central Management Units	4,961	558	2,322	933 n
Rent Collections - All Programs				
o Rent Billed (000,000)	\$36.9	\$13.2	\$29.6	\$10.2 (o)
o Rent Collected (000,000)	\$32.5	\$11.4	\$25.3	\$9.1 (o)
o Average Residential Rent per Unit (per Month)	\$244	\$251	\$262	\$248
Maintenance				
o Building Systems Replaced	594	207	400	101 p
o Ratio of Real Property Managers to Residential Units	1:267	1:293	1:250	1:254
HOUSING PRESERVATION				
Code Enforcement				
o Field Inspection Teams	119	107	115	108
o Inspections per Team per Day	9	8.5	9	8
o Total Complaints Reported	302,871	67,091	270,000	60,961
- Emergency Complaints Reported (Non-Heat)	99,772	40,485	85,000	37,173
- Heat/Hot Water Complaints Reported	171,263	17,642	160,000	15,950
- Other Complaints Reported	31,836	8,964	25,000	7,838
o Heat/Hot Water Complaints Requiring Inspections	93,560	10,332	*	9,809
- Heat/Hot Water Complaints Resolved Prior to Completed Inspections	19,610	4,208	*	2,285 q
- Heat/Hot Water Inspections Completed	74,096	6,122	*	6,143
o Total Inspections Attempted (Including Multiple Visits)	262,765	79,603	*	73,107
o Total Inspections Completed	204,919	55,204	165,000	55,766

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT [806]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Ratio of Completed Inspections to Attempted Inspections	79%	69%	*	76%
o Total Emergency Complaint Inspections Attempted	118,708	50,520	*	45,647
o Total Emergency Complaint Inspections Completed	82,911	35,302	*	35,635
o Violations Issued During Inspection	322,270	102,478	310,000	107,020
o "C" Violations Issued	75,622	28,845		22,000 r
o Violations Reinspected	403,591	129,993	325,000	137,690
o Total Violations Removed	359,379	101,505	300,000	128,520 s,t,u
- Violations Deemed Corrected (Not Inspected)	56,615	8,051	*	17,443 s
- Violations Administratively Removed	46,320	18,125	*	23,831 t
- Total Violations Removed By Inspection	256,444	75,329	*	87,246 u
Emergency Services				
o Work Orders Issued	30,221	9,019	24,000	9,193
o Repairs Completed	15,611	3,972	13,000	4,827 v
Lead Paint				
o Emergency Repair Orders Issued: Privately Owned Buildings				
- Emergency Repair Orders Issued	5,042	1,539	4,500	1,857 w
- Owner Compliance (Verified)	0	79	0	*
- Jobs Voided or Downgraded	1,759	400	2,000	609 x
- Lead Hazard Reduction Completed	1,411	477	1,450	310 y
o Tenant Lead Surveys: City-Owned Buildings				
- Responses Requiring Further Action	781	122	800	41 z
- Jobs Voided	372	235	250	26 aa
- Administratively Closed	319	206	200	21 aa
- No Lead Hazard Found	53	29	50	5 aa
- Lead Hazard Reduction Completed	884	136	600	145
o DOH Lead Cases Referred: Privately Owned Buildings				
- Initial Referrals	240	109	*	49 bb
- Owner Compliance (Verified)	172	49	*	*
- Referred to DOH For Further Action	0	0	*	0
- Lead Hazard Reduction Completed	137	33	*	40 cc
o DOH Lead Cases Referred: City-Owned Buildings				
- Initial Referrals	2	0	*	2
- Referred to DOH For Further Action	0	0	*	0
- Lead Hazard Reduction Completed	8	4	*	0 dd

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT [806]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
ANTI-ABANDONMENT				
Activity Related to Tax Lien Sales				
o Buildings Reviewed for Distress	12,176	0	*	0
o Buildings Recommended for Exclusion	1,744	0	*	0
o Buildings Referred to DOF for Tax Lien Sale	10,432	0	*	0
Activity Related to <i>In Rem</i> Actions				
o Number of <i>In Rem</i> Actions Initiated Under Local Law 37	4	0	5	0
o Properties Transferred	86	0	100	0
o Enforcement/Assistance for Owners/Tenants	309	0	350	0
Activity Not Related to <i>In Rem</i> Actions				
o Enforcement/Assistance for Owners/Tenants	6,532	1,988	5,000	1,970
o Distressed Buildings Targeted for <i>In Rem</i> Action	0	0	*	0
o Units Completed According to Repair Agreements (ee)	3,742	795	2,100	1,595 ff
Housing Education				
o Number of Courses Offered	62	14	60	13
o Total Enrollment in All Courses	2,092	512	2,000	683 gg
o Average Enrollment per Course	34	37	33	53 hh
Housing Litigation				
o Code Compliance Cases Opened	13,445	3,475	12,000	3,933
o Code Compliance Cases Closed	10,270	4,138	10,000	4,869 hh
o Judgments and Settlements Collected (000)	\$1,910	\$454	\$1,800	\$398

NOTE: Bracketed [] numbers found in these indicator tables correspond to budgetary units of appropriation used in the City's Executive Budget. The Technical Note at the end of this Report details, by agency, descriptions of each unit of appropriation.

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

- (a) Total starts for moderate rehabilitations in the first four months of Fiscal 2001 included Fiscal 2000 starts that had been delayed due to capital budget restrictions. In addition, construction starts for Fiscal 2002 are scheduled for later in the year compared to Fiscal 2001.
- (b) A significant amount of the decrease is attributable to the Housing Trust Fund Program, which is not under the direct control of HPD. In addition, construction starts in other programs are scheduled for later in Fiscal 2002 than they were in Fiscal 2001.
- (c) Construction starts in privately owned buildings were scheduled earlier in Fiscal 2002 than in Fiscal 2001.
- (d) Construction completions were scheduled for earlier in Fiscal 2002 than in Fiscal 2001.
- (e) The construction of these units is dependent on activity in the real estate market and is not under the direct control of HPD.
- (f) HPD does not have direct control over completions in the Housing Trust Fund Program.
- (g) The number of homeless units and population served is a function of the project and its funding sources.
- (h) Due to budget restrictions, buildings scheduled for sale in Fiscal 2000 were delayed, which increased the number of building sales in Fiscal 2001.
- (i) There were a large number of buildings sold in Fiscal 2001, reducing the number of buildings available for sale in Fiscal 2002.
- (j) There were a large number of buildings sold through the Division of Alternative Management's (DAMP) programs in Fiscal 2001.
- (k) The decrease in the Fiscal 2002 4-month Actual number is due to an unusually large number of buildings sold through HPD's rehabilitation programs in the first four months of Fiscal 2001.
- (l) The decrease in the 4-month Actual number reflects the fact that more buildings were transferred out of Central Management during the first four months of Fiscal 2001 because of the accelerated intake into DAMP's programs.
- (m) The increase is due to the rise in tenants applying to the Tenant Interim Lease program (TIL) and an increased number of nonprofit organizations leasing properties earlier in the fiscal year. In addition, because of accelerated intake from Central Management, there were a larger number of buildings remaining in the workload at the end of Fiscal 2001.
- (n) The increase is due to the rise in tenants applying to TIL and an increased number of nonprofit organizations leasing properties earlier in the fiscal year.
- (o) The reduction in rents billed and collected is due to the reduction in the number of occupied buildings and units under City ownership.
- (p) In Fiscal 2001 there was a rollover of funds from Fiscal 2000, which allowed more systems to be replaced.
- (q) The decrease in the number of complaints resolved prior to completed inspection was due to a decline in tenant verification of owner compliance upon call back. Either HPD was unable to contact the tenant or the tenant was called and stated that the problem was not resolved.

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

- (r) The decrease in this number is due to greater owner compliance upon inspection.
- (s) The number of violations removed increased due to the volume of owner certifications received in response to the violation reissuance program. Also, the time period for reinspection of owner notifications received prior to September 11th elapsed during the time when HPD was unable to access its database, and so they were deemed complied.
- (t) There were more requests to remove violations from City-owned buildings that had been rehabilitated and sold.
- (u) This number increased due to the volume of owner certifications received in response to the violation reissuance program and the higher number of violations reinspected after September 11th. Due to problems receiving and generating new complaints during that time, the inspectors focused primarily on doing more reinspections.
- (v) More emergency repairs were completed due to a new streamlined process to decrease the time from emergency repair request to assignment and completion of the emergency work order.
- (w) The repair orders were issued as a result of the increased number of lead inspections that HPD was able to perform in the reporting period.
- (x) The increase in this number is due to increased XRF lead testing. XRF testing results, which indicate a negative reading for lead paint, allow HPD to negate the presumption of lead paint and downgrade the violation from a lead paint violation to a less serious violation.
- (y) The decrease in this number is due to the increase in downgraded jobs, which resulted in fewer completions.
- (z) The decrease in the number of lead survey responses requiring further action reflects the smaller number of City-owned units.
- (aa) This indicator decreased as a result of fewer City-owned buildings.
- (bb) This number represents referrals from the Department of Health, over which HPD has no control.
- (cc) Fewer landlords, contacted by HPD, had complied with the more stringent federal Environmental Protection Agency requirements. Therefore, the lead hazard reduction was completed by HPD.
- (dd) HPD received two referrals during the reporting period and expects to have both lead hazard reductions completed by the end of Fiscal 2002.
- (ee) This indicator was moved because it was incorrectly placed under the Housing Education section.
- (ff) As a result of increased outreach to owners and more effective monitoring of signed Voluntary Repair Agreements, the owner compliance on Voluntary Repair Agreements has increased substantially.
- (gg) More applicants registered for all courses as a result of increased marketing strategies. A new course offering, Small Property Owners Training, also contributed to the increase in enrollment.
- (hh) In August 2001 the Housing Litigation Division began a project to actively review open cases and to close them when appropriate. This resulted in a higher than usual number of cases closed during the first four months of Fiscal 2002.

SCHOOL CONSTRUCTION AUTHORITY

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
CAPITAL BUDGET PERFORMANCE INDICATORS				
PROGRAMMATIC INDICATORS				
o New Schools Built - High Schools				
- Designs Started	0	0	0	1 a
- Construction Started	2	0	3	1 b
- Construction Completed	0	0	1	0
- Student Spaces	0	0	849	0
o New Schools Built - Intermediate Schools				
- Designs Started	1	0	1	1 b
- Construction Started	1	0	3	1 b
- Construction Completed	0	0	1	0
- Student Spaces	0	0	1,675	0
o New Schools Built - Elementary Schools				
- Designs Started	9	1	0	0 b
- Construction Started	11	2	7	1 b
- Construction Completed	3	0	5	0
- Student Spaces	1,109	0	3,628	0
o School Additions and Modernizations				
- Designs Started	8	0	1	0
- Construction Started	11	3	2	0 b
- Construction Completed	4	0	9 c	2 b
- Student Spaces	980	0	2,562	540 b
o Transportable Projects				
- Designs Started	6	3	by 9/02	1 b
- Construction Started	6	1	by 9/02	1
- Construction Completed	7	1	by 9/02	0 b
- Student Spaces	696	116	by 9/02	0 b
o Capital Improvement Projects				
- Total Dollar Value (000)	\$870,000	\$369,862	by 9/02	\$160,870 d
- Total Design Starts	451	154	by 9/02	41 d
- Total Construction Starts	392	156	by 9/02	106 d
- Total Projects Completed	468	181	by 9/02	190
o Projects Completed (%)				
- Completed Early	45%	NA	*	NA
- Completed On Time	27%	NA	*	NA
- Total	72%	NA	75%	NA

SCHOOL CONSTRUCTION AUTHORITY

- (a) The Board of Education directed SCA to design the Upper East Side High School, which was not in the Fiscal 2002 Capital Plan.
- (b) SCA reports on construction activity on an October to September reporting year. Since all projects for the first three months of Fiscal 2002 were captured in the Fiscal 2001 Mayor's Management Report, 4Month Actual figures represent October 2001 projects only. Planned monthly targets for project completions differ from year to year, accounting for variances between Fiscal 2001 and Fiscal 2002 4-Month Actuals.
- (c) The Board of Education made a program change to the addition of Public School 61 in Queens, which pushed its completion date into Fiscal 2003.
- (d) The Board of Education assigned SCA fewer Capital Improvement projects than in the same period in Fiscal 2001.

NEW YORK CITY HOUSING AUTHORITY

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
HOUSING SERVICES				
o Applications Received (000)	101	31	100	30.1
- Conventional Housing (000)	74	22	75	23.3
- Section 8 (000)	27	9	25	7.4 a
o Net Families on Waiting List (000)	325	365	360	315
- Conventional Housing (000)	136	141	140	138
- Section 8 (000)	189	224	220	177 b
o Applicants Placed	13,581	3,599	17,500	4,739 c
- Conventional Housing	7,549	2,710	7,500	2,264 d
- Section 8	6,032	889	10,000	2,475 e
Conventional Housing				
o Public Housing Developments Operated	346	346	345	345
- Buildings	2,701	2,985	2,685	2,699
- Apartments (000)	181	181	181	181
o Occupancy Rate	99.3%	99.3%	99.3%	99.2%
o Average Turnaround Days	37.4	NA	38	35
o Apartments Vacated (%)	4.5%	4.2%	4.5%	4.1%
o Rent Billed (000)	\$609,800	\$198,823	\$610,000	\$201,330
o Rent Collected (000)	\$602,800	\$191,439	\$603,000	\$198,235
o Average Rent per Dwelling Unit	\$277	\$275	\$273	\$285
o Management Cost/Dwelling Unit (Dollars/Month)	\$707	\$623	\$672	\$677
o Total Rent Delinquency Rate	4.9%	5.1%	4.9%	8.2% f, g
- Among Tenants Receiving Public Rent Subsidies	4.2%	5%	4.4%	7.1% g
o Court Appearances for Nonpayment of Rent	19,909	7,311	20,000	7,211
Section 8				
o Occupied Units				
- Certificates and Vouchers	76,093	74,879	81,500	77,747
o Tenants Leaving Program	5,255	1,279	5,500	474 h
o Turnover Rate	7.1%	6.9%	6.5%	5% h
o Owners Participating	25,127	25,526	25,000	25,642

NEW YORK CITY HOUSING AUTHORITY

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
Rentals to Homeless Families & Individuals				
o Conventional Housing (City Referred)	1,509	762	1,564	632 (i),k,(l)
- DHS Rentals	1,115	579	1,070 j	469 (i)
- HRA/HASA Rentals	103	26	144	37 k
- HPD Rentals	291	157	350 j	126 (l)
o Conventional Housing (Non-City Referred Rentals)	917	411	*	321 m
o Section 8 Housing Subsidy				
- EARP	1,738	443	2,700	562 n
- Non-City Referred	1,023	97	*	494 (o)
Maintenance				
o Complaints (Citywide)				
- Emergencies	102,328	30,481	91,000	19,825 p
- Elevator	70,693	25,475	78,000	24,725
o Average Time to Resolve/Abate Complaints (Citywide)				
- Emergencies (Days)	1	1	1	1
- Elevator (Hours)	5.5	5	5	5.3
- Other (Days)	11	13	15	12
o Work Tickets				
- Received	2,126,992	637,945	2,000,000	413,581 q
- Completed	2,130,901	661,481	2,050,000	445,280 q
- Open Tickets	75,298	67,493	90,000	52,681 q
o Average Number of Days to Prepare Vacant Apartments	13.1	12	18	12
SOCIAL AND COMMUNITY SERVICES				
o Authority-Operated Community Centers	117	118	117	117
- Average Daily Attendance	5,494	5,613	5,500	4,973
o Sponsored Community Centers	49	48	50	48
- Average Daily Attendance	6,433	5,821	6,200	5,983
o Authority-Operated Senior Citizen Programs	38	37	38	38
- Seniors Registered (Average)	4,500	4,135	4,500	3,420 r
o Buildings Patrolled	742	809	825	688

NEW YORK CITY HOUSING AUTHORITY

- (a) The number of applications received is largely out of NYCHA's control.
- (b) Fewer families remained on the Section 8 waiting list due to more timely interviewing and processing of applicants in the first four months of Fiscal 2002.
- (c) The increase in applicants placed is due to a greater number of applicants placed in Section 8 housing.
- (d) Fewer applicants were placed in public housing due to fewer apartment vacancies and delays in preparing units related to the September 11th disaster.
- (e) More applicants were placed in Section 8 housing due to more timely interviewing and processing of applicants in the first four months of Fiscal 2002. Also, more eligible applicants were processed.
- (f) Higher tenant unemployment contributed to an increase in the rent delinquency rate.
- (g) The rent delinquency rate among tenants receiving public rent subsidies increased due to missed electronic payments by the New York State Department of Social Services.
- (h) The number of tenants leaving the Section 8 program and the turnover rate was lower because NYCHA began to do outreach to tenants to remind them to recertify before the termination date.
- (i) Fewer Department of Homeless Services' (DHS) referrals were placed in the first four months of Fiscal 2002 than the same period of Fiscal 2001 due to fewer DHS referrals awaiting placement.
- (j) The annual plan numbers for the departments of Housing Preservation and Development (HPD) and Homeless Services were modified based on an amended agreement between NYCHA, HPD and DHS.
- (k) More HIV/AIDS Services Administration (HASA) placements from the Human Resources Administration were made in the first four months of Fiscal 2002 because NYCHA received more HASA referrals than in the same period of Fiscal 2001.
- (l) Fewer HPD referrals were placed in the first four months of Fiscal 2002 because fewer cases were referred by HPD.
- (m) Fewer families referred by non-City agencies were placed in public housing because fewer cases were selected from the public housing waiting list.
- (n) The number of Emergency Assistance Rehousing Program (EARP) Section 8 rentals is dependent on the number of families DHS links to apartments. In the first four months of Fiscal 2002 DHS linked more families to apartments than in the comparable period in Fiscal 2001.
- (o) The increase in non-City referred placements was due to a greater number of applicants being drawn from the Authority's waiting list.
- (p) The number of emergency complaints received is largely out of NYCHA's control.
- (q) Fewer work tickets were reported as received, completed and open because the system that tracks this data was unavailable for over a month after the September 11th disaster. During this time work tickets were received and completed but not captured by the system.
- (r) The number of seniors registered decreased because two senior center sites were closed for renovation. Also, staffing and funding were kept at a minimum while NYCHA reevaluated its senior center operations.

DEPARTMENT OF DESIGN AND CONSTRUCTION [850]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
AGENCY PROJECTS / CONTRACTS				
All Projects				
o Projects Started	618	233	367	135 a
- Design	279	103	164	52 a
- Construction	339	130	203	83 a
o Projects Completed	369	174	255	128 b
- Completed Early (%)	48%	63%	35%	51% b
- Completed On Time (%)	37%	24%	45%	31% b
- Completed Late (%)	15%	13%	20%	18% b
o Projects Completed - Total Dollar Value of Construction (000,000)	\$813	\$339	*	\$348
- Completed Early	\$316	\$157	*	\$182 c
- Completed On Time	\$301	\$72	*	\$81
- Completed Late	\$196	\$110	*	\$85 c
PROJECT TIMELINESS				
o Projects Completed Under \$500,000	173	72	82	29 c
- Completed Early	78	39	29	11 c
- Completed On Time	79	25	37	12 c
- Completed Late	16	8	16	6 c
o Projects Completed Between \$500,000 and \$1 Million	46	21	33	18
- Completed Early	27	16	12	7 c
- Completed On Time	11	3	15	8 c
- Completed Late	8	2	6	3 c
o Projects Completed Between \$1 Million and \$5 Million	107	64	92	66
- Completed Early	61	47	32	37 c
- Completed On Time	29	8	42	18 c
- Completed Late	17	9	18	11 c
o Projects Completed Greater than \$5 Million	43	17	48	15
- Completed Early	12	7	17	10 c
- Completed On Time	18	5	22	2 c
- Completed Late	13	5	9	3 c
o Average Construction Duration of Projects (Days)	282	251	394	278
o Structures Projects	225	188	388	230 b
- Under \$500,000	164	165	334	177
- Between \$500,000 and \$1 Million	251	211	342	230
- Between \$1 Million and \$5 Million	242	199	353	254 b
- Greater than \$5 Million	597	265	642	451 b

DEPARTMENT OF DESIGN AND CONSTRUCTION [850]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Infrastructure Projects	423	577	404	436 d
- Sewer & Water	392	453	408	394
- Under \$500,000	212	97	177	220 d
- Between \$500,000 and \$1 Million	281	269	280	273
- Between \$1 Million and \$5 Million	385	397	394	408
- Greater than \$5 Million	762	909	679	787
- Street	579	775	392	520 d
- Under \$500,000	0	0	145	0
- Between \$500,000 and \$1 Million	181	0	276	253
- Between \$1 Million and \$5 Million	586	647	418	477 d
- Greater than \$5 Million	666	904	432	660 d
PROGRAMMATIC INDICATORS				
o Lane Miles Reconstructed	55.4	9.6	54	14.9 a
- Bronx	0	0	2.8	0
- Brooklyn	11.7	0	17	8
- Manhattan	1.6	1.6	2	0.9 a
- Queens	38.5	8.0	32.2	6 a
- Staten Island	3.6	0	0	0
o Lane Miles Reconstructed				
- Designs Started	45.2	2.9	166.3	5.4 a
- Construction Started	40	20.4	85.4	9.8 a
- Construction Completed	55.4	9.6	54	14.9 a
- Construction Completed on Schedule (%)	81%	50%	78%	55%
o Lane Miles Resurfaced: Contract	139.5	4.4	*	8.8 a
- Bronx	21.6	0	*	0
- Brooklyn	43.6	0	*	8.8 a
- Manhattan	44.4	0	*	0
- Queens	21.4	1.7	*	0 a
- Staten Island	8.5	2.7	*	0 a
o Sewers Constructed (Miles)				
- Designs Started	18.6	1.7	20.4	5.9 a
- Construction Started	18.7	5.8	23.4	8.9 a
- Construction Completed	30.4	8.1	34.7	1.6 a
o Sewers Reconstructed (Miles)				
- Designs Started	14.6	4.9	11.8	2.9 a
- Construction Started	33.9	13.3	19.4	4.1 a
- Construction Completed	23.2	5.2	40.5	6.9 a

DEPARTMENT OF DESIGN AND CONSTRUCTION [850]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Water Mains Replaced (Miles)				
- Designs Started	29.1	4.4	21.1	10.2 a
- Construction Started	119.4	50.8	51.9	18.4 a
- Construction Completed	74.5	18.8	143.2	9.2 a
PROJECT MANAGEMENT				
o Number of Current Construction Contracts	1,123	888	1,100	813
o Total Dollar Value of Current Construction Contracts (Original Maximum Contract Amount) (000,000)	\$1,884	\$1,400	\$1,825	\$1,537
o Infrastructure Projects (\$000,000)	\$1,869.7	\$1,554	*	\$1,601.8
- Under \$500,000	54	49	*	40 c
- Between \$500,000 and \$1 Million	55	50	*	42 c
- Between \$1 Million and \$5 Million	165	133	*	136
- Greater than \$5 Million	116	98	*	98
o Structures Projects (\$000,000)	\$2,597.1	\$2,101.3	*	\$3,240.5 e
o Health and Human Services (\$000,000)	\$325.1	\$148.4	*	\$253 c
- Under \$500,000	68	66	*	32 c
- Between \$500,000 and \$1 Million	21	19	*	18
- Between \$1 Million and \$5 Million	43	29	*	41 c
- Greater than \$5 Million	16	6	*	10 c
o Schools (\$000,000)	\$403.8	\$326.2	*	\$183.3 c
- Under \$500,000	25	28	*	32
- Between \$500,000 and \$1 Million	22	16	*	7 c
- Between \$1 Million and \$5 Million	98	62	*	41 c
- Greater than \$5 Million	19	12	*	11
o Public Safety (\$000,000)	\$1,497.5	\$1,319	*	\$2,421.6 e
- Under \$500,000	93	93	*	44 c
- Between \$500,000 and \$1 Million	16	12	*	9 c
- Between \$1 Million and \$5 Million	36	30	*	18 c
- Greater than \$5 Million	56	49	*	52
o Cultural Institutions (\$000,000)	\$370.7	\$307.7	*	\$248 c
- Under \$500,000	96	82	*	60 c
- Between \$500,000 and \$1 Million	35	26	*	17 c
- Between \$1 Million and \$5 Million	57	50	*	29 c
- Greater than \$5 Million	16	13	*	12
o Average Percentage Increase/Decrease for All Completed Construction Contracts (Excluding Programmatic Scope Changes)	2%	2.3%	6%	1% f

DEPARTMENT OF DESIGN AND CONSTRUCTION [850]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Number of Current Consultant Design and Construction Supervision Contracts	705	549	700	560
o Total Dollar Value of Current Consultant Design and Supervision Contracts (000,000)	\$1,526	\$1,148	\$1,500	\$2,467 e,g
o Average Percentage Increase/Decrease for All Completed Consultant Design and Construction Supervision Contracts (Excluding Programmatic Scope Changes)	1%	0.5%	6%	0.5%
o Number of Prequalified Consultants	622	670	620	631
- Architectural	355	384	360	365
- Engineering	214	225	210	215
- Construction Management	53	61	50	51 h
o Percentage of Projects Audited	96%	52%	85%	55%

NOTE: Bracketed [] numbers found in these indicator tables correspond to budgetary units of appropriation used in the City's Executive Budget. The Technical Note at the end of this Report details, by agency, descriptions of each unit of appropriation.

DEPARTMENT OF DESIGN AND CONSTRUCTION

- (a) The number of projects is determined by the needs and priorities of client agencies.
- (b) During the reporting period DDC completed a greater percentage of larger dollar value projects than in previous years. Because they are more complex and therefore longer in duration, these projects are typically more difficult to complete early.
- (c) Due to portfolio changes by clients, the dollar value of each program, the number of projects in each monetary category and the distribution of on-time completions may vary from year to year.
- (d) On average, infrastructure projects in each monetary category completed during the reporting period were smaller in dollar value when compared to the first four months of Fiscal 2001, resulting in shorter overall duration periods.
- (e) One project, totaling \$1 billion for debris removal at the World Trade Center site, was included in DDC's public safety portfolio.
- (f) Better project management and improved coordination between design and construction staff have resulted in decreased budget variance.
- (g) A shift in contracting methods to Construction Manager/Build and Requirement Contracts implemented by DDC resulted in an increase in the value of consultant contracts.
- (h) The number of construction management consultants is affected by the number of firms that apply for prequalification.

DEPARTMENT OF SANITATION [827]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
COMMUNITY SERVICES				
o Complaints Received	6,009	1,832	7,600	1,784
o Average Response Time (Days)				
- Written Complaints	7.8	9.1	8	5.6 a
- Telephone Complaints	1.9	1.9	2	2.1
STREET CLEANING				
o Percent of Streets Rated Acceptably Clean	85.9%	86.5%	83%	83.1%
o Number of Districts (59)				
- Rated Between 0.0-32.9	0	0	0	0
- Rated Between 33.0-49.9	0	0	0	0
- Rated Between 50.0-66.9	0	0	0	11
- Rated Between 67.0-100	59	59	59	48 b
o Number of 230 DOS Sections Rated between 0.0-66.9	11	13	0	32 b
o Streets Rated Filthy (%)	1.4%	1.2%	*	2% b
o Mechanical Broom Routes Scheduled	46,130	17,725	*	14,683 b
o Mechanical Broom Operations Routes Completed (%)	99.7%	94.8%	99.4%	99.6%
COLLECTION				
o Tons of Refuse Collected (000)	2,975	990	2,987	1,039
o Tons Per-Truck-Shift				
- Refuse (Curbside)	10.1	10.3	10	10.5
- Recycling (Curbside)	5.9	5.9	6	6.2
o Collections Made at Night (%)	14.5%	7.7%	13.5%	6.8%
o Percent of Refuse Uncollected Daily (Normal Weeks)	0.2%	0.1%	0.8%	0.1%
DERELICT VEHICLE OPERATIONS				
o Derelict Vehicles Removed	10,257	4,065	11,000	3,828

DEPARTMENT OF SANITATION [827]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Percent of Tagged Vehicles Reached Within Three Workdays	99%	99%	99%	99%
VACANT LOT PROGRAM				
o Total Vacant Lots Cleaned	5,945	1,917	6,000	1,654
- City-Owned	4,501	1,429	4,300	1,178 c
- Private	1,444	488	1,700	476
WASTE DISPOSAL				
o Percent of Tons Received for Disposal				
- Truckfills	0.8%	1.4%	0%	0%
- Marine Transfer Stations	22.4%	37.8%	0%	0%
- Private Waste Transfer Stations	76.8%	60.8%	100%	100% d
o Tons Disposed (000)	3,516.3	1,266.4	3,413	1,145
- By the Department at Fresh Kills	721.4	429.1	0	0
- By Private Carters at Fresh Kills	0.1	0.1	0	0
- Others at Fresh Kills	92.2	67.4	0	0
- By the Department at Private Waste Transfer Stations	2,702.6	769.8	3,413	1,145 d
RECYCLING				
o Total Tons Recycled per Day	6,677	6,861	6,510	6,699
Department Programs				
o Curbside Residential and Institutional Recycling				
- Metal, Glass, and Plastic	1,026	1,043	1,221	1,075
- Newspapers, Cardboard, and Paper Products	1,354	1,348	1,716	1,287
o City Agency Office Paper	10	11	11	7 e
o Indirect, Institutional and Other	3,156	3,814	2,712	3,330
o Bulk Recycling	35	37	31	28 f
Private Sector Programs				
o Commercial Technical Assistance	1,096	608	819	972 g
o Total DOS Waste Stream Recycling Diversion Rate	37.2%	35.6%	37.3%	37.4%
- Total Residential Recycling Diversion Rate	20.1%	19.9%	25%	19.7%

DEPARTMENT OF SANITATION [827]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
ENFORCEMENT				
o Total ECB Violation Notices Issued	474,183	166,484	355,611	154,005
- Enforcement Agents	184,520	64,725	160,074	55,177
- Sanitation Police	19,111	6,828	13,163	6,775
- Recycling Police (Total)	149,694	51,623	102,374	48,277
- Recycling Summonses	75,663	33,255	69,316	21,305 h
- Other Summonses	74,031	18,368	33,058	26,972 h
- Other Sanitation Personnel	120,858	43,308	80,000	43,776
o ECB Violation Notices Issued Per Day Per Enforcement Agent	14.7	16.1	13.5	14.9
o Sanitation Police				
- Illegal Dumping Violation Notices Issued	695	273	441	197 (i)
- Vehicles Impounded	278	111	172	83 (i)
o Environmental Unit				
- Chemical Cases	2	1	*	1
- Chemical Summonses	0	0	*	0
- Medical Cases	22	9	*	3 (i)
- Medical Summonses	18	2	*	2
- Asbestos Cases	19	9	*	3 (i)
- Asbestos Summonses	24	13	*	2 (i)
PROGRAMMATIC INDICATORS				
o Cleaning and Collection				
Vehicles Purchased	665	*	468	*
- Dollar Amount (000)	\$103,631	*	\$68,127	*
o Recycling Vehicle and Equipment Purchases	52	*	22	*
- Dollar Amount (000)	\$6,213	*	\$4,476	*
o Facility Construction				
- Dollar Amount (000)	\$67,078	*	\$178,971	*
- Design Started	4	*	4	*
- Construction Started	3	*	4	*
- Projects Completed	3	*	4	*
o Marine Transfer Station Reconstruction				
- Dollar Amount (000)	\$468	*	\$3,367	*
- Design Started	1	*	1	*
- Construction Started	0	*	1	*
- Projects Completed	2	*	1	*

DEPARTMENT OF SANITATION [827]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Solid Waste Management and Recycling Plant Construction				
- Dollar Amount (000)	\$3,226	*	\$9,768	*
- Design Started	1	*	1	*
- Construction Started	1	*	0	*
- Projects Completed	1	*	1	*
o Landfill Construction and Environmental Improvements Projects				
- Dollar Amount (000)	\$653	*	\$36,428	*
- Design Started	0	*	0	*
- Construction Started	0	*	1	*
- Projects Completed	1	*	0	*

NOTE: Bracketed [] numbers found in these indicator tables correspond to budgetary units of appropriation used in the City's Executive Budget. The Technical Note at the end of this Report details, by agency, descriptions of each unit of appropriation.

DEPARTMENT OF SANITATION

- (a) Due to the September 11th disaster, Department personnel were redeployed to the Central Correspondence Unit.
- (b) Due to the September 11th disaster, street cleaning operations were suspended from mid-September through mid-October 2001.
- (c) The decrease is due to the reassignment of lot cleaning personnel from routine assignments to the World Trade Center disaster cleanup operation.
- (d) The increase is due to the closure of the Fresh Kills Landfill and export of all Department-managed refuse to private waste transfer stations.
- (e) The decrease is due to the one-month suspension of paper recycling for City agencies located around the World Trade Center site.
- (f) The decrease in lots requiring intensive cleaning with heavy-duty front-end loaders has resulted in an overall reduction in bulk recycling products.
- (g) The increase is due to larger deliveries of commercial clean fill by a private contractor.
- (h) In an effort to target districts with marginal cleanliness ratings, the Department's Recycling Police issued a greater number of health and safety violations and fewer recycling summonses.
- (i) The decrease is due to the redeployment of environmental enforcement personnel to cleanup operations at the World Trade Center site.

DEPARTMENT OF PARKS AND RECREATION [846]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
OPERATIONS				
[002, 006]				
o Property Condition Survey				
- Total Sites Inspected	3,488	1,216	3,500	1,406 a
o Citywide Acceptability Rating for the Overall Condition of Small Parks, Playgrounds, Greenstreets and Sitting Areas (%)	88%	87%	80%	88%
o Citywide Acceptability Rating for the Cleanliness of Small Parks, Playgrounds, Greenstreets and Sitting Areas (%)	93%	93%	93%	94%
o Acceptable by Feature (Small Parks, Playgrounds, Greenstreets and Sitting Areas) (%)				
- Litter	84%	85%	87%	85%
- Glass	98%	97%	90%	98%
- Graffiti	95%	93%	90%	95%
- Weeds	96%	95%	90%	96%
- Sidewalks	97%	97%	85%	97%
- Pavement	90%	89%	75%	91%
- Safety Surface	89%	87%	80%	93%
- Play Equipment	86%	86%	80%	79%
- Benches	95%	97%	85%	96%
- Fences	94%	95%	85%	89%
- Lawns	85%	85%	75%	89%
- Trees	96%	93%	90%	97%
- Athletic Fields	89%	89%	*	91%
- Horticultural Areas	94%	92%	*	97%
- Trails	100%	100%	*	100%
- Water Bodies	96%	100%	*	100%
o Citywide Acceptability Rating for the Overall Condition of Large Parks (%)	70%	67%	70%	75%
o Citywide Acceptability Rating for the Cleanliness of Large Parks (%)	79%	76%	75%	89% b
o Acceptable by Feature (Large Parks) (%)				
- Litter	58%	58%	*	78% c
- Glass	91%	90%	*	99%
- Graffiti	91%	88%	*	94%
- Weeds	85%	78%	*	86%
- Sidewalks	92%	91%	*	91%
- Pavement	78%	74%	*	85%
- Safety Surface	77%	69%	*	100% d
- Play Equipment	95%	92%	*	92%
- Benches	90%	87%	*	89%

DEPARTMENT OF PARKS AND RECREATION [846]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
- Fences	89%	89%	*	87%
- Lawns	92%	89%	*	92%
- Trees	90%	79%	*	90%
- Athletic Fields	94%	90%	*	92%
- Horticultural Areas	98%	96%	*	100%
- Trails	92%	88%	*	94%
- Water Bodies	93%	93%	*	100%
o Comfort Stations	1,491	1,491	1,491	1,491
- In Service (%)	85%	85%	77%	85%
o Tennis				
- Tennis Courts	550	563	563	563
- Number of Permits Sold	21,639	3,227	19,000	3,342
o Ice Skating				
- Skating Rinks	6	6	6	6
- Attendance at Skating Rinks	880,000	78,000	775,000	76,000
- Concession Revenue	\$1,468,282	\$340,000	\$1,423,375	\$335,629
o Ballfields				
- Total Ball Fields	614	615	615	615
o Swimming Pools				
- Total Pools	43	43	43	43
- Outdoor Pools	33	33	33	33
- Attendance at Olympic and Intermediate Pools	860,563	860,563	*	1,135,916 e
o Public Complaints				
- Complaints Received	3,579	1,267	*	1,597 f
- Bronx	569	259	*	197
- Brooklyn	798	275	*	496
- Manhattan	1,154	565	*	570
- Queens	754	31	*	199
- Staten Island	304	137	*	135
- Complaints Resolved	1,306	1,149	*	1,268
o Summons Issuance	20,759	5,183	14,000	7,450 g
- Parking Violations	13,115	3,024	7,500	4,873 g
- Health and Administrative Code Violations	6,712	2,159	6,500	1,915
o Abandoned Vehicles Removed	293	111	*	52 h
o Urban Park Service				
- Cost of Reported Vandalism (000)	\$589	\$129	*	\$95 (i)

DEPARTMENT OF PARKS AND RECREATION [846]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
FORESTRY				
[002, 006]				
o Public Service Requests Received	43,975	17,460	*	17,580
- Tree Removal	9,361	4,011	*	3,506
- Pruning	6,669	2,928	*	3,540 j
- Stump Removal	364	145	*	131
- Other	27,581	10,376	*	10,403
o Trees Removed	7,508	2,766	8,000	2,791
- Within 30 Days (%)	99%	99%	90%	99.9%
o Trees Pruned	50,520	9,967	45,000	14,571 k
o Stumps Removed	7,161	2,558	4,500	3,156 (l)
o Cumulative Work Order Backlog	2,621	2,196	5,000	2,256
- Annual Tree Removal	0	0	0	0
- Pruning	0	0	0	0
- Stump Removal	2,621	2,196	5,000	2,256
RECREATION				
[004, 009]				
o Recreation Centers Total Attendance	3,103,009	967,393	2,300,000	1,125,893 m
- Bronx Attendance	342,891	97,259	*	124,049
- Brooklyn Attendance	685,896	227,235	*	279,524
- Manhattan Attendance	1,547,934	492,937	*	475,654
- Queens Attendance	473,409	138,848	*	225,906
- Staten Island Attendance	52,879	11,114	*	20,170
o Attendance at Recreation Centers (%)				
- Adult	50%	48%	*	45.7%
- Youth	26%	25%	*	28.7%
- Senior	9%	9%	*	8.5%
- Visitor	6%	5%	*	6.4% m
- Recreation Center Special Events	9%	12%	*	10.6%
o Citywide Special Events and Tournaments Held by DPR	1,414	543	1,000	613
TECHNICAL SERVICES				
[002, 006]				
o Work Orders Completed				
- Facility Repair (%)	86%	78%	80%	99.5% n

DEPARTMENT OF PARKS AND RECREATION [846]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
PROGRAMMATIC INDICATORS				
[003, 010]				
o Trees Planted	13,321	196	12,000	433 (o)
o Neighborhood Park and Playground Reconstruction				
- Designs Started	85	42	*	14 p
- Construction Started	93	43	45	17 q
- Construction Completed	68	18	72	16
- Construction Projects Completed Early (%)	2.9%	4%	*	31% r
- Construction Projects Completed On Time (%)	45.6%	48%	*	0% r
- Construction Projects Completed Late (%)	51.5%	48%	*	69% r
o Large, Major, and Regional Park Reconstruction				
- Designs Started	98	39	*	33 p
- Construction Started	105	49	76	22 q
- Construction Completed	76	18	64	23 s
- Construction Projects Completed Early (%)	3.9%	8%	*	4% r
- Construction Projects Completed On Time (%)	51.3%	38%	*	9% r
- Construction Projects Completed Late (%)	44.7%	54%	*	87% r

NOTE: Bracketed [] numbers found in these indicator tables correspond to budgetary units of appropriation used in the City's Executive Budget. The Technical Note at the end of this Report details, by agency, descriptions of each unit of appropriation.

DEPARTMENT OF PARKS AND RECREATION

- (a) The Department of Parks and Recreation (DPR) performed more inspections following the expansion of the Parks Inspection Program from 162 sites to 183 sites during each two-week round of inspections.
- (b) An increased focus on large parks maintenance, stemming in part from the inclusion of large parks in the Parks Inspection Program, has resulted in improved acceptability ratings for large parks.
- (c) During the reporting period participants in the Parks Opportunity Program assisted in the clean up of litter, improving the acceptability rating.
- (d) Park zones are inspected on a random basis throughout the year. During the first four months of Fiscal 2002, eight park zones were rated for safety surfaces; all were rated acceptable. In comparison, nine out of 13 park zones were rated acceptable for safety surfaces during the same reporting period last year.
- (e) Unseasonably cool and rainy weather kept attendance unusually low in Fiscal 2001.
- (f) During the reporting period DPR improved its complaint tracking system. The Department has increased efforts to electronically store complaints.
- (g) Due to enforcement of parking regulations in the Flushing Meadow/Shea Stadium areas of Queens and North End Avenue in Battery Park City and the Hudson River Parks in Manhattan, the number of parking violations has increased. The Department has also emphasized issuing summonses to cars illegally parked on grass areas in all boroughs.
- (h) Fewer cars have been abandoned on DPR property as a result of barriers, which have been put in place in many parks to keep cars out, and DPR's increased patrols in known dumping areas.
- (i) DPR's increased patrolling and stricter anti-graffiti policy have resulted in less vandalism.
- (j) DPR cannot control the number of requests received.
- (k) More trees were pruned during the first four months of Fiscal 2002 than during the same reporting period last year because contracts were in place earlier this year.
- (l) The number of stumps removed was higher in this reporting period because capital stump removal contracts were in place earlier this year.
- (m) DPR's outreach efforts, a greater number of special events and the addition of three CRCs have attracted more people to the recreation centers.
- (n) DPR's Shops Initiative has placed greater emphasis on completing work orders in a timely manner.
- (o) The number of trees planted increased because trees were shipped from the nurseries earlier in Fall 2001.
- (p) DPR's aggressive spring design program led to a high number of design starts during Spring 2001 rather than Fall 2001.
- (q) Starts were unusually low as a result of the September 11th disaster.
- (r) Although DPR strives to achieve on-time completion for all jobs, the Department cannot always control the completion schedule, which is often affected by the different site conditions and contractors of each construction project.
- (s) The number of Large Parks construction projects completed increased because DPR pursued its completion goals more aggressively.

LANDMARKS PRESERVATION COMMISSION

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
RESEARCH				
o Total Number of Designated Properties	21,951	21,791	*	21,999
o Number of Buildings Heard at Public Hearings	27	6	*	5 a
o Number of Buildings Designated	25	2	12	1 b
- Requests for Evaluation Received	76	36	*	26 c
- Requests for Evaluation Acknowledged	76	36	*	26 c
o Records Access Requests Received	184	102	*	20 c
o Records Access Requests Granted	152	99	*	17 d
PRESERVATION				
o Work Permit Applications Received	7,824	2,648	*	2,328
- Actions Taken	7,393	2,730	*	2,455
- Work Permit Applications Approved	6,443	2,338	*	2,126
- Work Permit Applications Denied	4	0	*	2 e
- Work Permit Applications Withdrawn	916	392	*	327
ENFORCEMENT				
o Warning Letters Issued	860	241	*	233
o Violations Cured at Warning Letter Stage	*	*	*	8
o Applications to Legalize or Remedy	497	120	*	102 c
o Number of Warning Letters Pending	277	107	*	21 f
o Stop Work Orders Issued	65	33	*	15 g
o Notices of Violation Issued	138	20	*	102 f
o Found in Violation at Environmental Control Board (ECB)	*	*	*	0
o Violations Pending at ECB	*	*	*	102
HISTORIC PRESERVATION GRANT PROGRAM				
o Inquiries Received	141	61	*	30 c
o Applications Received	39	11	*	8 c
- Grants Awarded	13	1	*	1

LANDMARKS PRESERVATION COMMISSION

- (a) LPC decreased its goal of designating 25 landmarks in Fiscal 2001 to 12 landmarks in Fiscal 2002 to reflect the Commission's increased focus on historic districts. Consequently, the number of buildings heard at public hearings decreased.
- (b) LPC expects to meet its Fiscal 2002 goal.
- (c) Requests for various services received by LPC decreased as a result of the World Trade Center disaster. LPC's offices were closed for seven business days following September 11th. For several weeks, mail delivery was erratic due to the closure of the Church Street Station Post Office.
- (d) Fewer requests were granted because fewer were received.
- (e) The Commission voted to deny applications because they were deemed inappropriate to the Landmarks Law.
- (f) LPC issued notices of violation more expeditiously than in previous years by decreasing the amount of time between issuance of warning letters and issuance of notices of violation.
- (g) The number of Stop Work Orders Issued has decreased because LPC has discovered fewer instances of work in progress without a permit.

PUBLIC LIBRARIES [035, 037, 038, 039]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Attendance (000)				
- Brooklyn Public Library	8,915	2,816	9,000	3,211
- New York Public Library -- Branch	12,327	4,114	13,000	4,379
- New York Public Library -- Research	1,736	632	1,900	326 a
- Queens Borough Public Library	16,533	5,669	16,500	5,592
o Circulation (000)				
- Brooklyn Public Library	11,340	3,738	11,400	3,757
- New York Public Library	13,486	4,397	13,500	4,903
- Queens Borough Public Library	16,829	5,603	16,900	5,703
o Circulation Per Capita				
- Brooklyn Public Library	4.7	1.6	4.8	1.6
- New York Public Library	4.1	1.4	4.1	1.5
- Queens Borough Public Library	7.5	2.8	7.6	2.6
o Items Purchased				
- Brooklyn Public Library	1,028,512	389,089	1,000,000	286,628 b
- Books	884,520	336,020	860,000	237,343 b
- Periodicals	51,426	26,043	50,000	26,195
- Non-print	92,566	27,026	90,000	23,089
- New York Public Library	952,796	164,296 c	950,000	304,793
- Books	846,547	147,717 c	845,000	269,008
- Periodicals	20,373	860	20,000	1,721 d
- Non-print	85,876	15,719 c	85,000	34,064
- Queens Borough Public Library	871,902	273,084	819,200	242,177
- Books	800,392	250,286	751,000	220,296
- Periodicals	9,199	2,392	7,200	3,547 e
- Non-print	62,311	20,406	61,000	18,334
o Program Sessions Conducted				
- Brooklyn Public Library	43,514	13,700	40,000	13,743
- New York Public Library	27,553	8,191	28,000	8,604
- Queens Borough Public Library	27,446	8,218	27,700	8,287
o Program Attendance				
- Brooklyn Public Library	740,195	190,187	650,000	182,750
- New York Public Library	503,596	137,629	500,000	145,167
- Queens Borough Public Library	591,375	196,996	600,000	198,017
o Average Weekly Scheduled Hours				
- Brooklyn Public Library	43.1	43.1	43.1	42.5
- New York Public Library -- Branch	41.7	41.7	41.7	42
- New York Public Library -- Research	47.8	46	48	47.8
- Queens Borough Public Library	42.9	42.9	42.9	42.9

PUBLIC LIBRARIES [035, 037, 038, 039]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Reference and Information Queries (000)				
- Brooklyn Public Library	5,532	2,263	5,600	2,206
- New York Public Library -- Branch	6,347	1,983	6,500	1,971
- New York Public Library -- Research	198	67	250	62
- Queens Borough Public Library	3,345	1,183	3,500	957 f
o Computers and Terminals Internet Connected				
- Brooklyn Public Library	833	825	850	884
- New York Public Library -- Branch	1,136	859	1,150	1,136 g
- New York Public Library -- Research	344	362	350	344
- Queens Borough Public Library	790	790	810	790
o Computers and Terminals Not Internet Connected				
- Brooklyn Public Library	0	0	0	0
- New York Public Library -- Branch	308	314	305	308
- New York Public Library -- Research	31	78	30	31 g
- Queens Borough Public Library	0	0	0	0
o Agency Revenues (000)				
- Brooklyn Public Library	\$1,869	\$589	\$2,000	\$559
- New York Public Library	\$2,394	\$737	\$2,300	\$801
- Queens Borough Public Library	\$3,087	\$941	\$3,100	\$920
CONNECTING LIBRARIES AND SCHOOLS PROGRAM (CLASP)				
o Brooklyn Public Library				
- Students Reached	255,105	25,516	220,000	31,013 h
- Schools	377	141	350	121
- School Districts	13	11	13	12
o New York Public Library				
- Students Reached	209,403	32,237	210,000	36,148
- Schools	490	490	490	490
- School Districts	13	13	13	13
o Queens Borough Public Library				
- Students Reached	156,285	31,474	150,000	17,357 (i)
- Schools	411	135	285	67 (i)
- School Districts	7	7	7	7

NOTE: Bracketed [] numbers found in these indicator tables correspond to budgetary units of appropriation used in the City's Executive Budget. The Technical Note at the end of this Report details, by agency, descriptions of each unit of appropriation.

PUBLIC LIBRARIES

- (a) Renovation projects in the New York Public Library (NYPL) Library for Performing Arts resulted in decreased attendance at its Research Library.
- (b) The decrease is due to the reallocation of resources.
- (c) The low 4-Month Actual number for Fiscal 2001 is due to approximately 100,000 items ordered by NYPL, which were received after October 31, 2000.
- (d) More renewal notices were received and processed for ongoing subscriptions during the reporting period.
- (e) More publishers' renewal invoices were received or processed by the end of the reporting period.
- (f) The figure reported does not fully reflect inquiries made through use of new electronic technologies. The Queens Borough Public Library is currently reviewing methods for recording this data.
- (g) In the first four months of Fiscal 2002 NYPL received additional funding from private sources to install more computers for public use and decrease the number of non-Internet connected computers.
- (h) During the reporting period BPL focused on maximizing the number of students and classes reached during a single school visit.
- (i) In the aftermath of the September 11th disaster, QBPL's access to schools was limited.

DEPARTMENT OF BUSINESS SERVICES [801]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
ENERGY COST SAVINGS PROGRAM				
o Projects Approved	109	40	130	66 a
o Dollar Value of Annual Estimated Savings (000)	\$4,000	\$1,089	\$4,000	\$1,420 a
o Projected Jobs Affected	6,745	2,000	7,000	3,200 a
CITY BUSINESS ASSISTANCE/EMERGENCY RESPONSE UNIT				
o Businesses Reached	5,184	2,300	6,000	2,221
o Cases Opened	1,700	630	1,900	680
o Businesses Assisted	1,626	630	1,900	861 b
NEIGHBORHOOD DEVELOPMENT DIVISION				
o Local Development Corporations Funded	92	10	92	16 c
- Dollar Value (000)	\$5,600	\$1,270	\$5,600	\$1,370
o Total Number of Business Improvement Districts (BIDs) (d)	NI	NI	44	44
- Authorization to Initiate BIDs	3	0	1	0
- BID Proposals Entering Public Hearing Approval Process	3	4	1	0 e
- BIDs Established	2	2	2	2
DIVISION OF ECONOMIC AND FINANCIAL OPPORTUNITY				
o Locally Based Enterprise Program				
- Companies Newly Certified	33	9	40	8
- Total Certified LBEs	170	130 f	200	135
o Minority/Women-Owned Business Enterprise Program				
- Companies Newly Certified	97	40	125	38
- Total Certified M/WBES	770	550 f	900	738 g
- Number of M/WBE/LBE Program Outreach Activities	30	8	30	7
o Procurement Outreach Program				
- Bids Disseminated	1,518	538	1,500	353 b
- Bids Submitted	282	105	300 f	77 b
- Firms Receiving Contracts	20	11	25	4 b
- Contract Awards Reported	32	15	36 f	9 b
- Dollar Value (000,000)	\$11.9	\$3 f	\$12	\$2 b

DEPARTMENT OF BUSINESS SERVICES [801]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Bid-Match Program				
- Total Number of Firms in Database	915	751	1,000	925 h
- Number of Bid Notifications Disseminated	1,100	600	1,200	500 b
- Total Dollar Value of Bids Awarded to Bid-Match Firms (000,000)	\$4.5	\$0.4	\$5	\$0.9 (i)
o Construction Permit Plan Examination				
- New Permit Applications Filed (Total)	180	60	180	58
- New Structures	21	8	20	1 j
- Alterations	159	52	160	57
- Examinations Performed	575	180	550	209 k
o Permit Applications Approved	149	46	145	45
- New Structures (j)	21	6	20	4 j
- Alterations	127	40	125	41
- Examinations per Person per Day	2	2	2	2.5 (l)
o Construction Permit Inspections				
- Inspections Performed	540	180	550	240 m
- Inspections per Person per Day	3.5	4	4	4
- Violations Issued	2	0	3	1
- Summonses Issued	0	0	0	0
o Security and Enforcement				
- Inspections Performed	3,578	1,454	3,300	709 b
- Summonses Issued	1,259	358	1,300	299 b
- Parking Violations Issued	1,223	346	1,250	291 b

NOTE: Bracketed [] numbers found in these indicator tables correspond to budgetary units of appropriation used in the City's Executive Budget. The Technical Note at the end of this Report details, by agency, descriptions of each unit of appropriation.

DEPARTMENT OF BUSINESS SERVICES

- (a) The enactment of new legislation has expanded the number of businesses eligible for Energy Cost Savings Program benefits.
- (b) In the aftermath of the September 11th disaster, redeployment of resources to relief efforts affected unit performance.
- (c) Local officials identified more local organizations for Local Development Corporation funding.
- (d) This new indicator reflects the total number of Business Improvement Districts (BIDs).
- (e) No new BIDs were scheduled to enter the public hearing approval process.
- (f) Data has been revised to reflect greater accuracy.
- (g) During the first four months of Fiscal 2002 response by eligible firms for certification increased.
- (h) The increase is due to the Department's additional outreach, such as increased participation in trade shows and seminars, to eligible businesses prior to September 11th.
- (i) The value of bids awarded to Bid-Match firms depends on the nature and value of the contracts solicited by other City agencies.
- (j) This data is outside the control of the Department; plans are based on historical data.
- (k) The increase in the number of examinations resulted from more alteration permit applications as well as delayed examinations from the prior fiscal year.
- (l) During the reporting period the performance of the Unit was increased by the addition of one staff member.
- (m) In the first four months of Fiscal 2002 there was an increase in the number of City construction projects.

NYC ECONOMIC DEVELOPMENT CORPORATION [801]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
BUSINESS DEVELOPMENT				
o Financing Initiatives				
- Bond Applications Approved by IDA Board	49	13	30	6 a
- Dollar Value of Applications Approved (000)	\$962,096	\$400,000	\$1,600,000	\$294,745 a
- Bond Transactions Closed	31	10	20	9
- Dollar Value of Bonds Issued (000)	\$255,183	\$56,223	\$900,000 b	\$274,298 c
o Small Industry/Industrial Incentive Program				
- Applications Approved	21	4	22	11 d
- Dollar Value (000)	\$151,605	\$9,080	\$75,000	\$64,002 d
- Transactions Closed	18	3	20	7 d
- Dollar Value (000)	\$67,342	\$5,353	\$205,000 b	\$100,152 d
BUSINESS RECRUITMENT AND RETENTION				
o Business Retention Activity				
- Number of Companies Retained	8	2	*	1 e
- Number of Jobs Retained	9,629	718	*	3,300 f
- Projected Job Growth From Retention Deals	11,538	4,689	*	1,148 e
- Cost per Job Retained or Projected Through Retention Deals	\$3,752	\$1,441	*	\$5,881 e
- Proportion of Retention Deal Benefits Tied to Job Growth	43%	86%	*	26% e
o Business Recruitment Activity				
- Number of Companies Recruited to NYC	41	11	70	3 g
- Number of Jobs Recruited to NYC	767	284	1,800	20 g
- Dollar Value (000)	\$5,254	\$1,614	\$11,400	\$110 g

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NYC ECONOMIC DEVELOPMENT CORPORATION

- (a) During the first four months of Fiscal 2002 low interest rates and increased available commercial real estate resulted in a shift in activity from Industrial Development Agency (IDA) financing to Industrial Incentive program assistance.
- (b) The Agency revised this figure to better reflect actual performance.
- (c) In August 2001 EDC closed on a large dollar value air-cargo financing project.
- (d) An increased number of incentive transactions with higher dollar values were closed for a larger number of companies seeking to secure benefits.
- (e) In the aftermath of the September 11th disaster, a number of the projects that were to be presented to the IDA at the September and October Board meetings were postponed.
- (f) During the first four months of Fiscal 2002 EDC retained one company with a high number of employees.
- (g) Since mid-September 2001, EDC resources have been reallocated to assist businesses affected by the September 11th disaster.

DEPARTMENT OF HEALTH [816]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
DISEASE INTERVENTION				
[102, 112]				
o Acquired Immunodeficiency Syndrome (AIDS)				
- New Adult Cases Reported Citywide	5,489 a	1,016 b	*	1,902 c
- New Pediatric Cases Reported Citywide	27 a	10 b	*	12 c
- Cumulative Adult Cases Reported Citywide	124,047 b	118,354 b	*	125,961
o Laboratory Tests for Human Immunodeficiency Virus (HIV)				
Performed by DOH				
- Number of Specimens Tested for HIV Screening	119,680	40,420	124,500	40,560
- Number of Tests for HIV Screening	271,817	89,859	290,000	85,215
- Average Turnaround Time (Days) for Negative Reports HIV-1 Tests	1	1	1.1	1.1
- Average Turnaround Time (Days) for Positive Reports HIV-1 Tests	2.2	2.1	2.1	2.2
o Calls Responded to by All AIDS Hotline Services	56,952	21,266	54,000	6,733 d
o Visits to DOH Testing Sites	43,151	14,755	49,500	14,558
o People Attending HIV/AIDS Prevention Education Training by DOH	2,068	647 b	1,620	327 e
o Tuberculosis				
- New Cases Citywide (Reported and Confirmed)	1,322	409 b	*	399
o TB Patients Completing Treatment (Drug Sensitive) (%)				
- DOH-Treated	90.5%	89.1%	90%	95.4%
- Citywide	90.4%	91.2%	90%	91.1%
o TB Patients Completing Treatment (Drug Resistant) (%)				
- DOH-Treated	86.6%	87.5% f	80%	66.7% g
- Citywide	86.4%	81.2% f	80%	69.2%
o TB Clinic Visits	135,044	48,657 h	140,200	48,921
o TB Directly Observed Therapy Caseload (Suspected or Confirmed) (%)				
- Eligible Patients Treated by DOH	55.7%	56.3% b	70%	55.7%
- High-Risk Patients Treated and Monitored by DOH	59.9%	62.7%	75%	59.6%
o Prevalence of Multiple Drug Resistant (MDR) TB Cases (Reported and Confirmed)	59	53 b	*	55
o Sexually Transmitted Disease (STD)				
- Reportable STD Cases Citywide (i)	49,595	15,656	*	18,894 j
- New Gonorrhea Cases Citywide (Reported and Confirmed)	12,059	3,881 b	*	4,372

DEPARTMENT OF HEALTH [816]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
- Primary and Secondary Syphilis Cases (Reported and Confirmed)	187	33 b	*	91 k
o STD Cases Treated by DOH	41,928	14,447 b	40,100	15,026
o STD Clinic Visits	63,085	21,800 b	70,640	21,975
o Birth and Death Certificate Receipts Generated	239,752	83,427	240,000	70,398 (l)
- Average Response Time for Mailed Requests (Days)				
- Birth Certificates	4	7	5	2 m
- Death Certificates	7	10	8	5 m
o Birth and Death Certificate Corrections Applications Processed	29,917	11,272	40,000	12,002
- Average Response Time (Days), All Corrections	41	37	30	36
o Immunizations Given at				
- Child Health Clinics	98,098	24,412	102,000	21,173 n
- Immunization Walk-In Clinics	88,687	30,754	88,000	32,561
o Percent of Entering Students Completely Immunized	92%	NA	90%	NA (o)
FAMILY AND COMMUNITY HEALTH SERVICES				
o Early Intervention Program				
- Children Referred	17,516 b	5,746 b	19,717	6,564
- Children Qualified for Evaluation	15,221 b	4,912 b	18,308	5,912 p
- Children Evaluated	14,288 b	4,804 b	17,194	3,595 q
- Children Found Eligible	13,422 b	4,540 b	15,794	3,301 q
- Children Qualified for Service Plan	11,248 b	3,830 b	13,397	2,093 q
- Initial Service Plans Developed	11,243 b	3,828 b	13,396	2,083 q
- Children w/Active Service Plans	15,843 b	11,736 b	15,769	13,148
o Maternal, Infant and Reproductive Health				
- Calls to Women's Healthline	27,312	11,206	33,000	4,662 r
- Initial Prenatal Care Appointments Made Within 3 Weeks of Initial Contact	872 b	315 b	800	194 s
- Percent of Prenatal Care Appointments Made Within 3 Weeks that Were Kept After Initial Contact	65%	65%	60%	83% t
- Active Caseload for All Field Services	1,149	1,113	1,200	1,038
o Child Health Clinical Visits	206,506 b	52,855	220,000	43,352 u
o School Children's Health Program				
- New Admission Exams				
- Performed by DOH School Health Staff	2,818	1,081	1,200	541 v
- Collected and Reviewed by DOH School Health Staff	119,400	37,751	140,000	47,040 w

DEPARTMENT OF HEALTH [816]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Day Care Services				
- Total Day Care Services Known to DOH at End of Reporting Period	19,220	18,663	19,500	21,824 x
- Group Day Care Permits Issued	1,489	498	1,200	423 y
- Family Day Care/School Age Program Registrations and Group Family Day Care Permits Issued	2,715	1,276	4,800	1,057 y
o Dental Program				
- Dental Visits	54,190	14,117	60,000	12,965
CORRECTIONAL HEALTH SERVICES [105, 115]				
o Direct Services				
- Medical Visits	96,872 b	31,564 b	94,010	34,184
- Mental Health Visits	13,509	4,756 b	25,800	6,074 z
- Dental Visits (Initial)	3,696	1,274	3,800	1,264
o Contracted Services				
- Medical Visits	441,767	139,453	533,440	238,090 aa
- Mental Health Visits	283,581 b	66,402 b	600,000	179,293 z
- Dental Visits (Initial)	13,267	5,006	15,000	5,859 bb
REGULATORY AND ENVIRONMENTAL HEALTH SERVICES [104, 114]				
Food Establishment Inspections				
o Initial Inspections Performed	22,848	6,677	23,600	4,458 cc
o Percent of Food Service Establishments Requiring a Reinspection After Failing Initial Inspection	14%	15%	14%	15%
Window Guard Enforcement				
o Window Guard Inspections Performed	7,805	3,377	7,000	2,563 cc
o Percent of Buildings Receiving a Notice of Violation	93%	95%	90%	93%
Pest Control				
o Complaints Received	19,358	7,931	17,975	5,993 dd
o Inspections Made in Response to Complaints	15,791	6,545	15,100	5,896

DEPARTMENT OF HEALTH [816]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
Lead Poisoning Prevention				
o New Cases Citywide Reported and Confirmed				
- New Cases with Blood Lead Levels Greater Than or Equal to 20 µg/dL	609 b	293 b	*	262
- New Cases with 2 Blood Lead Levels of 15-19 µg/dL at Least Three Months Apart	132 b	61 b	*	35 ee
- New Cases with Blood Lead Levels of 10-19 µg/dL Citywide	4,335 b	2,488 b	*	1,389 ee
o Lead Abatement Safety Inspections				
- Complaints Received	151	58	*	33 ff
- Complaints Responded to (%)	97% b	97%	95%	100%
- Total Safety Inspections Conducted	2,862 b	1,156	*	586 gg
- Total Safety Violations Issued	928	445	*	117 gg
- Case Resolution Rate	80% b	82%	85%	77%
o Percent of New Cases Identified with Initial Inspection of Primary Address Completed Within 7 Days	95%	93.8% b	90%	86%
o Primary or Supplemental Addresses with Abatement Completed	853	312	*	198 hh
o Number of Completed Initial Assessments	1,491	705 b	*	463 hh
Radiation Equipment				
o Initial Radiation Equipment Cycle Inspections	1,575	659	1,340	488 (ii)
Immediate Critical Complaints				
o Immediate Critical Complaints Received	309	148 b	350	85 jj
- Average Time to Inspect (Days)	0.49	0.41	1.00	0.36
GENERAL COUNSEL [101, 111]				
o Administrative Tribunal				
- Total Number of Cases Processed	32,844	11,579 b	42,000	7,376 kk
- Hearings	28,512	10,097 b	34,000	7,418 kk
HEALTH CARE ACCESS				
o Medicaid Managed Care Enrollment	417,715	394,699	448,000	456,555 (ll)

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DEPARTMENT OF HEALTH

- (a) This indicator reflects Calendar 2000 data and has been revised to reflect the most current and accurate information.
- (b) This figure has been revised to reflect the most current and accurate information.
- (c) See Narrative.
- (d) The decrease in the number of calls responded to by the Department's AIDS Hotline is a result of telephone service interruptions and a redeployment of hotline staff following September 11th through the end of November 2001, when calls began forwarding to 877-NYC-DOH7, the Department's general information line.
- (e) The decrease in attendance at prevention education training in the first four months of Fiscal 2002 is attributable to the close proximity of the classes to the downtown disaster site. The training schedule resumed in November 2001.
- (f) These figures were inadvertently reversed in the Preliminary Fiscal 2001 Mayor's Management Report.
- (g) This decline represents two patients out of a total of seven who, despite extensive outreach efforts by the Department, did not complete treatment.
- (h) This number has been revised due to a reporting lag that existed when the indicator was reported in the Preliminary Fiscal 2001 Mayor's Management Report. The problem has since been corrected.
- (i) This indicator replaces "New STD Cases Citywide" and provides a more reliable measure because data includes only those cases from both private and public providers required to be reported to DOH.
- (j) The increase in the number of reportable STD cases in the first four months of Fiscal 2002 is attributed primarily to an increase in chlamydia and gonorrhea resulting from improved screening technology for chlamydia and less invasive screening technology for males resulting in the detection of more cases as well as a documented increase in high-risk sexual behavior.
- (k) The increase in the number of cases of primary and secondary syphilis mirrors a national trend among males who have been disproportionately affected, particularly men who have sex with men.
- (l) The decrease in the number of birth and death receipts generated is a result of the unavailability of walk-in service in the three weeks following the September 11th disaster.
- (m) The decrease in the Department's response time to birth and death certificate mailed requests is attributed to the lower volume of requests received immediately following the September 11th disaster.
- (n) The number reported represents immunizations given at Child Health Clinics during the three-month period of July through September 2001.
- (o) Data for this indicator is calculated on an annual basis to capture children who enter school during the school year.
- (p) This figure represents data prior to reconciliation. Therefore, it cannot be compared with data from the previous four-month period.

DEPARTMENT OF HEALTH

- (q) These figures represent an average three-month lag between submission of documentation by provider agencies and the final data entry into the statewide Kids Integrated Data System and therefore cannot be compared with the comparable period in Fiscal 2001. This lag was exacerbated by the loss of telecommunications lines necessary for data entry in the regional offices in the two months following the September 11th disaster.
- (r) The decrease in the number of calls received by the Women's Health Line is due to the loss of telephone service following the September 11th disaster. See Narrative.
- (s) The decrease in the number of prenatal care appointments is attributed, in part, to an increase in clients declining an appointment at the time of initial contact. In addition, a limited number of sites accept appointments over the telephone and obtaining follow-up information is sometimes difficult. During Fiscal 2002 the Department is working to increase the number of sites where prenatal appointments can be made directly by DOH staff at the time the client is at the field site.
- (t) The increase in this indicator is due to the inclusion of DOH clinics as a source of data for this indicator, along with the Women's Healthline. Previously, the Women's Healthline was the sole source of data for this indicator.
- (u) The decrease in this indicator is due to increased citywide enrollment activity of children into Child Health Plus and other insurance plans presenting parents with a wider choice of physicians at HHC clinics, voluntary hospital clinics or private providers.
- (v) The planned decrease in new admission exams performed by DOH staff is consistent with the goal of the program, which is to refer children to primary care providers to receive ongoing primary health care services. As the provider of last resort in the school setting, DOH provides new admission exams only after many attempts to refer patients to outside providers.
- (w) The increase in new admission exams collected and reviewed by Department staff is a result of more expeditious processing of forms by the data entry vendor.
- (x) The increase in day care services known to DOH is due to an increased number of applicants resulting in an increase in the number of operational sites.
- (y) These indicators are below target due to staff shortages in grant funded inspection and support positions and the startup adjustment relating to implementing the new statewide data system, requiring substantially more data input in accordance with the State Quality Child Care and Protection Act.
- (z) Increases in mental health visits can be attributed to staff increases and changes in the reporting of visits. In March 2001 mental health visits were expanded to include rounds and any follow-up activities resulting from these activities. Group visits now account for the number of persons receiving mental health services instead of the number of groups conducted.
- (aa) The increase can be attributed to more efficient service provision that enables a greater number of visits per day.
- (bb) The greater number of contracted dental visits is due to an increase in the availability of dental care providers.
- (cc) The decrease in the number of food service establishments, initial inspections and window guard inspections performed is due to redeployment of public health sanitarians from September 12 through October 5, 2001 in response to the September 11th disaster. See Narrative.

DEPARTMENT OF HEALTH

- (dd) The decrease in the number of pest control complaints received is due to the loss of telephone service, specifically the Central Complaints Information Line, which was inoperable from September 11 through November 10, 2001. After November 10th, calls began automatically forwarding to the Department's general information line.
- (ee) The continuing decline in lead poisoning cases mirrors the nationwide trend of reduced lead poisoning prevalence and is also due, in part, to increased awareness by the public and building owners of risk factors and protective methods.
- (ff) The decrease in the number of complaints received for lead abatement safety inspections is due to the Department's Lead Abatement Safety Unit's inability to receive incoming telephone calls for approximately six weeks after the September 11th disaster.
- (gg) The decrease in the number of lead abatement safety inspections conducted and violations issued is attributed to the staffing redeployments and the interruption of administrative and field activities following the September 11th disaster and lasting through October 31, 2001.
- (hh) The decrease in primary or supplemental addresses with abatements completed and the number of completed initial assessments corresponds to the decrease in the number of new cases and addresses that require abatement. In addition, there has been a marked improvement in the speed with which violations are corrected.
- (ii) Subsequent to the September 11th disaster, the Department performed radiological surveys at World Trade Center site and as a result was below target in initial radiation equipment cycle inspections for September 2001. The Department remains above the year-to-date projection and anticipates meeting its annual plan.
- (jj) The decline in the number of critical complaints received is due to telephone service interruptions following the September 11th disaster and lasting through November 10, 2001.
- (kk) The decrease in the number of cases processed and hearings held by the Administrative Tribunal was a result of fewer cases, particularly food and pest control cases, as the inspectors were reassigned to disaster-related activities. In addition, the citywide Tribunal was closed from September 11 through September 24, 2001.
- (ll) The increase in Medicaid Managed Care enrollment is due to the implementation of a facilitated enrollment process whereby health plans, community organizations and City agencies directly assisted prospective enrollees in completing eligibility and enrollment applications, and the conversion of enrolled children in Child Health Plus who were determined eligible for Medicaid and subsequently enrolled. In addition, those cases scheduled from September 11, 2001 through January 31, 2002 for a face-to-face recertification were instead authorized for a one-year recertification.

OFFICE OF CHIEF MEDICAL EXAMINER [106, 116]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
OFFICE OF CHIEF MEDICAL EXAMINER				
o Deaths Reported	23,298	7,272	23,400	7,734
- Deaths Certified	8,619	2,748	8,800	2,937
o Scene Visit Cases	4,523	1,456	4,800	1,523
o Cases Transported to OCME	7,428	2,366	7,600	2,567
- Average Time From Receipt of Body to Body Ready for Release (Hours)	17.7	18.6	17	18.8
- Average Time From Autopsy to Body Ready for Release (Hours) (a)	NI	NI	NI	4.3
- Autopsies Completed	5,336	1,697	5,450	1,799
- External Examinations Completed	2,010	655	2,100	737
- Average Days From Autopsy to Completion of the Autopsy Report	77	77	75	74
- Percent of Autopsy Reports Completed Within 90 Days	67%	67%	72%	68%

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OFFICE OF THE CHIEF MEDICAL EXAMINER

- (a) This new indicator reflects the average time needed to issue a death certificate from the time the autopsy is performed.

HEALTH AND HOSPITALS CORPORATION [819]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
WORKLOAD [819]				
INPATIENT [001]				
o Total Hospital				
- Bed Complement	7,455	7,451	7,451	7,455
- Average Daily Census	6,790	6,765	6,735	6,769
- Occupancy Rate	91.1%	90.8%	90.4%	90.8%
- Average Length of Stay (Days)	11.6	11.7	11.7	11.7
- Discharges (000)	213.4	70.9	212.4	71.4
o General Care				
- Bed Complement	2,997	2,994	2,994	2,997
- Average Daily Census	2,568	2,543	2,540	2,586
- Occupancy Rate	85.7%	84.9%	84.8%	86.2%
- Average Length of Stay (Days)	5.3	5.3	5.5	5.4
- Discharges (000)	157.5	58.8	176	59.1
o Psychiatric Care -- Adult				
- Bed Complement	1,097	1,097	1,097	1,097
- Average Daily Census	1,052	1,055	1,054	1,036
- Occupancy Rate	95.9%	96.2%	96.1%	94.2%
- Average Length of Stay (Days)	20.2	20.7	20.5	21.9
- Discharges (000)	17.4	5.9	17.7	5.8
o Psychiatric Care -- Child and Adolescent				
- Bed Complement	95	95	95	95
- Average Daily Census	108	101	102	107
- Occupancy Rate	113.8%	106.7%	100%	111.3%
- Average Length of Stay (Days)	36	41.8	40.8	41.9
- Discharges (000)	0.9	0.3	0.9	0.3
o Psychiatric Care -- Forensic				
- Bed Complement	64	64	64	64
- Average Daily Census	53	57	57	51
- Occupancy Rate	90%	88.9%	90.6%	80.5%
- Average Length of Stay (Days)	16.6	18	17.6	13.6 a
- Discharges (000)	1.1	0.4	1	0.4
o Skilled Nursing Care				
- Bed Complement	2,199	2,199	2,199	2,199
- Average Daily Census	2,131	2,129	2,134	2,147
- Occupancy Rate	96.9%	96.8%	97%	97.7%
- Average Length of Stay	397	440.2	440.2	384.5
- Discharges (000)	1.9	0.5	1.6	0.6 b
o Chronic Care				
- Bed Complement	467	467	467	467

HEALTH AND HOSPITALS CORPORATION [819]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
- Average Daily Census	506	507	510	507
- Occupancy Rate	108.4%	108.5%	100%	108.6%
- Average Length of Stay (Days)	178.9	184.4	185	169.5
- Discharges (000)	1	0.3	1	0.3
o Drug Abuse				
- Bed Complement	66	66	66	66
- Average Daily Census	47	50	49	47
- Occupancy Rate	71.2%	75.8%	74.2%	71.2%
- Average Length of Stay (Days)	6.7	6.3	6	6.5
- Discharges (000)	1.8	0.9	2.8	0.9
OUTPATIENT [001]				
Managed Care Enrollees	137,112	141,431	150,000	145,696
Ambulatory Care				
o Patient Visits				
- General Care (000)	3,391	1,122.6	3,365.6	1,137.9
- Psychiatric Care (000)	487.1	156.5	469.2	152.7
- Substance Abuse Treatment (000)	546.3	191.3	572.2	183.6
- Other (000)	390	135.9	410	130
- Total Visits (000)	4,814.8	1,606.3	4,817	1,604.2
Communi-Care				
o Total Clinic Visits at Communi-Care Sites				
	812.4	267.5	801.2	251.8
Emergency Room				
o Patient Visits				
- General Care (000)	959.6	310.3	932	309.3
- Psychiatric Care (000)	41.7	14.1	41.8	15.7
- Total Visits (000)	1,001.3	324.4	973.8	325
Home Care				
o Caseload				
	14,455	5,137	15,400	5,298
PSYCHIATRY [001]				
o Psychiatry Transfers to State Hospitals				
	1,005	435 c	1,000	398
o Homeless Mentally Ill				
- Evaluations on Street	6,115	1,985	6,000	1,968
- Admissions to Hospital	115	35	105	28 d

HEALTH AND HOSPITALS CORPORATION [819]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
AIDS SERVICES				
[001]				
o Inpatient Services				
- Average Daily Census	101.1	90.6	100	91
- Total HIV/AIDS Discharges	3,042	956	2,950	918
- Total Patients Discharged	2,308	829	2,200	771
- Average Length of Stay (Days)	12.1	11.7	12.4	12
o Outpatient Services				
- HIV Primary Care Visits	69,423	20,922	62,368	20,511
- Ambulatory Care Visits	358,620	127,069	343,677	146,756 e
- Male Patients Receiving HIV Counseling	7,789	2,180	7,475	2,024
- Patients Tested	7,139	2,005	6,885	1,855
TUBERCULOSIS SERVICES				
o Inpatient Services				
- Number of Patients	554	180	550	198
- Average Length of Stay (Days)	18.7	18.8	20	16.1
- Total Discharges	662	200	650	218
- Number of Patients Readmitted	108	20	95	20
o Outpatient Services				
- Number of Patients	3,756	1,690	3,800	1,460
- Number of Patient Visits	11,034	3,985	11,000	3,481
- Number of Patients Completing Directly Observed Therapy	174	55	175	59
WOMEN'S HEALTH				
[001]				
o Prenatal Care Visits				
	245,471	83,687	215,000	82,744
o Women Receiving Initial Prenatal Care by Trimester (%)				
- 1st	64%	63% f	60%	63% f
- 2nd	25%	26% f	30%	25% f
- 3rd	11%	11% f	10%	12% f
o Waiting Time for Initial Prenatal Care Appointment (Days)				
	4	4	5	4
o Adolescent Pregnancy Services				
- New Registrants	4,880	1,601	*	1,501
- Prenatal Visits	46,928	15,516	40,000	14,739

HEALTH AND HOSPITALS CORPORATION [819]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o HIV Education, Counseling and Testing Program (Family Planning and OB Clinics)				
- Women Receiving Counseling	25,965	6,661	25,291	9,562 g
- Women Tested	23,703	5,946	22,000	8,965 g
o HIV Education, Counseling and Testing Program (All Other Clinics)				
- Women Receiving Counseling	17,848	6,577	17,820	5,346 g
- Women Tested	15,970	5,955	16,533	4,780 g
AMBULATORY CARE [001]				
o Waiting Time for First Nonurgent Appointments (Days)				
	7	7 f	10	7 f
o Appointment Waiting Time (Minutes)				
	34	40 f	45	36 f
o Walk-in Waiting Time (Minutes)				
	46	50 f	48	47 f
FINANCIAL AFFAIRS				
COLLECTIONS (000,000) (Includes Bad Debt and Charity Care)				
o Inpatient Services				
	\$2,805.8	\$1,043.3	\$2,617.6	\$951
o Outpatient Services				
	\$441.5	\$133.2	\$372.9	\$148.6
o Other (Miscellaneous and Bond Interest)				
	\$58.2	\$19.1	\$51.4	\$15.7 h
o Appeals and Settlements				
	(\$8.4)	(\$0.1)	(\$15.9)	(\$1.4) (i)
CAPITAL BUDGET PERFORMANCE INDICATORS				
Programmatic Indicators				
o Contracts for Major/Partial Hospital Reconstruction				
- Designs Started	1	0	4	1
- Construction Started	0	0	5	0
- Construction Completed	0	0	0	0
o New Facility Construction				
- Designs Started	2	0	0	0
- Construction Started	0	0	2	2
- Construction Completed	0	0	2 j	2

NOTE: Bracketed [] numbers found in these indicator tables correspond to budgetary units of appropriation used in the City's Executive Budget. The Technical Note at the end of this Report details, by agency, descriptions of each unit of appropriation.

HEALTH AND HOSPITALS CORPORATION

- (a) As a result of effective psychotropic medications that stabilize patients, HHC's Correctional Health Services continues to decrease average length of stay for forensic psychiatry.
- (b) While HHC assists patients with discharge planning, actual discharge is dependent on a number of factors, such as the availability of appropriate housing, support resources, and the physical and mental readiness of each patient.
- (c) Fiscal 2001 four-month data was updated.
- (d) As a result of September 11th, four phone lines at HHC's Project Help, located at Gouverneur Diagnostic & Treatment Center in Lower Manhattan, were inoperable. The lack of phone service and the reduction of local police assistance in the first four months of Fiscal 2002 contributed to fewer hospital admissions.
- (e) HHC services have continued to make gains in providing outpatient care to HIV-infected patients in HHC dedicated clinics.
- (f) This indicator represents three-month data.
- (g) Consistent with State Department of Health guidelines, HHC facilities continue to make counseling and testing more accessible to patients already using HHC facilities.
- (h) The decrease in payments in this category is reflected in reimbursement of HHC's debt services.
- (i) Appeals and settlement collections decreased as a result of a Medicaid appeal that was anticipated but did not occur.
- (j) The Fiscal 2002 Annual Plan was revised.

**DEPARTMENT OF MENTAL HEALTH, MENTAL
RETARDATION, AND ALCOHOLISM SERVICES [817]**

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
CONTRACT PERFORMANCE MONITORING				
o Total Number of Voluntary Agency Contracts	364	350	375	363
o Total Number of Voluntary Agency Programs	863	869	880	886
- Bronx	124	125	*	131
- Brooklyn	170	172	*	175
- Manhattan	332	331	*	334
- Queens	158	171	*	174
- Staten Island	79	70	*	72
o Fiscal Audits Completed	409	73	350	85 a
o Comprehensive Program Audits Completed	493	79	469	44 b
o Unannounced Site Visits	363	27	375	17 b
o Follow-ups to Comprehensive Program Audits	30	0	*	0
o Contracts Canceled Due to Evaluation or Audit	0	0	*	0

NOTE: Bracketed [] numbers found in these indicator tables correspond to budgetary units of appropriation used in the City's Executive Budget. The Technical Note at the end of this Report details, by agency, descriptions of each unit of appropriation.

DEPARTMENT OF MENTAL HEALTH, MENTAL RETARDATION, AND ALCOHOLISM SERVICES

- (a) The increase in fiscal audits completed in the first four months of Fiscal 2002 reflects the size, complexity and date of commencement of the audits. The Department expects to meet its annual target.
- (b) The decrease in comprehensive program audits completed and unannounced site visits is due to a delay in the start of the program audit cycle from mid-September to mid-October and staff reassignments resulting from the September 11th disaster. The Department expects to meet its annual targets.

HUMAN RESOURCES ADMINISTRATION [069]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
JOB CENTER PROGRAMS AND OPERATIONS [203,101,103]				
o Persons Receiving Public Assistance (000) (a)	497.1	557.3	483.6	467.1 b
- Bronx	168.5	183.7	*	159.8
- Brooklyn	169.8	193.2	*	158 b
- Manhattan	83	93.8	*	77.8 b
- Queens	61.3	70.1	*	57 b
- Staten Island	12	12.8	*	10.5 b
o Public Assistance Caseload (000) (a)	235.1	260.6	255	222.4 b
- Bronx	75.8	81.4	*	72.1
- Brooklyn	77.6	87.4	*	72.7 b
- Manhattan	44.4	49.8	*	41.8 b
- Staten Island	5.5	5.8	*	4.8 b
- Queens	30	33.6	*	28.2 b
o PA Recipients by Category (000)				
- Family Assistance Program (FAP)	413.4	465.7	399	388.3 b
- Safety Net Assistance (SNA)	83.7	91.6	84.6	78.8
o Total Funds Dispersed (000)	\$1,342,920	\$463,729	*	\$407,185
- City Tax Levy Portion	\$417,397	\$143,651	*	\$127,250
o Number of PA Applications (000) (c)	186.8 d	63.1 d	*	61.7
- Rejections (%)	48%	44.5%	*	DNA e
- Applicant Withdrawals (%)	2.9%	3.2%	*	DNA e
- Grant Reductions (%)	7.2%	6.9%	*	DNA e
o Persons Receiving Food Stamps (End of Period) (000)	836.2	869.2	786.9	808.3
- Bronx	221.7	230.5	*	224.1
- Brooklyn	333.5	346.6	*	344.3
- Manhattan	135.9	141.2	*	115.2 b
- Queens	124.8	129.7	*	104.4 b
- Staten Island	20.3	21.2	*	20.3
- PA Recipients	480.9	526.8	419.9	448.2 b
- Non-PA Recipients	355.2	342.4	367	360.1
o Value of Food Stamps Issued (000)	\$845,062	\$281,091	*	\$282,251
o Payment Error Rate for Federally Supported Food Stamps	13.8%	NA	*	NA f
o Total Number of Cases (FAP and SNA) Engaged in Work Activities	91,293	101,967	*	88,339
- Employed	26,889	30,473	*	30,367
- Work Experience (g)	19,859 g	25,700 g	*	16,384 h

HUMAN RESOURCES ADMINISTRATION [069]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
- Education/Training/Job Search	6,282	6,265	*	5,287 (i)
- Teens in High School	2,293	3,647	*	1,691 j
- Substance Abuse Treatment (g)	12,506 g	12,563 g	*	11,939
- Called in for Assessment/Assignment	12,620	15,264	*	12,717 k
- Other (g)	10,844 g	8,055 g	*	9,954 (l)
o Total Number of Cases (FAP and SNA) Not Engaged in Work Activities	0	0	*	0
o Participation Rates				
- All FAP Families Participating in Work Activities as Calculated in Accordance With Federal Guidelines	43.9%	48.7%	50%	49.3%
- Safety Net Clients Participating in Work Activities as Calculated in Accordance With State Guidelines	94.6%	93.1%	90%	90.5%
o Total Number of Cases Participating in Work Activities In Accordance With Federal Guidelines:				
Family Assistance Program (FAP)	43,962	50,280	41,500	42,508 j
- Work Experience	9,557	11,115	*	6,419 h
- Employed	24,105	27,330	*	27,350
- Education/Training	4,785	5,650	*	3,976 (i)
- Community Service	5,049	5,573	*	4,270 j
- Teens in High School	466	612	*	493 j
o Total Number of Clients Participating in Work Activities In Accordance With State Guidelines: Safety Net Assistance	11,721	15,518	11,400	11,974 j
- Work Experience	8,020	9,597	*	8,021 h
- Employed	2,061	2,622	*	2,490
- Training	1,640	3,299	*	1,463 (i)
o Total Reported Job Placements	151,376	37,370	155,000 m	61,942 n
- FAP	95,643	25,593	88,000 (o)	31,530 n
- Safety Net	45,494	9,466	49,500 (o)	17,826 n
- Non-PA Food Stamps	10,239	2,311	17,500 (o)	12,586 p
o Total Fair Hearings Requested (000) (PA, PA Food Stamps, and Employment)	124.4	40.3	*	43.1
o Total Fair Hearings Held	57,439	16,840	*	21,135 q
o Fair Hearing Outcomes				
- Agency Affirmations	14,146	3,690	*	2,999 r
- Client Withdrawals	60,225	22,527	*	13,729 s
- Client Defaults	132,229	37,809	*	29,179 t
- Agency Reversals	59,884	13,102	*	22,086 r
- Agency Withdrawals	20,598	10,422	*	3,827 s

HUMAN RESOURCES ADMINISTRATION [069]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Issues Decided in Favor of Agency (%)	69.1%	76.7%	*	62.7% r
o Timely Implementations of Decisions (%)				
- Public Assistance and Employment	74.6%	83.3%	90%	77%
- Food Stamps (PA and Non-PA)	96.5%	95.7%	90%	92.1%
WORKFORCE INVESTMENT ACT (WIA)				
Adult Programs and Participants				
o Value of Agency Contracts (000)	\$18,400	NI	\$50,604	\$32,067
- Number of Contracts	11	NI	53	25
o Total Enrollment	22,061	NI	26,000 u	21,083
- PA Participants	17,956	NI	14,000	15,123
- Non-PA Participants	4,105	NI	12,000	5,960
- New Enrollment	20,769	NI	15,000	14,761
o Participant Outcomes	11,579	NI	*	by 9/02
- Placements into Employment	3,570	NI	4,838	2,758
- Participants Working During the First Quarter After Exit from WIA Program (%)	67.8% v	NI	67%	by 1/03
- Participants Placed Remaining on the Job During the Third Quarter After Exit from WIA Program (%)	74.2% v	NI	80%	by 1/03
- Credentials Attained With Employment	536	NI	500	62
- Percentage of Credentials Attained (%)	26.4%	NI	54%	by 1/03
MEDICAL ASSISTANCE PROGRAMS/HOME CARE SERVICES PROGRAM [204, 104]				
o Persons Certified Eligible for MA (000) (a)	1,608.7	1,593.2	1,625	1,651.9
- Bronx	397.1	395.9	*	406.4
- Brooklyn	574.6	572.2	*	589.5
- Manhattan	276.7	276.6	*	281.3
- Queens	295.9	288.3	*	308.9
- Staten Island	42.2	39.9	*	43.4
o Persons Eligible for MA Only (000) (a)	663.7	601.3	729.9	727.7 w
- Bronx	130.4	119.4	*	144.1 w
- Brooklyn	248.5	224.4	*	271.5 w
- Manhattan	106.1	98.4	*	114.6 w
- Queens	148.3	133.6	*	165.1 w
- Staten Island	16.2	13.5	*	18.2 w

HUMAN RESOURCES ADMINISTRATION [069]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o MA Applications Completed Within Required Time Frames (%)				
- Community Eligibility Division	94.9%	98%	95%	75% x
- Hospital Eligibility Division	93.6%	100%	95%	96%
- Nursing Home Division	70.5%	76%	95%	64% x
o MA Recertifications Completed Within Required Time Frames (%)				
- Community Eligibility Division	100%	100%	95%	98%
- Nursing Home Division	100%	100%	95%	100%
o Cases Receiving Home Care Services	65,000	64,112	66,000	65,308
- Home Attendant	46,538	45,651	47,500	46,653
- Housekeeper	7,925	7,805	8,000	8,021
- Long-Term Home Health Care	8,759	7,916	8,500	8,851
- AIDS Home Care	1,778	1,740	2,000	1,783
- AIDS Cases Referred to Vendor Within 48 hours (%)	93.5%	89.7%	85%	100%
- AIDS Cases Served by Vendor Within 48 Hours of Referral (%)	92.7%	95.1%	90%	97%
o Average Days to Initiate Home Attendant and Housekeeper Services	23.5	23.7	30	27 y
- Active MA Cases	20.9	20.7	26	23
- Pending MA Cases	37.3	37.9	43.7	40
- Serious Complaints of Home Care Clients	552	205	660	175 z
- Complaints Resolved Within Required Time Frame (%)	91.6%	92.2%	95%	98%
o Number of Home Attendant and Housekeeper Contracts in Effect	89	89	89	88
o Value of Agency Contracts (000,000)	\$1,366	\$1,368	\$1,359	\$1,376
- Vendor Agencies In Compliance With Review Areas	96.5%	NA	95%	NA
HIV/AIDS SERVICES ADMINISTRATION [205, 105]				
o Total Number of AIDS Serviceline Contacts Received	35,178	12,843	*	9,588 aa
o New Applicants for Services	6,867	2,410	*	2,225
o Ineligible or Withdrawn Applications	907	313	*	347
o New Cases	6,011	2,132	5,495	1,878

HUMAN RESOURCES ADMINISTRATION [069]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Total Number of Recipients				
(End of Period)	29,005	28,224	*	29,394
- Women	10,462	10,099	*	10,599
- Men	17,875	17,454	*	18,128
- Children	668	671	*	667
o Total Number of Open Cases				
(End of Period)	28,462	27,707	30,986	28,825
- Bronx	9,906	9,106	*	10,157
- Brooklyn	9,026	8,900	*	9,134
- Manhattan	6,813	7,046	*	6,768
- Queens	2,181	2,130	*	2,217
- Staten Island	536	525	*	549
o Cumulative Cases During Period	33,194	29,839	*	30,340
o Cases Receiving Housing Services				
- Cases Provided Housing and Support Services (End of Period)	6,490	5,528	7,824	5,825
- Clients Moved into Housing (During Period)	12,566	3,429	*	3,924
- Cases Provided Rent Payment Assistance (End of Period)	18,236	17,471	19,388	18,503
o Homemaking Contracts in Effect				
Value of Contracts (000)	\$21,517	\$5,310	\$22,098	\$6,189 bb
- Vendor Agencies in Compliance With Review Areas (%)	100%	NA	100%	NA
- Cases Receiving Homemaker Services	567	558	600	545
ADULT PROTECTIVE SERVICES				
o Referrals				
- Total Referrals Received	9,783	3,046	*	2,897
- Total Referrals Accepted for Assessment	7,500	2,389 u	7,600	2,208
- APS Referrals of Ineligible Cases to Other Agencies	2,283	NI	*	689
- New Cases Accepted After Assessment	2,319	NI	*	836
- Active Cases (End of Period)	3,753	NI	3,986	3,478
o Legal Intervention				
- Total Number of Access Orders Requested	211	NI	*	77
- Total Number of Temporary Restraining Orders Requested	22		*	57
- Total Number of Guardianship Orders Requested	577	NI	*	167
- Total Number of Guardian Ad Litem Orders Requested for Representation in Eviction Cases	1,000	NI	*	310

HUMAN RESOURCES ADMINISTRATION [069]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
- Number of Active Guardianship Clients (End of Period)	588	NI	*	574
o Financial Services				
- Number of Active Financially Managed Cases (End of Period)	1,182	NI	*	1,213
o Eviction Services				
-Eviction Referral Found Eligible for Services	596	NI	*	208
-Eviction Referral Found Ineligible for Services	2,845	NI	*	999
HOME ENERGY ASSISTANCE PROGRAM (HEAP) (cc)				
o Total Households Served	380,723	NA	*	by 1/03
- Total Funds Allocated (000)	\$26,692	NA	*	by 1/03
- Base Grant Amount	\$50	\$50	\$50	\$50
o Human Resources Administration				
- Households Served	352,884	NA	*	by 1/03
- Funds Allocated (000)	\$25,040	NA	*	by 1/03
o Department of Youth and Community Development				
- Households Served	7,484	NA	*	by 1/03
- Funds Allocated (000)	\$1,652	NA	*	by 1/03
o Department for the Aging				
- Applications Approved	20,355	NA	*	by 1/03
HOMELESSNESS PREVENTION PROGRAM				
o Total Families	36,678	14,211	*	15,488
- Active Cases	5,040	3,130	*	3,505
- Closed Cases	36,118	11,599	*	12,518
o Cases Closed With Outcomes	19,820	6,605	*	7,335
- Families Diverted	11,060	3,197	*	4,199 dd
- Families Not Diverted	8,760	3,408	*	3,136
- Diversion Rate	56%	48.4%	*	57.3% dd
o Families at Imminent Risk	9,129	2,516	*	3,455 ee
- Imminent Risk Families For Whom Housing Was Found	8,588	2,359	*	3,375 dd
- Imminent Risk Diversion Rate	94%	93.7%	85%	98%

HUMAN RESOURCES ADMINISTRATION [069]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
DOMESTIC VIOLENCE AND EMERGENCY INTERVENTION SERVICES [205, 105]				
o Domestic Violence Shelter Program				
- Average Number of Families Served per Day	409	393	410	429
- New Cases (Families)	1,633	549	1,800	586
- Number of Domestic Violence Emergency Beds (Capacity)	1,450	1,365	1,675	1,450
o Total Domestic Violence Nonresidential Programs	11	11	*	11
- Nonresidential Program Active Caseload	1,513	1,608	*	1,521
o Total Nonresidential Program Hotline Calls	15,813	5,467	*	5,417
o Services Provided by Domestic Violence Nonresidential Programs				
- Counseling	10,012	3,135	*	3,790 ff
- Safety Planning	3,522	1,044	*	1,533 ff
- Information and Referrals	2,219	780	*	775
- Advocacy	6,037	2,058	*	2,179
- Community Education	1,236	411	*	360

NOTE: Bracketed [] numbers found in these indicator tables correspond to budgetary units of appropriation used in the City's Executive Budget. The Technical Note at the end of this Report details, by agency, descriptions of each unit of appropriation.

HUMAN RESOURCES ADMINISTRATION

- (a) Borough counts do not add up to the citywide total because some recipients live in facilities outside the City.
- (b) This decrease is due to overall decline in the PA caseload and recipients.
- (c) This indicator is no longer being tracked using NYCWay. Beginning in Fiscal 2002 Eligibility Verification Report (EVR) data is being used to report this indicator because of EVR's increased accuracy.
- (d) This figure has been revised based on the Agency's data collection system upgrade. See Footnote (c).
- (e) The database used to collect this data is being revised. See Footnote (c).
- (f) Error rates are reported annually in the Fiscal Mayor's Management Report.
- (g) As a result of more experience administering engagement programs, the Human Resources Administration (HRA) has revised the categorization of cases to better reflect the activities in which people are engaged. Individuals receiving standard medical or rehabilitation treatment used to be captured in Substance Abuse Treatment and are now captured in Other. Homeless individuals engaged in work activities were formerly captured in Work Experience and are now captured in Other. The overall total number of cases engaged in work activities remains unchanged.
- (h) This decrease is due to the overall caseload reduction and to the Agency's efforts to help people find jobs with income that enables them to leave welfare.
- (i) The decrease is due to the overall decline in the caseload and more people in concurrent activities with work experience and training rather than just exclusively training.
- (j) The decrease is due to the overall decline in the caseload.
- (k) The decrease is due to the overall decline in the caseload and better efforts to assess people during the application phase rather than waiting to call them in for assessment once they've become active clients.
- (l) This increase is due to efforts to make regular employment activities accommodate people with limited abilities.
- (m) The Plan has been increased to reflect HRA's high placement rate during the first four months of Fiscal 2002. This number includes job placements for clients converted to Safety Net non-cash assistance.
- (n) This increase is due to the Agency's efforts to help people find jobs with income that enables them to leave welfare, improvements in specialized programs and improvements in the Agency's collection of Employment Reported data. This indicator shows all job placements that were reported to HRA from its job placement contractors and employer-reported placements during the first four months of Fiscal 2002, not the number of job placements that may have actually occurred during that period.
- (o) The Plan number has been revised to reflect HRA's job placement rate during the first four months of Fiscal 2002 and the current PA caseload.
- (p) This increase is due to the development of more programs to serve non-PA recipients, such as Employment Services and Placement programs and the One-Stop Center. Also, see Footnote (n).

HUMAN RESOURCES ADMINISTRATION

- (q) The increase in Total Fair Hearings Held is due to the State's efforts to reduce backlog by increasing the number of administrative law judges assigned to hear cases, and by increasing the overall number of cases assigned.
- (r) The decrease in Agency Affirmations, increase in Agency Reversals, and decrease in the percentage of Issues Decided in Favor of Agency is due to the technical difficulty with implementing the imaging of materials required to present cases at fair hearings. This prevented the Agency from accessing documents to effectively defend the Agency's actions. The Agency is currently working to resolve the operational issues associated with the electronic imaging system.
- (s) The decline in client withdrawals is due to a more thorough resolution process between the client and the Agency prior to the start of the hearing, resulting in only more complex cases with a lower likelihood of withdrawal going to hearing.
- (t) Following the World Trade Center tragedy, the State Office of Administrative Hearings adopted a "no appellant default" policy from September 11 to October 16, 2001 resulting in the rescheduling of hearings. Therefore no defaults were reported during this time.
- (u) Data for this indicator has been revised to reflect the most current and accurate information.
- (v) This indicator is a cumulative number covering the time period between October 1999 and September 2000. The data is reported from the State Wage Reporting System.
- (w) The number of Medicaid-only clients increased due to HealthStat outreach initiatives, the implementation of Disaster Relief Medicaid, and the automatic extension of Medicaid coverage for households scheduled to recertify between September 11, 2001 and January 31, 2002. See Narrative.
- (x) The percent of MA Applications Completed Within Required Time Frames declined due to computer system failure. See Narrative.
- (y) The increase in the days to initiate service is a result of the vendors' staff attrition. The Agency is taking steps to alleviate this problem and expects to meet its target by the end of Fiscal 2002.
- (z) Beginning in Fiscal 2001 the Home Care Services Program began reviewing all substantiated, serious complaints against contractors to determine necessary disciplinary action, supervision or other appropriate administrative response. The increased oversight resulted in better performance by contractors, causing a decrease in serious complaints.
- (aa) The decrease in AIDS Serviceline contacts received is due to reduced need for HASA services because of increased use of combination drug therapies that delay the onset of opportunistic infections in persons with the HIV positive diagnosis, as well as more persons with AIDS staying on their drug regimens, increasing the length of time between illnesses.
- (bb) The value of contracts has increased due to the increase in HASA clients being served.
- (cc) HEAP data is reported based on the federal fiscal year. Data for Fiscal 2001 represents federal Fiscal 2001, which runs from October 2000 through September 2001.
- (dd) This increase is due to improved early intervention and outreach promoted by the Rental Arrears Alert (RAA) model in Housing Court and at Job Centers, as well as an increase in participant self-referral to RAA, ensuring early intervention and resolution of housing problems.
- (ee) The Homelessness Prevention Program served more families in the first four months of Fiscal 2002, resulting in more families being categorized as "imminent risk."
- (ff) The increase is due to improved educational and outreach efforts that encourage domestic violence victims to seek counseling and develop safety plans for themselves and their children.

ADMINISTRATION FOR CHILDREN'S SERVICES [068]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
CHILD WELFARE [006, 001]				
Protective Services				
o Abuse or Neglect Reports				
- Reports	57,224	15,369	55,000	15,120
- Children	88,312	25,109	83,000	25,509
o Reports Responded to Within One Day Following Report to State Central Register (ACS Internal) (%)	97%	98.6%	100%	95.7%
o Reports Founded (%)	34.1%	37.8% a	*	34.5%
o High-Risk Reports	27,696	6,609	23,650	9,631 b
o Compliance With High-Risk Response Protocol (%)	94.3%	97%	95%	94.2%
o New Cases per Worker per Month (Pending Rate) (End of Period)	6.9	7.6	5	6.3 c
o Average Child Protective Specialist Caseload (End of Period)	13.2	12.4	13	11.7
o Article X Petitions Filed in Family Court	10,382	3,221	11,000	3,048
Preventive Services				
o Families Receiving ACS Direct Preventive Services				
- Active Cases	3,515	3,519	3,200	3,267
- Cumulative Cases	8,282	5,297 a	7,800	4,888
o Average Field Office Family Service Worker Caseload	14.7	14.6	11	13.2
o Families Receiving Contract Preventive Services				
- Active Cases	10,475	8,106	9,800	10,662 d
- Cumulative Cases	19,313	11,073 a	18,000	14,116 d
o Percent of Contract Preventive Caseload Referred by ACS	51%	52%	45%	51%
o Homemaking Services				
- Vendor Agencies In Compliance with Review Areas	100%	NA	100%	NA
- Active Cases	1,122	1,182	1,200	1,136
- Cumulative Cases	1,694	1,308	1,400	1,283

ADMINISTRATION FOR CHILDREN'S SERVICES [068]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Families Receiving Housing Subsidies				
- New Cases	629	228 a	550	127 e
- Active Cases	1,148	1,109 a	900	1,200
- Cumulative Cases	1,618	1,217 a	1,500	1,319
Teenage Services Act (TASA)				
o Pregnant/Parenting Clients Receiving Services				
- Active Cases	1,609	1,529	1,500	1,599
- Cumulative Cases	2,910	1,902	3,000	2,102
o Contract Use for Preventive Services (%)	88.8%	93.3%	98%	86.8%
o Preventive Services Program Assessment				
- Number of Contract Agencies	84	86	86	86
- Performance Evaluations Completed	84	NA	*	NA
o Number Requiring Improvement Plans	7	NA	*	NA
o Contracts Canceled/Not Renewed	3	NA	*	NA
Foster Care				
o Children in Foster Care (Average)	30,858	31,803	31,500	28,644
- Children in Kinship Homes (Relatives) (Average)	8,088	8,305	8,000	7,463
- Children in Nonrelative Care (Average)	22,770	23,498	23,500	21,181
- Foster Boarding Homes	18,399	19,127	19,130	16,861
- Congregate Care	4,371	4,371	4,370	4,320
o Children in Placement With Foster Care Contract Agencies (%)	89.1%	87.8%	*	89.5%
o New Children Entering Foster Care	7,908	NA	*	NA
- While Receiving Direct Preventive Services	374	128	*	113
- While Receiving Contract Preventive Services	994	288	*	268
o Children Discharged From Foster Care	12,072	NA	*	NA
o Average Length of Foster Care for All Children In Care (Months)	49.8	49	*	50
o Median Time to Reunification for Children Entering Foster Care for the First Time (Months)	8.3 f	NA	8.3	NA
o Foster Care Program Assessment				
- Number of Contract Agencies	59	58	58	59
- Performance Evaluations of Contract Agencies Completed	59	NA	*	NA

ADMINISTRATION FOR CHILDREN'S SERVICES [068]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
- Number Requiring Improvement Plans	14	NA	*	NA
- Contracts Canceled/Not Renewed	2	NA	*	NA
Adoptions				
o Children Awaiting Adoption Finalization Living with Adoptive Parents	2,563	2,755	3,000	2,649
o Children Adopted	2,715	621	3,300	653
- Contract Agency Services Adoptions	2,055	488	2,600	525
- ACS Direct Care Services Adoptions	660	133	700	128
o Average Length of Time to Complete Adoptions (Years)	3.5	3.7	2	3.8
- Contract Agency Services	3.2	3.3	2	3.4
- ACS Direct Care Services	4.7	5.3	2	5.4
o Median Time to Adoption for Children Entering Foster Care (Months)	57 g	NA	57	NA
AGENCY FOR CHILD DEVELOPMENT [004, 003]				
o Total Enrollment in Publicly Subsidized Child-Care	78,701	69,878 a	88,675 a	73,255
o Total Enrollment in ACD- Subsidized Child-Care	61,553	54,377	60,474 a	57,280
o Group Child-Care				
- Enrollment	48,331	44,148	53,444 a	44,734
- Publicly Subsidized Capacity	48,302	46,197	53,444 a	48,915
- Vacancies	442	1,322	*	1,389
- Children on Waiting Lists	5,002	4,882	*	4,475
o Family Child-Care				
- Enrollment	10,629	8,762	12,808	9,962
- Publicly Subsidized Capacity	10,939	9,224	12,808	11,174 h
- Vacancies	579	740	*	834
- Children on Waiting Lists	4,900	4,757	*	4,625
o Number of Children Enrolled in Vouchers	17,549	14,132	23,000	17,756 (i)
o Head Start				
- Enrollment	17,148	15,501 a	19,421	15,975
- Collaborative Enrollment	1,925	1,614	1,922	1,819
- Regular Enrollment	15,223	14,205	18,069	14,156
- Capacity	18,783	18,231	19,991	18,884
- Head Start Vacancies	1,118	2,371	*	2,877 j

ADMINISTRATION FOR CHILDREN'S SERVICES [068]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
OFFICE OF CHILD SUPPORT ENFORCEMENT [004, 003]				
o Child Support Collected (000)	\$446,902	\$141,910	\$500,000	\$146,520
- Public Assistance (000)	\$96,504	\$32,453	\$95,000	\$26,717 k
- Nonpublic Assistance (Non-PA) (000)	\$350,398	\$109,457	\$405,000	\$119,803
o Child Support Ordered by Court (000)	\$558,854	\$179,559	\$633,000	\$188,378
- Public Assistance (000)	\$87,773	\$28,876	\$105,000	\$25,868
- Non-PA (000)	\$471,081	\$150,683	\$528,000	\$162,510
o New Support Orders Obtained	20,934	6,965	24,000	6,087
- Public Assistance	8,354	2,877	10,000	2,120 k
- Non-PA	12,580	4,088	14,000	3,967
o Total Cases with Active Orders (End of Period)	208,251	203,161	220,000	210,872
o Percentage of Out-of-Wedlock Births with Paternities Voluntarily Established (l)	NI	NI	*	79.3%
- Percentage of Out-of-Wedlock Births with Paternities Established at the Time of Birth	62.4%	61.5% a	65%	66.2%

NOTE: Bracketed [] numbers found in these indicator tables correspond to budgetary units of appropriation used in the City's Executive Budget. The Technical Note at the end of this Report details, by agency, descriptions of each unit of appropriation.

ADMINISTRATION FOR CHILDREN'S SERVICES

- (a) Data for this indicator has been revised to reflect the most current and accurate information.
- (b) Since Fiscal 2001, when the State took over classification of high-risk reports, there has been an increase in the number of high-risk reports. The reason for the increase is currently under review by ACS.
- (c) The decrease in the new cases per worker per month pending rate is due to the increased number of Child Protective Specialists during the reporting period.
- (d) The increase in families receiving ACS contract preventive services is due to more available services at the neighborhood level because of new and expanded contracts implemented in Fiscal 2001.
- (e) The decrease in new cases of families receiving housing subsidies is a result of the September 11th tragedy whereby no cases were processed in September 2001.
- (f) This data reflects children who entered foster care for the first time in Calendar 1998.
- (g) This data reflects children who entered foster care for the first time in Calendar 1994.
- (h) ACS planned for an increase in Family Child-Care Publicly Subsidized Capacity.
- (i) ACS issued more vouchers in both Fiscal 2000 and Fiscal 2001.
- (j) The increase in the Head Start Vacancies is due to sites that are temporarily closed for renovations and repairs.
- (k) The continued decrease in new support orders obtained for public assistance (PA) clients and child support collected on behalf of PA clients is the result of the general decline in PA caseload during the reporting period.
- (l) This new indicator measures the percentage of out-of-wedlock births with paternities voluntarily established both in the hospital and after the parents leave the hospital.

DEPARTMENT OF HOMELESS SERVICES [071]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
SERVICES FOR FAMILIES [500]				
Intake				
o Families per Day Requesting New START Center Housing at the Emergency Assistance Unit (EAU)	62	65	*	81 a
- Families at EAU Over 24 Hours	23	26	*	37 a
- Families Placed in Overnight Accommodations	139	141	*	125
- Families at EAU Overnight	4	4	*	11 a
o Eligibility Investigation Unit (EIU)	22,621	8,020	28,000	10,050 b
- Left Before Investigation Is Completed	7,042	2,592	*	2,860
- Found Ineligible for Temporary Housing	9,743	3,303	*	5,093 b
o Families Entering New START Centers	5,836	2,125	*	2,097
- Not Previously Lodged in New START Center Housing	3,963	1,027	*	1,452 b
- Returning/Lodged Within One Year	481	213	*	270 b
Population				
o Families in New START Centers (Average per Day)	5,563	5,291	6,858 c	6,474 c
- Conditional Placement Facilities (d)	1,641	1,422	2,928 c	2,520 c
- Hotels (d)	NA	1,203	NA	NA
- Residences For Adult Families	329	280	330	408 e
- Tier II Facilities	3,593	3,590	3,600	3,546
- Reception Centers (d)	NA	219	NA	NA
o Average Days in New START Centers (All Families)	312	300	*	325
o New START Centers (Overnight Facilities, Reception Centers, Tier IIs and Residences For Adult Families) Operated (f)	NA	84	NA	NA
- By City Staff	NA	6	NA	NA
- By Private Organizations (f)	NA	78	NA	NA
o New START Centers (Overnight Facilities, Conditional Placement Facilities, Tier IIs and Residences For Adult Families) Operated (f)	76	75	76	74
- By City Staff	6	6	6	6
- By Contracted Agencies (f)	70	69	70	68
o Families Relocated to Permanent Housing	3,349	1,269	3,930	1,287
- Emergency Assistance Rehousing Program	1,737	628	3,000	562
- Department of Housing Preservation and Development	184	34	70	71 g
- New York City Housing Authority	1,115	579	*	496
- Citywide Agreement	1,115	579	710	496
- Other	0	0	*	0
- Other (Mitchell-Lama/Non-EARP Section 8)	313	28	150	158 h

DEPARTMENT OF HOMELESS SERVICES [071]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
SERVICES FOR ADULTS				
[400, 403, 406, 409, 412, 418, 421, 424, 430, 433, 439, 442, 448, 451, 454, 460, 463, 466]				
Population				
o Total Persons Lodged per Night	7,187	6,826	7,743	7,456
- Men	5,547	5,257	5,980	5,738
- Women	1,640	1,570	1,763	1,718
o Clients Placed				
- From Assessment into Program Beds	4,740	1,337	*	1,776 (i)
- From General Beds into Program Beds	937	431	*	307 (i)
- From Assessment into Long-Term Placements Outside the New START Center System	447	146	*	151
o Percent of New START Center Beds Capacity				
- Assessment	13.2%	13.7%	13.2%	13.2%
- Program	65.4%	66.9%	65.4%	66.8%
- General	21.4%	19.4%	21.4%	20%
o New START Centers Operated	44	42	44	44
- By City Staff	7	7	7	7
- By Contracted Agencies	37	35	37	37
o Average Beds Available per Night Through Church and Synagogue Program	246	176	240	176
- Average Beds per Night During Peak Month	349	NA	350	NA
Housing Placement				
o Placements of New START Center Clients in Publicly Supported Permanent Housing	1,404	444	1,350	412
o New START Center Clients Placed in Outside Employment	440	78 j	600	44 k
CAPITAL BUDGET PERFORMANCE INDICATORS				
o Beds Developed for Homeless Individuals (l)				
- Designs Started	468	468	0	180
- Construction Started	0	0	468	38
- Construction Completed	0	0	68	0
o Units Developed for Homeless Families (l)				
- Designs Started	0	0	175	175
- Construction Started	94	0	0	0
- Construction Completed	0	0	94	94

NOTE: Bracketed [] numbers found in these indicator tables correspond to budgetary units of appropriation used in the City's Executive Budget. The Technical Note at the end of this Report details, by agency, descriptions of each unit of appropriation.

DEPARTMENT OF HOMELESS SERVICES

- (a) More families applied for temporary housing at the Emergency Assistance Unit (EAU) in the first four months of Fiscal 2002 than during the first four months of Fiscal 2001. As a result, the number of families per day for whom it took more than 24 hours to process an application and the number of families remaining at the EAU overnight increased.
- (b) More families were referred to the Eligibility Investigation Unit (EIU) in the first four months of Fiscal 2002 than during the first four months of Fiscal 2001 because more families applied for temporary housing at the EAU. As a result, the number of families found ineligible, not previously lodged in New START Centers and returning/lodged within one year increased.
- (c) The average number of families per day in New START Centers and conditional placement facilities during the first four months of Fiscal 2002 is greater than during the same period of Fiscal 2001. This increase was expected and is reflected in the Fiscal 2002 Plan, which represents an increase over the Fiscal 2001 Actual number.
- (d) "Conditional Placement Facilities" replaces the indicators "Hotels" and "Reception Centers." Conditional Placement Facilities accommodate families prior to an eligibility determination from the Eligibility Investigation Unit (EIU) and those eligible families awaiting placement into Tier II facilities. This new indicator will include all families in Conditional Placement Facilities, including families in both Hotels and Reception Centers.
- (e) This increase is due to DHS's efforts to increase the availability of units in residences for adult families.
- (f) The indicators "New START Centers (Overnight Facilities, Reception Centers, Tier IIs and Residences For Adult Families) Operated" and "By Private Organizations" are being replaced with the indicators "New START Centers (Overnight Facilities, Conditional Placement Facilities, Tier IIs and Residences for Adult Families) Operated" and "By Contracted Agencies." This new indicator better reflects the contractual relationship between the Department and these facilities, and does not include facilities used by the Department on a per diem basis.
- (g) The number of families relocated into the Department of Housing Preservation and Development (HPD) housing is higher than planned because HPD allocated more units to DHS families than originally planned.
- (h) The number of families relocated to other permanent housing is higher for the first four months of Fiscal 2002 than during the same period in Fiscal 2001 because more families were relocated through non-EARP Section 8.
- (i) The number of clients placed from assessment into program beds is higher and the number of clients placed from general into program beds is lower during the first four months of Fiscal 2002 than during the same period of Fiscal 2001. This is because more clients entered the system and were found in need of program bed placements; DHS worked to make more program beds available to meet this need. Placement into program beds is preferable for many clients because it offers additional services such as employment training, mental health rehabilitation, specialized services for veterans, substance abuse treatment and programs for the elderly.
- (j) The Fiscal 2001 4Month Actual number has been revised to reflect the most current and accurate information. The previously reported number included employment placements that could not be verified.
- (k) The number of clients placed in outside employment is lower during the first four months of Fiscal 2002 than during the same period of Fiscal 2001 due to a tightening job market.

DEPARTMENT OF HOMELESS SERVICES

- (l) Planned targets for bed development differ from year to year, accounting for variances between Fiscal 2001 and Fiscal 2002 4-Month Actuals. The Agency ensures that sufficient capacity is available to accommodate increased need.

DEPARTMENT OF EMPLOYMENT [094]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
YOUTH PROGRAMS				
Youth Participants				
o Value of Agency Contracts (000)	\$11,852	\$6,922	\$44,950	\$33,318 a
- Number of Contracts	23	23	73	73 a
Older Youth (Ages 19-21)				
o Registration (b)	1,925	946 c	1,698	610 c
o Participant Outcomes	1,047	607	1,358	181 d
- Placements	710	339	733	144 d
- Percentage Placed	67.8%	55.8%	54%	79.6% e
- Credentials Attained	252	NI	278	109
- Percentage of Credentials Attained	35.5%	NI	38%	28.7%
o Percentage of Participants Employed During the First Quarter After Exit	75.7%	NI	54% f	61.9%
o Percentage of Participants Employed During the First Quarter After Exit Who Remained Employed During the Third Quarter After Exit	69%	NI	77% f	65.8%
Younger Youth (Ages 14-18)				
o Registration (b)	257	NI	11,742 g	145 h
o High School Diplomas or Equivalent Attained	44	NI	1,362 g	0 (i)
o Percentage of High School Diplomas or Equivalent Attained	17.1%	NI	21%	0% h
o Percentage of Skills Attained	77%	NI	62%	53.8% h
Dislocated Workers				
o Value of Agency Contracts (000)	\$21,943	\$7,961	\$37,826 j	\$14,610 k
- Number of Contracts	29	16	21	20 k
o Registration (b)	9,903	6,050	11,400 j	6,319
- New Registration (b)	4,612	893	5,400 j	1,179 k
o Participant Outcomes	4,214	1,476	4,568 j	577 (l)
- Placements into Employment	2,667	1,017	3,198 j	507 (l)
- Percentage Placed into Employment	63.3%	68.9%	NA m	NA m

DEPARTMENT OF EMPLOYMENT [094]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Participants Who Received Training	2,080	1,137	4,405 j	2,875 k
- Percentage of Credentials Attained With Employment	33.9%	NI	53%	20.8%
o Percentage of Participants Employed During the First Quarter After Exit	80.3%	NI	66%	83.7%
o Percentage of Participants Employed During the First Quarter After Exit Who Remained Employed During the Third Quarter After Exit	82%	NI	83%	77.3%
SUMMER YOUTH PROGRAMS				
o Total Enrollment	39,610	39,610	50,000	49,848 n
- SYEP	29,896	29,896	NA	NA
- Job Opportunities for Youth (City Tax Levy)	9,714	9,714	6,400	6,413 n
o Value of Contracts (000)	\$11,302	\$7,458	\$11,061	\$8,724 n
o Contracts in Effect	53	53	52	52
Refugee Entrant Targeted Assistance Program (RETAP)				
o Value of Agency Contracts (000)	\$2,152	\$1,951	NA	NA
- Number of Contracts	11	11	NA	NA
o Enrollment	1,950	527	NA	NA
- Public Assistance Recipients/Individuals at Public Assistance Level (%)	18.7%	13.9%	NA	NA
o Participant Outcomes	1,616	453	NA	NA
- Placements into Employment	1,364	390	NA	NA
- Percentage Placed into Employment	84.4%	86.1%	NA	NA
o Participants Working at 90 Days (%)	59.6%	28%	NA	NA
CONTRACT PERFORMANCE MONITORING				
o Contracts in Effect	117	106	150	149 a
o Value of Agency Contracts	\$44,067	\$25,869	\$63,229	\$60,876 a
- City Funds	\$4,271	\$2,280	\$4,479	\$2,280
- Federal Funds	\$38,282	\$21,366	\$49,679	\$49,525 a
- Other	\$1,514	\$2,223	\$9,071 n	\$9,071 n
o Contractor Evaluations Completed	88	13	*	0 (o)
- Contractor Evaluations Requiring Corrective Action	11	3	*	0 (o)

NOTE: Bracketed [] numbers found in these indicator tables correspond to budgetary units of appropriation used in the City's Executive Budget. The Technical Note at the end of this Report details, by agency, descriptions of each unit of appropriation.

DEPARTMENT OF EMPLOYMENT

- (a) The increase in value of contracts, number of contracts and contracts in effect is due to the implementation of the new year-round in-school youth program under the Workforce Investment Act (WIA), which began in Fiscal 2002.
- (b) The term "Enrollment" has been changed to "Registration" to better reflect WIA terminology. Collection and measurement of data remain unchanged.
- (c) The decrease in registration is due to the decrease in contracts and planned service level from Fiscal 2001 to Fiscal 2002 and the fact that the Fiscal 2002 data only reflects youth ages 19-21. Previous 4-Month Actual numbers also included youth 16-18. This change was made due to the Department's implementation of the In-School Youth Program. WIA performance measures differ between younger youth and older youth.
- (d) The decrease in participant outcomes and placements is due to WIA requirements regarding long-term services, in addition to the change in the age of the measured population (see Footnote (c)). Due to prolonged service, the Department anticipates higher long-term outcome rates.
- (e) The increase in percentage placed reflects the growing number of participants who have received the long-term and placement retention services required by WIA.
- (f) Data for this indicator was revised to reflect performance standards negotiated with the State under WIA, subsequent to the original plan.
- (g) Data for this indicator was revised to reflect a reduction in service level.
- (h) Data for this indicator is below expected levels due to the delay in registration of youth in the new In-School Youth Program as a result of the World Trade Center tragedy. See Narrative.
- (i) Because of the range of educational levels of participants in this program, many are not yet eligible to attain a high school diploma or an equivalent. The Department expects to meet its targets by the end of Fiscal 2002.
- (j) Data for this indicator was revised to reflect the Worker Career Centers contract extension as a result of the events of September 11, 2001. See Narrative.
- (k) The increase in the value of contracts, number of contracts, new registrants, and participants receiving training is due to the start of the new dislocated workers program, which began in July 2001.
- (l) The decrease is due to the delay in participant outcomes resulting from the WIA requirements regarding long-term service.
- (m) This indicator will no longer be reported because WIA performance measures focus on long-term retention rather than job placement.
- (n) The increase in planned and actual enrollment and value of contracts is due to the increase in allocation of Temporary Assistance to Needy Families and other welfare-to-work monies to operate the Summer Youth Employment Program. Data for youth funded solely through City tax levy dollars does not reflect the 8,502 youth who were funded through a mix of City tax levy dollars and other funds.
- (o) The decrease in contract evaluations and corrective action plans is due to the fact that no contracts were due for evaluations during this period. WIA requirements regarding long-term services and follow-up have extended performance of contracts beyond the contract term, thus extending when contract evaluations are expected to be undertaken.

DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT [260]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
YOUTH SERVICES				
o Youth Programs				
- Number of Programs	1,726	650	1,500	703
- Number of Youth Served	1,043,144	180,911	980,000	228,484 a
- Percent Achieving Positive Outcomes	75	75	75	75
o BEACONS				
- Number of Programs	80	80	80 b	80
- Number of Youth and Adults Served	186,512	85,814	148,000 c	66,777 c
- Youth Served (d)	NI	NI	136,000	55,141
- Adults Served (d)	NI	NI	12,000	11,636
- Percent Achieving Positive Outcomes	75	80	80	80
o Runaway and Homeless Youth Programs				
- Number of Youth Served	1,826	993	1,492 b	949
- Number of Crisis Beds	61	61	66	61
- Number of Independent Living Transitional Beds	57	57	74	57
o NYC YOUTHLINE				
- Total Calls Received	18,863	6,351	19,500	7,059
- Calls for Crises	5,051	1,546	5,000	1,667
- Calls for Information	12,439	4,169	12,500	4,395
- Other Calls	1,373	636	2,000	997 e
COMMUNITY DEVELOPMENT PROGRAMS				
Neighborhood Development				
Area Programs (NDAs)	454	462	470 b	459
o Value of NDA Contracts (000)	\$21,135	\$20,337	\$26,800 b	\$26,861 f
o Total Participants	89,418	37,804 b	100,000 b	51,941 f
o Positive Outcomes	22,769	4,948	27,650	6,605 g
o Youth Programs	172	167	172	168
- Participants	22,385	6,285	26,000 b	13,699 f
- Positive Outcomes	8,340	520	8,100	1,674 g
o Children & Family Programs	33	31	33	32
- Participants	7,816	3,732	7,400	3,163 h
- Positive Outcomes	1,777	171	2,300	409 g
o Adult Education/Employment Programs	34	33	34	34
- Participants	7,277	2,940	7,400	3,017 f
- Positive Outcomes	1,591	231	2,000	367 g
o Senior Citizens Programs	72	73	73 b	73
- Participants	10,418	4,789 b	11,000 b	7,501 f
- Positive Outcomes	1,701	1,085	2,000	1,567 g

DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT [260]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Neighborhood Development Programs	54	55	54	52
- Participants	25,125	12,796	21,000	11,616
- Positive Outcomes	4,148	1,092	7,300	1,507 g
o Citywide Immigration				
- Programs	29	33	44	42 (i)
- Participants	7,192	3,045	15,000 b	8,184 (i)
- Positive Outcomes	2,351	420	3,050	430
o Other DYCD Projects	60	70 j	60	58
- Participants	9,205	4,217	12,200	4,761
- Positive Outcomes	2,863	1,429	2,900	651 k
NEW YORK CITY ADULT LITERACY INITIATIVE				
o English for Speakers of Other Languages				
- Number of Programs	30	29	29	31
- Number of Students Served	8,230	3,654	8,000	3,679
- Number of Positive Outcomes	6,265	NA	7,200	NA
o Adult Basic Education				
- Number of Programs	19	19	20	17
- Number of Students Served	2,978	1,427	2,930	1,224
- Number of Positive Outcomes	1,105	NA	1,830 b	NA
o Basic Education in a Native Language				
- Number of Programs	6	6	6	6
- Number of Students Served	567	392	610	388
- Number of Positive Outcomes	283	NA	400 b	NA
CONTRACT PERFORMANCE MONITORING AND EVALUATION				
o Contracts Funded	1,757	1,630	1,800	1,838
o Value of Agency Contracts (000)	\$122,670	\$116,316	\$120,000	\$127,000
o Value of Intracity Agreements (000)	\$4,064	\$4,064	\$4,064	\$4,050
o Expenditure Report Reviews	15,305	3,510	13,000 b	4,258 (l)
o Programmatic Reviews/Contract Monitoring	1,500	241	1,000 b	287 m
o Contracts Terminated	23	3	*	0
o Agency Assessments Completed	776	348	863	115 n

NOTE: Bracketed [] numbers found in these indicator tables correspond to budgetary units of appropriation used in the City's Executive Budget. The Technical Note at the end of this Report details, by agency, descriptions of each unit of appropriation.

DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT

- (a) The Department attributes the increase in number of youth served to improved reporting by its discretionary programs, the expansion of runaway and homeless youth outreach services and the expansion of after-school programs to provide additional summer programs in Fiscal 2002, including Youth Week activities.
- (b) This number has been updated to reflect the most current and accurate information.
- (c) Beginning in Fiscal 2002, the Department is no longer including services that are provided by the Beacons, but not supported by Beacon contracts.
- (d) Beginning in Fiscal 2002 the Department is able to separate the number of youth and adults served through the Beacons.
- (e) The increase in the number of other calls to NYC YOUTHLINE is due to two factors. NYC YOUTHLINE received calls from youth and families about planned events for Youth Week. In addition, because of disruptions in telephone services at DYCD's central administrative office located in Lower Manhattan from September 11 through October 2001, DYCD's contracted providers were directed to call NYC YOUTHLINE to gain information about their contracts and/or for other assistance.
- (f) The Department received \$3.2 million in additional federal Community Service Block Grant (CSBG) funds in Fiscal 2001 to allow the Department to begin procurement processes and award new contracts for Fiscal 2002. Through these new contracts, the Department was able to serve greater numbers of program participants during the first four months of Fiscal 2002.
- (g) In July 2001 the Department revised its outcome reporting system, requiring that contracted agencies submit outcome data monthly for performance tracking through A.C.H.I.E.V.E. Stat. This revised system has resulted in more accurate outcome reporting data by contracted agencies.
- (h) During the first four months of Fiscal 2002 the Department terminated one contractor due to poor performance, and subsequently awarded two additional programs. The new vendors focused on program start-up and did not begin enrolling participants until after the reporting period. The Department expects to achieve its full fiscal year enrollment plan.
- (i) DYCD significantly expanded its immigration initiative in Fiscal 2002. Through this increased funding, DYCD is able to serve greater numbers of program participants. DYCD anticipates that this increase in program participation will grow further once all contracts within this portfolio are fully operational.
- (j) Fiscal 2001 four-month data reflects both 12 newly awarded Violence Intervention Program (VIP) contracts and 12 contracts for the same portfolio that expired during the reporting period.
- (k) During the reporting period the Department offered intensive technical assistance to its new VIP contracts to improve outreach and retention strategies and attainment of positive outcomes during the remainder of Fiscal 2002. DYCD is closely monitoring program performance to ensure that anticipated outcome levels are achieved.
- (l) The Department undertook an increased number of expenditure reviews for Fiscal 2001 contracts and contract amendments registered after June 30, 2001 to ensure that newly registered contract funds were spent in the manner in which they were budgeted.
- (m) The Department attributes this increase to the success of its A.C.H.I.E.V.E. Stat Program, which ensures better accountability for field monitoring visits.

**DEPARTMENT OF YOUTH AND COMMUNITY
DEVELOPMENT**

- (n) The Department attributes this decrease to the disruption of operations at the Department's central administrative offices caused by September 11th, which caused delays in forwarding the completed evaluations to the contractors to allow for their necessary response. In turn, this delayed the Department's submission of these documents to the Mayor's Office of Contracts.

DEPARTMENT FOR THE AGING [125]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
PROGRAM SERVICES				
o Senior Citizen Rent Increase Exemption (SCRIE) Program				
- Initial Applications Received	7,908	3,242	9,490	2,132 a
- Applications Approved	6,199	2,606	7,402	1,448 a
- Applications Denied	3,734	1,539	*	1,019 a
- Senior Citizen Biennial Recertifications Processed	25,951	11,568	34,526	6,862 a
o Senior Citizen Employment Programs				
- Title V Positions Authorized	746	746	757	757
- Title V Enrollees	645	744	700	714
- Applicants Trained	410	131	380	89 b
- Applicants Placed in Unsubsidized Employment	293	62	288	44 b
o Nutrition Services				
- Meals Served per Day	49,194 c	49,127	49,600	50,531
- Meals Served	12,298,428 c	4,234,725	12,400,000	4,345,675
HOME CARE SERVICES				
o Hours of Regular Home Care Services Provided				
	1,476,775 c	490,809	1,600,000	458,932
CONTRACT PERFORMANCE MONITORING				
o Contracts in Effect				
	617	574	620	609
o Program Assessments and Contract Audits				
- Program Assessments	556	0	550	0
- Programs on Conditional Status and Receiving Technical Assistance	3	2	*	2
- Fiscal Audits Performed	319	2	275	3 d
- Programs with Serious Fiscal Deficiencies Identified	35	0	*	1
- Programs with Serious Fiscal Deficiencies Corrected on Time	21	0	*	0
- Program Contracts Terminated or Not Renewed as a Result of Fiscal or Programmatic Deficiencies	2	1	*	0 e

NOTE: Bracketed [] numbers found in these indicator tables correspond to budgetary units of appropriation used in the City's Executive Budget. The Technical Note at the end of this Report details, by agency, descriptions of each unit of appropriation.

DEPARTMENT FOR THE AGING

- (a) The decline in initial applications received, biennial recertifications processed, and number of applications approved and denied is due to the effect of the World Trade Center disaster. Prior to September 11th, initial applications and recertifications were arriving at a rate consistent with seasonal patterns, but declined in September and October 2001.
- (b) The decline in applicants trained and placed is due to the effect of the World Trade Center disaster. Training sessions and job fairs for placements are held at the Department's offices in Lower Manhattan, which were closed for two weeks. One job fair was cancelled. In addition, when the Employment Unit reopened and trainings resumed, only 35 percent of the scheduled trainees were willing to travel downtown and most deferred to a later start date. The lower number of placements reflects the lower number of trainees.
- (c) This number has been updated from the Fiscal 2001 Mayor's Management Report to reflect the most current and accurate information.
- (d) To allow sufficient time for revenue confirmation after the close of the fiscal year, program audits do not generally begin until autumn. The bulk of DFTA audits are completed after October each year.
- (e) Contracted programs are placed on conditional status and receive technical assistance when performance or management is identified as substandard or fiscal deficiencies are identified. If problems have not been corrected after programs receive technical assistance from the Department, the contract is terminated or not renewed.

BOARD OF EDUCATION [040]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
AGENCYWIDE INDICATORS				
o Budgeted Cost per Pupil (Average)	\$10,513 a	NA	\$10,208	NA b
- Elementary	\$10,441 a	NA	*	NA b
- Intermediate/Middle/Jr. High School	\$10,041 a	NA	*	NA b
- High School	\$9,200 a	NA	*	NA b
- Special Education	\$28,810 a	NA	*	NA b
o Total Pupil Enrollment (October Registers)	1,105,045	1,108,111	1,105,124	1,102,125 c
- Pre-Kindergarten	41,069	40,948	40,970	44,957
- Elementary	501,296	504,341	497,968	493,345
- Intermediate/Middle/Jr. High School	194,753	195,024	200,797	199,225
- High School Enrollment	281,502	282,785	281,072	281,246
- High School (Regents Diploma)	266,960	247,379 d	*	266,271 d
- Alternative Programs (GED and Non-Diploma)	14,542	35,406 d	*	14,975 d
- Home Instruction	1,800 e	875 e	1,800 e	2,000 e
- Special Education	84,625	84,138	82,517	81,352
o Pupil Attendance (%)	88%	89.3%	90.1%	89% f
- Elementary	91.5%	92.9%	91.7%	92.3% f
- Intermediate/Middle/Jr. High School	90.2%	91.1%	90.5%	91% f
- High School	79.5%	80.1%	81%	81% f
- High School (Regents Diploma)	82.4%	NA	*	NA b
- Alternative Programs (GED and Non-Diploma)	76%	NA	*	NA b
- Special Schools	80.2%	80.3%	80.5%	81.4% f
o Pupils - Racial/Ethnic Composition (%)				
- Black	34.8%	NA	*	34.6%
- Hispanic	37.8%	NA	*	38%
- White	15.3%	NA	*	15.1%
- Asian/Pacific Islander	11.8%	NA	*	12%
- American Indian	0.3%	NA	*	0.3%
COMMUNITY SCHOOL DISTRICTS				
Elementary and Intermediate/Middle/Junior High Schools [301, 302, 303, 304, 305, 306]				
o Average Class Size (End of October) (g)				
- Kindergarten (h)	21.3	21.3	21	20.9
- Grade 1 (h)	22.2	22.2	22	21.9
- Grade 2 (h)	22.4	22.4	22	22.2
- Grade 3 (h)	22.9	22.9	22	22.9
- Grade 4	26.3	NA	28	NA (i)
- Grade 5	27	NA	28	NA (i)
- Grade 6	27.1	NA	29	NA (i)
- Grade 7	27.7	NA	29	NA (i)
- Grade 8	27	NA	29	NA (i)
- Grade 9	27.1	NA	29	NA (i)

BOARD OF EDUCATION [040]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Percent of Classes with 29 or More Students (j)	7.1%	6.1%	*	5.4%
- Grade 1	5.9%	5.9%	*	4.5% k
- Grade 2	5.2%	5.2%	*	5.1%
- Grade 3	7.1%	7.1%	*	6.5%
o General and Special Education Pupils Meeting and Exceeding Standards in English Language Arts (%)				
- All Grades, District Schools	39% (l)	NA	43.5% (l)	NA b
- Grade 3	42.1%	NA	49%	NA b
- Grade 4	43.9%	NA	47.5%	NA b
- Grade 5	47.9%	NA	50.6%	NA b
- Grade 6	30.9%	NA	33.9%	NA b
- Grade 7	34.7%	NA	42%	NA b
- Grade 8	33.1%	NA	42.5%	NA b
o Reading Progress for Low Performing Students (%)				
- Elementary Schools: Percent of Students in Proficiency Level 1 Progressing into a Higher Proficiency Level	44.6%	NA	46%	NA b
- Middle Schools: Percent of Students in Proficiency Level 1 Progressing into a Higher Proficiency Level	24.5%	NA	26% (l)	NA b
o General and Special Education Pupils Meeting and Exceeding Standards in Mathematics (%)				
- All Grades, District Schools	34%	NA	37.5%	NA b
- Grade 3	40.6%	NA	43.6%	NA b
- Grade 4	51.8%	NA	50.2%	NA b
- Grade 5	29.1%	NA	39%	NA b
- Grade 6	31.9%	NA	34.9%	NA b
- Grade 7	24.5%	NA	29%	NA b
- Grade 8	22.8%	NA	26.5%	NA b
o Mathematics Progress for Low Performing Students (%)				
- Elementary Schools: Percent of Students in Proficiency Level 1 Progressing into a Higher Proficiency Level	31.8% a	NA	32%	NA b
- Middle Schools: Percent of Students in Proficiency Level 1 Progressing into a Higher Proficiency Level	13.6% a	NA	19.5%	NA b
o Students Promoted (Regular Classes) (%)				
- All Levels	94.6%	NA	94.8% a	NA b
- Grade 1	92.3%	NA	92.5% a	NA b
- Grade 2	93.6%	NA	93.8% a	NA b
- Grade 3	92.8%	NA	94.2%	NA b
- Grade 4	95.3%	NA	95.5% a	NA b
- Grade 5	96.7%	NA	96.9% a	NA b
- Grade 6	96%	NA	96.2% a	NA b
- Grade 7	95.2%	NA	95.4% a	NA b
- Grade 8	95.5%	NA	95.7% a	NA b
- Grade 9	85.6%	NA	86.1% a	NA b

BOARD OF EDUCATION [040]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Schools Under Registration Review (SURRE)				
Elementary and Intermediate/Middle/Junior High Schools				
- Number of Schools Added	11	NA	15	NA b
- Number of Schools Removed	18 a	NA	18	NA b
- Total Number of SURRE Schools	66	NA	63 a	NA b
HIGH SCHOOLS [311, 312, 313, 314, 315, 316,]				
o Average Instructional Class Size (Grades 9-12)				
	DNA m	NA	31	DNA m
o Number of Classes with More Than 34 Students				
- Fall	1,192	1,197	1,200	DNA m
- Spring	830	NA	790	NA b
o Number of Students Enrolled in Courses Ending in Regents				
- English Language Arts	68,535	NA	69,500	NA b
- Mathematics	137,655	NA	147,250	NA b
o Number of Students Taking Regents Examination				
- English Language Arts	54,653	NA	55,600	NA b
- Mathematics	94,529	NA	110,000	NA b
o Number of Students Passing Regents Examination				
- English Language Arts	33,019	NA	34,000	NA b
- Mathematics	45,777	NA	57,467	NA b
o Percent of Students Passing Regents				
- English Language Arts	60.4%	NA	61.4%	NA b
- Mathematics	48.4%	NA	50.7%	NA b
o Percent of Students in Cohort Receiving a Score of 65 or Higher (Passing Regents)				
- English Language Arts	54.3% a	NA	55.3% a	NA b
- Mathematics	56.6% a	NA	57.6% a	NA b
o Number of Students Meeting Graduation Requirements				
- English Language Arts	44,476	NA	45,500	NA b
- Mathematics	59,636	NA	68,382	NA b
o Percent of Students Meeting Graduation Requirements				
- English Language Arts	81.4%	NA	82.4%	NA b
- Mathematics	63.1%	NA	64.1%	NA b
o Percent of Students in Cohort Meeting Graduation Requirements				
- English Language Arts	76.3% a	NA	77.3% a	NA b
- Mathematics	72% a	NA	73% a	NA b

BOARD OF EDUCATION [040]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Annual Regents Diplomas Rate	31.6%	NA	32%	NA b
o High School Graduates				
- 4-Year Cohort Rate (Class of 2001)	51%	NA	51.9%	NA b
- 7-Year Final Cohort Rate (Class of 1998)	69.5%	NA	70.7%	NA b
o High School Dropouts				
- 4-Year Cohort Rate (Class of 2001)	20.4%	NA	19.9%	NA b
- 7-Year Final Cohort Rate (Class of 1998)	30.5%	NA	30%	NA b
o Annual High School Dropout Rate	7.4%	NA	7.2%	NA b
o Total High School Dropouts	22,323	NA	20,000	NA b
o School to Career Education				
- High School Occupational Programs Students Enrolled	126,547	NA	135,000	NA b
o Guidance and Career Education Program				
- Occupational Education and Guidance for Handicapped Youths	15,717	NA	16,000	NA b
o Schools Under Registration Review (SURR)				
- Number of Schools Added	1	NA	1 a	NA b
- Number of Schools Removed	1 a	NA	2	NA b
- Total Number of SURR schools	11	NA	10	NA b
SUMMER SCHOOL (n)				
o Registered				
- Mandated (Grades 3-8)				
- Mandated to Attend	71,892 a	NA	73,330	NA b
- Enrollment	64,035 a	NA	65,484	NA b
- Attendance Rate	89.1%	NA	89.3%	NA b
- Non-Mandated (Grades K-8)				
- Enrollment	91,906	NA	93,983	NA b
- Attendance Rate	67.8%	NA	68%	NA b
- Mandated (High School)				
- Mandated to Attend	118,472	NA	120,841	NA b
- Enrollment	77,547	NA	79,393	NA b
- Attendance Rate	65.5%	NA	65.7%	NA b
- Non-Mandated (High Schools)				
- Enrollment	36,132	NA	36,939	NA b
- Attendance Rate	74.4%	NA	74.6%	NA b
o Overall				
- Enrollment	269,620	NA	275,799	NA b
- Attendance Rate	72%	NA	72.2%	NA b

BOARD OF EDUCATION [040]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Percent of Mandated Students Promoted upon Completing Summer School (o)				
- Grades 3-8	64.7%	NA	66%	NA b
- High School (o)	36.4%	NA	38%	NA b
ADULT AND CONTINUING EDUCATION				
o Adult Basic Education Enrollment				
- Basic Education	10,293	5,404	9,500	5,288
- English as a Second Language	13,704	7,034	12,500	7,086
- GED Preparation	3,826	1,934	4,000	1,653
o Education to Gainful Employment Enrollment				
- Orientation/Career Development	4,802	1,947	3,500	804 p
- Educational Services	4,802	1,947	3,500	804 p
SPECIAL EDUCATION [321, 322, 323, 324, 325, 326, 327, 328, 370]				
o Enrollment	167,787	159,548	*	153,134
- Less Restrictive Environment (LRE)	70,415	66,039	*	66,774
- Percent in LRE	42%	41.4%	*	43.6%
- Related Service	16,705	16,687	*	15,967
- Consultant Teacher Program	1,780	1,666	*	540 q
- Resource Rooms	45,608	42,398	*	42,386
- Integrated Program Pre-School	672	359	*	386
- Integrated Programs School Age	5,650	4,929	*	7,495 r
- More Restrictive Environment (MRE)	77,324	78,514	*	70,492
- Percent in MRE	46.1%	49.2%	*	46%
- Regional Self-Contained	58,123	59,299	*	53,499
- Citywide Self-Contained	17,013	16,898	*	15,562
- Home Instruction	1,445	1,525	*	645 r
- Hospital/Agency Programs	743	792	*	786
- Nonpublic Programs	20,048	14,995	*	15,868
- Percent in Nonpublic Programs	11.9%	9.4%	*	10.4%
- Pre-School	14,430	10,531	*	10,722
- School Age	5,618	4,464	*	5,146 r
o Case Referrals/Evaluations Due	136,505	76,255	*	66,050
- Current Year Total (Referrals)	123,280	63,030	*	55,559
- Initial	29,434	6,773	*	6,252
- Reevaluations	46,597	9,008	*	8,677
- Triennial	47,249	47,249	*	40,630
- Carryover from Prior Year	13,225	13,225	*	10,491 s
o Number of Cases Completed	119,328	27,075	*	21,846 s
- Percent of Cases Completed	87.4%	NA	*	33.1%
- Program Recommendations	104,772	22,396	*	18,152 s
- Percent of Program Recommendations Within 30 Days	65.5%	44%	*	47.8%
- Initial	23,642	6,633	*	5,304 s
- Reevaluations	48,998	9,618	*	8,267

BOARD OF EDUCATION [040]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
- Triennial	32,132	6,145	*	4,581 s
- Case Closings (Withdrawals)	14,556	4,679	*	3,694 s
o Number of Students with Disabilities Moved Through the Continuum of Educational Services	21,876	11,126	*	10,631
- Less Restrictive Environment	14,088	5,800	*	7,417 r
- More Restrictive Environment	7,788	5,326	*	3,214 r
o Actual Decertifications (2000-2001)	5,511	2,288	*	1,459 t
o Graduate Rates for Students in Special Education				
- 4-Year Cohort Rate (Class of 2001)	7.3%	NA	7.5% a	NA b
- 7-Year Final Cohort Rate (Class of 1998)	35.5%	NA	35.7% a	NA b
o Dropout Rates for Students in Special Education				
- 4-Year Cohort Rate (Class of 2001)	28.2%	NA	28% a	NA b
- 7-Year Final Cohort Rate (Class 1998)	50.2%	NA	50% a	NA b
BILINGUAL EDUCATION				
[301, 302, 303, 304, 311,312, 313, 314, 353, 354]				
o Entitled Limited English Proficiency (LEP) Students (1 - 40th Percentile)	131,129	NA	134,000	NA b
- Community School Districts Total	92,484	NA	86,800	NA b
- High Schools Total	38,645	NA	37,200	NA b
o Entitled LEP Students Receiving Services (General Education)	125,460	NA	119,040	NA b
- Bilingual/English as a Second Language (ESL) Instruction	60,659	NA	57,140	NA b
- ESL Instruction Only	64,801	NA	61,900	NA b
o Community School Districts Total	90,207	NA	85,700	NA b
o High Schools Total	35,259	NA	33,340	NA b
o Entitled Students Receiving Services	95.6%	NA	96%	NA b
o Students Served by the English Language Learners Programs (%)				
- 3 Years or Less	62.2%	NA	65.5%	NA b
- 4 Years	10.1%	NA	11%	NA b
- 5 Years	7.9%	NA	7.5%	NA b
- 6 Years	6.3%	NA	5.4%	NA b
- 7 Years or More	13.5%	NA	10.5%	NA b
o Students Achieving ELL Progress Standards Elementary Schools (%)				
- Language Assessment Battery Test (English LAB)	65.5%	NA	67%	NA b

BOARD OF EDUCATION [040]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
- Math Progress (Translated Math)	10.6%	NA	11.6%	NA b
- Native Language Reading (Spanish)	65.2%	NA	66.2%	NA b
- Students Exiting ELL Programs	30.3%	NA	32.3%	NA b
o Student Achieving ELL Progress Standards Middle Schools (%)				
- Language Assessment Battery Test (English LAB)	54.5%	NA	56%	NA b
- Math Progress (Translated Math)	9.4%	NA	10.4%	NA b
- Native Language Reading (Spanish)	56%	NA	57%	NA b
- Students Exiting ELL Programs	13.9%	NA	14.9%	NA b
SCHOOL FOOD SERVICES [339, 340, 353, 354]				
o Average Lunches Served Daily				
- Free	648,510	692,493	658,000	652,667 u
- Reduced Price	532,377	604,269	550,000	562,168 u
- Full Price	41,496	19,591	39,000	20,354 u
o Average Breakfasts Served Daily				
- Free	74,637	68,633	69,000	70,145 u
- Reduced Price	155,504	149,398	158,000	130,654 u
- Full Price	138,524	141,065	142,000	122,632 u
o Total Number of Eligibility Applications on File (1041 Forms)				
- Free	6,750	2,288	6,000	2,310 u
- Reduced Price	10,230	6,045	10,000	5,712 u
PUPIL TRANSPORTATION [338, 353, 354]				
o Contract Bus Riders				
- Special Education	168,345	174,191	179,000	168,076 u
- General Education	63,766	61,291	65,000	59,569 u
o Summer Services Contract Bus Riders				
- Special Education - Full Day	104,579	112,900	114,000	108,507 u
SCHOOL FACILITIES				
o School Buildings				
- Net Square Feet (000,000)	1,181	1,180	1,184	1,186
- Average (Custodial) Plant Operation Cost per Net Square Foot	123.1	122.8	123.4	123.4
- Average (Contracted Out) Plant Operation Cost per Net Square Foot	\$4.41 a	NA	\$4.50 a	NA b
- Average (Contracted Out) Plant Operation Cost per Net Square Foot	\$5.41 a	NA	\$5.60 a	NA b

BOARD OF EDUCATION [040]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Leased Sites				
- Total Lease Cost (Tax Levy in Millions)	\$57.5	\$20.2	\$74	\$25.9 w
- Number of Sites	173	173	178	175
o Utilization of School Buildings (Percentage of Schools)				
- Elementary Schools (957 Schools)				
100 Percent or More Utilized	48.5%	NA	*	NA b
- Middle/Junior High Schools (206 Schools)				
100 Percent or More Utilized	31.1%	NA	*	NA b
- High Schools (180 Schools)				
100 Percent or More Utilized	58.3%	NA	*	NA b
o Maintenance/Activities				
- Average Maintenance Cost per Net Square Foot	\$1.35 a	NA	\$1.15 a	NA b
o Maintenance/Repair (Skilled Trades)				
- Total New Work Orders Requested/Tasks Requested	40,519 a	13,859 a	*	12,431
- Total New Work Orders Accepted/Tasks Accepted				
- Percent	86.1%	82.7% a	*	92.8%
- Number	34,898 a	11,462 a	*	11,537
- Total Work Orders Completed	29,839 a	9,014 a	*	9,236
- Completed in 90 Days				
- Percent	42.2% a	43% a	*	38.5%
- Number	12,600 a	3,872 a	*	3,553
- Net Work Requests/Tasks at End of Period	30,205 a	28,542 a	*	32,506
o Building Dept. Violations (Hazardous)				
- Number of Violations Received	962	53	*	101 x
- Violations Dismissed	287	72	*	286 y
- Total Backlog	2,289	1,595	*	2,104 z
- Violations Pending Dismissal	137	105	*	296 y
- Net Backlog	2,152	1,490	*	1,808 z
o New Seats Provided				
- BOE's Capital Task Force	2,452	305	1,000	827 aa
- Leasing	702	25	2,064	0 bb
- Other	25	0	0	0

NOTE: Bracketed [] numbers found in these indicator tables correspond to budgetary units of appropriation used in the City's Executive Budget. The Technical Note at the end of this Report details, by agency, descriptions of each unit of appropriation.

BOARD OF EDUCATION

- (a) Data for this indicator has been revised to reflect the most current and accurate information.
- (b) This indicator reports seasonal data and is reported once a year in the Fiscal Mayor's Management Report.
- (c) This figure is an estimate based on the October 2001 school registers, which have not been audited.
- (d) The Fiscal 2001 4-Month Actual for Alternative Programs included students in alternative programs and alternative schools. The Fiscal 2002 4Month Actual includes only students in alternative programs. Students in alternative schools are now included under High School (Regents diploma).
- (e) The definition of this indicator has been revised beginning with the Fiscal 2001 Actual to include both general and special education students. Previously, including the Fiscal 2001 4Month Actual, this indicator included only special education students with medical, physical, and/or emotional needs that require them to receive educational services in their homes. General education students have now been added to this newly defined indicator. The Fiscal 2001 Annual Actual and Fiscal 2002 4-Month Actual figures are estimates.
- (f) This figure is based on December 2001 attendance. Final data will be available in March 2002. In September 2001 the Board converted to a new system for the collection of attendance data, which provides average weekly and year-to-date attendance data and is accessible through the Board's Web page.
- (g) This indicator does not include special education classes.
- (h) This indicator includes all general education classes with additional personnel. Classes with 29 or more students are assigned a paraprofessional to assist the teacher. It does not include bridge classes, which include children in two consecutive grades.
- (i) The Board audits average class size in grades 4 through 9 in March of each year.
- (j) This indicator includes bridge classes and overcrowded classes that receive additional personnel under the Early Grade Size Reduction program.
- (k) This decrease is due to the Board's implementation of the Early Grade Size Reduction program.
- (l) Fiscal 2001 English Language outcomes for grades 3 through 8 cannot be compared to outcomes for Fiscal 2000 because Fiscal 2000 grade 6 results have been omitted at the recommendation of the test publisher. The Fiscal 2002 Annual Plan was revised to reflect changes to the Fiscal 2001 Actual.
- (m) The Board did not collect the data for this indicator during the reporting period.
- (n) This indicator reflects students in grades kindergarten through 12 mandated to attend and students attending to better prepare themselves to achieve proficiency on City and State examinations and meet Regents standards.
- (o) This indicator has been renamed for clarity. Beginning in Fiscal 2001 high school students lacking sufficient credits for promotion were mandated to attend summer school. This indicator reflects the percentage of high school students promoted who were mandated to attend summer school.

BOARD OF EDUCATION

- (p) The decrease in enrollment is due to the closing of an Education to Gainful Employment program site, resulting in fewer referrals of participants from the Human Resources Administration.
- (q) As part of the new Special Education Continuum Services, the Board planned to reduce reliance on consultant teachers. In the future, students will receive services under special education teacher support services.
- (r) As part of the Special Education Continuum Services, increasing numbers of students with disabilities are receiving educational services in integrated settings alongside their nondisabled peers in general education classrooms. The Board is identifying appropriate school settings for students with disabilities to allow more integration with the general education classes. This has resulted in increases in integrated school-age program enrollment, decreases in home instruction and increases in school-age special students in nonpublic programs.
- (s) The decrease in case referrals carried over from the prior year, cases completed, program recommendations and case closings is due to fewer referrals of students to special education.
- (t) The decrease is due to a steady decline in initial referrals to special education, continuing lower acceptance rate into special education when referrals are made and gradual improvements to ensure that students are receiving the appropriate services.
- (u) Fiscal 2002 4-Month Actual figures are based on services provided in September 2001.
- (v) This increase is due to more special education students attending Summer School 2001.
- (w) This increase is due to new leases being executed at higher than anticipated rents and escalated rental expenditures.
- (x) These figures include 28 violations issued prior to the 2001-2002 school year but received subsequent to July 1, 2001. The increase in violations received is due to the Department of Buildings annual inspections of all buildings.
- (y) The Board was provided with \$5 million in federal Community Development funds in Fiscal 2002 to correct violations.
- (z) In Fiscal 1999 the Department of Buildings began annual inspections of all school buildings. The backlog includes 124 violations for which the hazardous conditions have been removed and the sites stabilized and 661 other completed violation items that are ready for dismissal requests.
- (aa) The increase is due to the availability of additional sites for room partitioning.
- (bb) The decrease in new seats provided through leasing is due to scope changes and expanded site preparation work for new lease property.

CITY UNIVERSITY OF NEW YORK

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
ENROLLMENT				
o Enrollment at Senior Colleges (Fall) (a)				
- Undergraduate Degree	100,311	100,311 b	100,160	101,677
- First-time Freshmen (c)	13,872	13,872 b	14,626 b	14,570
- SEEK First-time Freshmen	2,336	2,336	*	2,033
- Undergraduate Non-Degree	4,563	4,563	*	4,503
- Total Undergraduate	104,874	104,874	*	106,180
- Graduate Degree	21,721 b	21,721 b	21,584 b	22,123
- Graduate Non-Degree	5,713	5,713	*	5,553
- Total Graduate	27,434	27,434	*	27,676
- Total Undergraduate and Graduate Degree	132,308	132,308	131,382	133,856
- Enrollment at Graduate School and Law School	3,950	3,950 b	3,986	4,146
o Enrollment at Community Colleges (Fall) (a)				
- Undergraduate Degree	53,460	53,460 b	55,910	53,691
- First-time Freshmen (d)	11,095	11,095 b	10,503 b	10,821
- College Discovery First-time Freshmen	1,084	1,084 b	*	892 e
- Undergraduate Non-Degree	9,635	9,635 b	9,311 b	9,807
- Total	63,095	63,095 b	65,221 b	63,498
o Total University Enrollment (Fall)				
	195,403	195,403 b	196,602 b	197,354
INCOMING STUDENTS				
o Percentage Taking the SAT				
- Baccalaureate Degree-Granting Programs	98.6%	98.6% b	100%	99.8%
- Associate Degree-Granting Programs (f)	NA	56.9%	*	NA
o Average SAT of Regular Baccalaureate Program Students Admitted				
	1055	1055 b	1059	1063
o College Admissions Average of Regular Baccalaureate Program Students Admitted				
	84.3	84.3	85.3	84.8
o Percentage of Freshmen Accepted in Baccalaureate Programs Who Enroll				
	41.9%	41.9% b	*	DNA g
o College Now Program				
- High Schools Participating	161	145	161	by 9/02
- Participants (Fall)	18,850	13,111	28,800	by 9/02
o One Year Retention (%)				
- Regularly Admitted Baccalaureate Entrants	80.7%	80.7%	84%	81.4%
- Regularly Admitted Associate Entrants	64.8%	64.8% b	68%	64.5%

CITY UNIVERSITY OF NEW YORK

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
REMEDICATION				
o Percent of Total Entering Students Passing All 3 Placement Tests by the Start of the Fall Semester				
- Baccalaureate Degree Programs	78.1%	78.1%	*	91% h
- Associate Degree Programs	18%	18%	*	21.4% h
o Percent of Regularly Admitted Entering Students Passing All 3 Placement Tests by the Start of the Fall Semester				
- Baccalaureate Degree Programs	85.4% b	85.4% b	100%	100% (i)
- Associate Degree Programs	18.1%	18.1%	*	21.1% h
o Percent of Total Entering Baccalaureate Degree Candidates Required to Take Remedial Courses (Fall)	11.4%	NA	*	NA j
o Percent of Regularly Admitted Entering Baccalaureate Degree Candidates Required to Take Remedial Courses (Fall)	9.4%	NA	0%	NA j
o Percent of Total Associate Degree Candidates Required to Take Remedial Courses (Fall)	67.7%	NA	*	NA j
o Percent of Regularly Admitted Entering Associate Degree Candidates Required to Take Remedial Courses (Fall)	67.5%	NA	*	NA j
DEGREES				
o Total Degrees Granted (k)				
- Baccalaureate Degrees	13,592	NA	*	NA
- Associate Degrees	8,502	NA	*	NA
- Certificates	128	NA	*	NA
o Percent of Total Baccalaureate Entrants Receiving a Degree (l)				
- In Four Years	11.6%	NA	*	NA
- In Five Years	29.1%	NA	*	NA
- In Six Years	34.4%	NA	*	NA
o Percent of Regularly Admitted Baccalaureate Entrants Receiving a Degree (l)				
- In Four Years	13.5%	NA	*	NA
- In Five Years	30.8%	NA	*	NA
- In Six Years	36.9%	NA	40% b	NA
o Percent of Total Associate Entrants Receiving a Degree (m)				
- In Two Years	1.9%	NA	*	NA
- In Four Years	18.7%	NA	*	NA
- In Six Years	26.7%	NA	*	NA

CITY UNIVERSITY OF NEW YORK

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Percent of Regularly Admitted Associate Entrants Receiving a Degree (m)				
- In Two Years	2%	NA	*	NA
- In Four Years	18.2%	NA	*	NA
- In Six Years	25.9%	NA	29% b	NA
POST-GRADUATION EMPLOYMENT & EDUCATION (n)				
(o)				
- Percent Enrolled Outside of CUNY (p)	11.3%	NA	*	NA
o Educational Status of Associate Degree Recipients (1999-2000)				
- Percent Transferred to CUNY Baccalaureate Program (o)	43.7%	NA	*	NA
- Percent Enrolled Outside of CUNY (p)	9.7%	NA	*	NA
o Employment Status of Vocational Associate Degree Recipients (%) (q)				
- Employed	79.9%	NA	81%	NA
- Not Employed, Still in School	11.8%	NA	*	NA
- Not Employed and Not in School (r)	8.3%	NA	*	NA
PROFESSIONAL LICENSING				
o New York State Teacher Certification Examination (NYSTCE)				
- Students Taking Exam	by 9/02 s	NA	*	NA
- Percent of Students Passing	by 9/02 s	NA	82%	NA
o National Council Licensure Examination for Registered Nurses (NCLEX-RN)				
- Students Taking Exam	by 9/02 t	NA	*	NA
- Percent of Students Passing	by 9/02 t	NA	82%	NA
o Uniform CPA Examination				
- Students Taking Exam	by 9/02 u	NA	*	NA
- Percent of Students Passing	by 9/02 u	NA	*	NA

NOTE: Bracketed [] numbers found in these indicator tables correspond to budgetary units of appropriation used in the City's Executive Budget. The Technical Note at the end of this Report details, by agency, descriptions of each unit of appropriation.

- (a) This indicator has been broken out to specify totals for undergraduate and graduate degree indicators, with specific indicators for non-degree and degree, undergraduate and graduate enrollment.
- (b) Data for this indicator has been revised to reflect the most current and accurate information.
- (c) This indicator includes regular First-time Freshmen and SEEK First-time Freshmen. Regular freshmen include those who are not admitted through the SEEK program, a senior college special admissions program. First-time Freshmen are students matriculating for the first time in an undergraduate degree program who have not previously earned credit toward this degree from any college or university.
- (d) This indicator includes regular First-time Freshmen and College Discovery First-time Freshmen. Regular freshmen include those who are not admitted through the College Discovery program, a community college special admissions program. First-time Freshmen are students matriculating for the first time in an undergraduate degree program who have not previously earned credit toward this degree from any college or university.
- (e) The College Discovery Program planned to admit fewer freshmen, and there was a decline in the percentage of prospective participants who actually enrolled.
- (f) This indicator will no longer be reported in future Mayor's Management Reports. The submission of SAT scores is not an admissions requirement for students in Associate degree-granting programs.
- (g) As of Fall 2001 students can be admitted to more than one CUNY college, affecting how this indicator is calculated. CUNY is reworking a methodology to determine the data for this indicator.
- (h) Higher admissions standards, expansion of immersion programs and stronger applicant pools are leading to improved performance on CUNY skills assessment tests at the baccalaureate and associate levels.
- (i) As of Fall 2001 no senior colleges offer remedial courses.
- (j) This indicator reflects seasonal data and is reported once a year in the Fiscal Mayor's Management Report.
- (k) This indicator represents degrees granted from July to the following June. Fiscal 2001 actual data reflects number of degrees awarded as of June 2001.
- (l) This indicator represents students graduating during the academic year from September 1, 2000 to August 31, 2001. Four-year, five-year and six-year rates reported for Fiscal 2001 are computed by tracking groups of full-time, first-time freshmen entering CUNY in Fall 1997, 1996, and 1995, respectively.
- (m) This indicator represents students graduating during the academic year from September 1, 2000 to August 31, 2001. Two-year, four-year, and six-year rates reported for Fiscal 2001 are computed by tracking groups of full-time, first-time freshmen entering CUNY in Fall 1999, 1997, and 1995, respectively.
- (n) This indicator represents students who graduated from July to the following June. Educational status is determined any time after graduation through the following Fall. Employment status is determined as of six months after graduation.

- (o) This new indicator replaces Employment Status of Baccalaureate and Associate Degree Recipients because CUNY does not have a reliable method to report the employment status of former Baccalaureate and Associate degree students. Fiscal 2001 education status data reflects the status of July 1, 1999 to June 30, 2000 graduates any time after graduation through Fall 2001.
- (p) Percent enrolled outside of CUNY data is derived from the National Student Clearinghouse database.
- (q) Fiscal 2001 data reflects the status of July 1, 1999 to June 30, 2000 graduates six months after graduation.
- (r) Since Fall 2000 this indicator includes students serving in the military to align with the State Education Department reporting standards.
- (s) The State Education Department results for tests taken during the 2000-2001 academic year will be available in April 2002.
- (t) The National Council Licensure Examination for Registered Nurses results for tests taken in Calendar 2001 will be available in Summer 2002.
- (u) Fiscal 2001 data for the Uniform CPA Examination reflects results for tests taken in May 2000 and November 2000 will be available by a revised date of Summer 2002.

DEPARTMENT OF CONSUMER AFFAIRS [866]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
ENFORCEMENT				
o License Law and Padlock Law				
- License Inspections Performed	64,991	18,529	59,000 a	22,701 b
- Inspections per Person-Day (Average)	13	12.15	10	16 b
- License Violations Issued	31,387	10,254	23,000	9,241
- Padlock Citations Issued	2,773	706	2,700	918 c
- Padlock Closings	317	112	280	95 d
o Weights and Measures Law and Consumer Protection Law				
- Inspections Performed	42,404	14,150	36,000	13,125
- Inspections per Person-Day (Average)	7	7.6	7.8	7.1
o Weights and Measures Law				
- Violations Issued	13,379	5,982	*	2,628 e
o Consumer Protection Law				
- Violations Issued	17,240	1,945	*	3,545 f
- Compliance Ratio (Inspections to Violations)	.27:1	1.83:1	2.1:1	.25:1 f
o Select Enforcement Initiatives				
- HIC Inspections Performed	4,692	1,142	*	902 g
- HIC Citations Issued	165	39	*	44
- HIC Confiscation	78	35	*	34
- Stoopline Stands Violations	10,988	3,548	*	3,262
- Sale of Tobacco to Minors (Inspections) (h)	9,497 h	4,224	*	4,615 h
- Tobacco Violations Issued	1,763	650	*	652
- Tobacco Fines Collected (000)	\$792	\$260	*	\$537 (i)
ADJUDICATION				
o Total Dispositions	12,258	4,149	10,800	2,999 j
o Hearable Dispositions				
- License Law	2,663	649	2,300	670
- Padlock Law	3,107	783	2,700	874
- Consumer Protection Law	1,607	864	2,400	615 j
- Weights and Measures	3,051	1,162	2,300	497 k
o Non-Hearable Dispositions				
- Consumer Protection Law	1,507	593	900	245 j
- Weights and Measures	323	98	200	98
o Appeals				
- Hearable Dispositions	597	293	*	179 (l)
LEGAL AFFAIRS				
o Total Cases Opened	1,037	203	970	412 m
- License Law	321	57	225	226 m
- Padlock Law	226	16	100	41 m

DEPARTMENT OF CONSUMER AFFAIRS [866]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
- Consumer Protection Law	460	129	300	143
- Weights and Measures Law	40	1	25	2 m
LICENSE ISSUANCE				
o Current Number of Licenses	104,098	93,006	103,000	106,964 n
o Licenses and Permits Issued	43,510	13,208	28,000	8,588 (o)
- New Applications Accepted	22,412	6,043	11,500	3,281 p
- New Applications Processed (%)	97%	97%	98%	85%
o Business-Related Inquiries Answered	116,253	67,023	105,000	N/A q
o Average Applicant Waiting Time (Minutes)	14.3	10.3	15	7.5 p
COLLECTIONS				
o Total Agency Collections (000)	\$4,243	\$1,181	\$2,900	\$1,515 r
- In-House Collections (000)	\$2,209	\$532	\$1,300	\$889 r
CONSUMER SERVICES				
o Requests for Information	200,583	73,314	190,000	49,121 s
- Inquiries Answered	163,621	61,506	162,000	39,591 s
- Referrals	36,962	11,808	28,000	9,530 s
o Valid Complaints in Mediation	6,991	2,267	7,000	2,174
o Complaints Closed	7,382	2,487	7,500	2,406
- Percent of Valid Complaints Closed	99%	100%	95%	100%
- Resolved in Favor of Consumer	5,180	1,723	4,500	1,662
- Other Resolution (Court, Invalid, Withdrawn, Hearing, Out of Business)	2,202	764	3,250	744
o Average Complaint Processing Time (Days)				
- Parking Lots	28	32	35	27 t
- Furniture Stores	26	26	40	27
- Electronics Stores	26	27	35	24
- HICs - Unlicensed	23	23	30	24
- HICs - Licensed	29	30	35	28
o Consumer Restitution (000)	\$1,579	\$556	*	\$565

NOTE: Bracketed [] numbers found in these indicator tables correspond to budgetary units of appropriation used in the City's Executive Budget. The Technical Note at the end of this Report details, by agency, descriptions of each unit of appropriation.

DEPARTMENT OF CONSUMER AFFAIRS

- (a) This figure has been revised to better reflect Agency performance.
- (b) Beginning in Fiscal 2002 this indicator now includes retail cigarette dealer inspection activity. The increase is due to 12,871 new licensed retail cigarette dealers and price gouging inspections after the September 11th disaster.
- (c) The increase is due to inspections of businesses engaging in the unlicensed sale of cigarettes.
- (d) The decrease is due to the suspension of padlock closings after the September 11th disaster.
- (e) The decrease is due to the suspension of weights and measures inspections after the September 11th disaster.
- (f) The increase is due to continued enforcement of the electronics store initiative, which resulted in multiple violations issued for each inspection.
- (g) The decrease is due to the redeployment of the Home Improvement Contractor squad to conduct license surveys and price gouging inspections after the September 11th disaster.
- (h) See footnote (b). This indicator has been revised to reflect only the sale of tobacco to minors through inspections. In the Fiscal 2001 Mayor's Management Report the indicator included retail cigarette inspections, which are now reflected in the indicator entitled "License Law Inspections Performed."
- (i) The increase is due to the Fiscal 2002 State Tobacco Grant requiring the Department to conduct 10,000 annual compliance inspections for the sale of tobacco products to minors.
- (j) The decrease is due to the issuance of fewer Consumer Protection Law summonses that required hearings and greater compliance with the laws preventing the sale of tobacco products to minors.
- (k) The decrease is due to the issuance of fewer Weights and Measures Law summonses that required hearings.
- (l) The decrease is due to a temporary shortage of DCA adjudication staff, which will be resolved during the second half of Fiscal 2002.
- (m) The increase is due to Department enforcement initiatives against towing companies, parking lots, advertised special sales and second hand dealers.
- (n) The increase is primarily due to the 12,871 retail cigarette dealers licensed by the Department during Fiscal 2001.
- (o) The decrease is due to the staggered issuance of two-year retail cigarette dealer licenses that began in September 2000.
- (p) The decrease is due to the temporary closure of the Licensing Center from September 11th through September 26, 2001, a resulting decline in visitors at the Licensing Center after reopening, and fewer two-year retail cigarette dealer licenses issued during the first four months of Fiscal 2002.
- (q) Beginning in Fiscal 2002 business-related answered inquiries is now subsumed within the indicators entitled, "Consumer Services Requests for Information" and "Consumer Services Inquiries Answered." This indicator will no longer be reported in Mayor's Management Reports.

DEPARTMENT OF CONSUMER AFFAIRS

- (r) The increase is due to enforcement against businesses engaging in the unlicensed sale of cigarettes, Fiscal 2002 State Tobacco Grant requirements to perform 10,000 annual compliance checks, and increased electronics store violations.
- (s) The decrease is attributed to fewer calls received at the Department's Consumer Services Call Center after the September 11th disaster.
- (t) The decrease is due to continued improved training of mediators and more accurate methods of tracking mediated cases.

DEPARTMENT OF BUILDINGS [810]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
PLAN EXAMINATION [001, 002]				
o New Applications Filed	57,172	19,981	57,172	19,297
- New Buildings	5,047	1,630	5,047	1,982 a
- Alteration I	6,083	2,078	6,083	2,156
- Alteration II & III	46,042	16,273	46,042	15,159
o Applications Examined for First Time	57,422	19,928	57,422	19,352
- New Buildings	5,048	1,574	5,048	1,918 a
- Alteration I	6,136	2,056	6,136	2,146
- Alteration II & III	46,238	16,298	46,238	15,288
o Average Days to First Examination	6.1	7.5	5.5	6.1 b
- New Buildings	13.6	17.7	13.6	8.8 b
- Alteration I	10.9	9.2	8.2	10.9 c
- Alteration II & III	4.8	4.8	2.7	4.1
- Builders' Pavement Plans	8.4 d	10.6 d	6.5	4.8 b
- Sewer, Drainage and Septic Work	0.6	0.7	2	0.7
o Average Wait Time In Borough Offices (Minutes:Seconds)	24:01	29:13	NI	23:05 e
o Number of Sewer Design 1 & 2 Reviews Completed	708	173	*	116 f
o Number of Site Connection Proposal Reviews Completed	408	97	*	59 g
o First Examinations Performed	203,220	72,038	*	73,249
o Applications Approved	52,975	18,708	*	17,982
o Building Permits Issued	71,421	24,919	71,421	22,401
- New Buildings	4,999	1,637	4,999	1,537
- Alteration I	5,119	1,788	5,119	1,722
- Alteration II & III	61,303	21,494	61,303	19,142
o Building Permits Renewed	15,957	5,258	15,957	4,480
- New Buildings	4,996	1,346	4,996	1,380
- Alteration I	1,885	654	1,885	631
- Alteration II & III	9,076	3,258	9,076	2,469 h
CERTIFICATE OF OCCUPANCY (C of O)				
o Applications Filed	8,002	2,527	*	2,871

DEPARTMENT OF BUILDINGS [810]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Applications Approved	9,933	3,161	*	3,480
o Applications Canceled	0	0	*	0
o Applications Pending Due to Objections	10,383	7,746	*	5,320 (i)
ENFORCEMENT				
o DOB Violations Issued	14,007	3,948 d	*	3,895
- Construction	6,249	1,386	*	1,472
- Plumbing	254	49	*	50
- Elevators	0	0 d	*	0
- Boilers	4	0 d	*	0
- Electrical	7,500	2,513	*	2,373
o DOB Violations Removed	9,199	3,070	*	2,977
- Construction	3,437	1,140	*	1,194
- Plumbing	82	24	*	27
- Elevators	1,188	487	*	380 j
- Boilers	18	12	*	6 j
- Electrical	4,474	1,407	*	1,370
o DOB Summonses Issued	768	131	*	185 k
o ECB Violations Issued	41,814	11,572	*	11,319
- Construction	27,224	7,240	*	7,415
- Plumbing	870	154	*	286 (l)
- Elevators	7,741	2,773	*	2,046 m
- Boilers	2,179	717	*	564 n
- Other	3,800	688	*	1,008 (l)
o ECB Violations Adjudicated	29,351	6,407	*	6,329
- Construction	17,983	3,487	*	3,758
- Plumbing	614	104	*	169 (o)
- Elevators	6,679	1,907	*	1,517 (o)
- Boilers	1,697	386	*	371
- Other	2,378	523	*	514
o ECB Hearing Decisions (p)	29,351	6,407	*	6,329
- Cured Violations	4,703	1,636	*	1,065 (o)
- Stipulations	2,217	519	*	499
- Judgments	17,671	3,807	*	4,260
- Dismissed	4,760	445	*	505
o ECB Violations Removed	22,186	8,144	*	8,688

DEPARTMENT OF BUILDINGS [810]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
AGENCYWIDE				
o Complaints Registered	49,101	17,277	*	15,661
o Complaints Resolved	45,138	15,855	*	10,096 q
o Number of Inspections	351,633	114,048	*	117,469
- Construction	162,551	49,180	*	57,028 r
- Elevators	64,004	22,251	*	22,939
- Plumbing	57,806	18,575	*	17,279
- Boilers	17,108	6,252	*	4,471 s
- Electrical	42,847	15,149	*	13,692
- Crane and Derrick	7,317	2,641	*	2,060 t
o Inspections per Person per Day				
- Construction	12	11.3	9.8	11.7
- Elevators	5.1	5.2	9.7	4.5
- Plumbing	12.9	12.6	10.8	12.5
- Boilers	11.7	11.7	*	15 u
- Electrical	9.7	10.4	11.5	8.8 v
- Crane and Derrick	5.3	5.5	6.3	5.4
o Professional Certifications Received				
- Plumbing	16,370	5,003	16,370	5,092
- Inspections Self-Certified (%)	27.3%	26.3%	*	28.1%
- Elevators	38,590	15,712	38,590	13,212 w
- Boilers	78,132	22,811	78,132	23,341
o Professional Certifications Audited (%)				
- Plumbing	19.9%	19.4%	20%	17.1%
- Elevators	24.5%	34.2%	20%	31.4%
- Boilers	9.9%	15.6%	5%	5.3% x
o Licenses Issued	13,175	3,379	*	3,049
- Original	833	250	*	243
- Stationary Engineers	83	14	*	4 y
- Hoist Machine Operators	60	13	*	60 y
- Cherry Pickers	83	39	*	27 y
- Welders	154	29	*	53 y
- Fire Suppression Contractors	64	26	*	23
- Oil Burner Installers	5	3	*	3
- Riggers	57	8	*	12 y
- Sign Hangers	13	7	*	3 y
- Plumbers	79	20	*	18
- Tower Climbers	3	1	*	0 y
- Electricians	134	40	*	22 y
- Site Safety Managers	95	50	*	13 y

DEPARTMENT OF BUILDINGS [810]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual	4-Month	Annual	4-Month
	Actual	Actual	Plan	Actual
- Private Elevator Inspectors	3	0	*	5 y
- Renewal	12,342	3,129	*	2,806
- Stationary Engineers	2,093	718	*	541 y
- Hoist Machine Operators	800	318	*	279
- Cherry Pickers	899	290	*	255
- Welders	2,063	641	*	451 y
- Fire Suppression Contractors	932	181	*	161
- Oil Burner Installers	204	74	*	74
- Riggers	1,516	326	*	166 y
- Sign Hangers	85	21	*	13 y
- Plumbers	1,956	441	*	360 y
- Tower Climbers	11	6	*	5 y
- Electricians	1,221	67	*	428 y
- Site Safety Managers	153	36	*	63 y
- Private Elevator Inspectors	409	10	*	10

NOTE: Bracketed [] numbers found in these indicator tables correspond to budgetary units of appropriation used in the City's Executive Budget. The Technical Note at the end of this Report details, by agency, descriptions of each unit of appropriation.

DEPARTMENT OF BUILDINGS

- (a) These numbers fluctuate from year to year based on the overall state of the construction industry.
- (b) The Department of Buildings (DOB) decreased plan examination review times by hiring additional plan examiners during the first four months of Fiscal 2002.
- (c) The increase in the average days to first examination is due primarily to an increase in the number of Alteration I applications filed during the first four months of Fiscal 2002, compared to the first four months of Fiscal 2001 and the temporary reallocation of plan examiners resources to new building application filings.
- (d) This indicator was previously reported incorrectly and has therefore been changed.
- (e) The decrease in average wait time is attributable to more experienced and better-trained staff in the customer service areas.
- (f) The Department reviewed all Sewer Design 1 & 2 proposals received. The number of proposals received is related to the overall state of the construction industry.
- (g) The Department reviewed all Site Connection proposals received. The number of proposals received is related to the overall state of the construction industry.
- (h) The number of building permits renewed for Alteration Types II and III is related to the overall state of the construction industry.
- (i) Certificate of Occupancy Applications Pending Due to Objections decreased as a result of the Department hiring additional plan examiners during the first four months of Fiscal 2002.
- (j) These numbers fluctuate from year to year based on the number of requests from owners to remove DOB violations. A DOB violation is removed only after the owner indicates that the condition has been corrected and an inspector verifies the claim.
- (k) DOB summonses issued increased as a result of the efforts of the Department's Electrical Division and increased sign enforcement.
- (l) More experienced and better-trained inspectors resulted in an increase in the issuance of plumbing and other violations.
- (m) A decrease in headcount in the Elevator Division contributed to a decrease in the number of Environmental Control Board (ECB) violations issued.
- (n) A decrease in headcount in the Boiler Division contributed to a decrease in the number of ECB violations issued.
- (o) The adjudication of ECB violations and ECB decisions fluctuate according to the ECB hearing calendar.
- (p) Indicator title was changed to more accurately describe activity.
- (q) The decrease in the number of complaints resolved is due to the large number of attempted illegal conversion inspections by the Quality of Life Team that resulted in no access.
- (r) More construction inspections were conducted due to an increase in the Construction Division's headcount and additional inspections required as a result of the World Trade Center disaster.

DEPARTMENT OF BUILDINGS

- (s) The decrease in the number of boiler inspections is attributed to fewer boiler inspectors during the first four months of Fiscal 2002.
- (t) Fewer inspections were conducted as a result of a less experienced staff. Newly hired inspectors in the Crane and Derrick Division generally perform fewer inspections per day than more experienced inspectors.
- (u) The increase in inspections per person per day for the Boiler Division was a result of more experienced and better-trained inspectors.
- (v) Fewer inspections were conducted as a result of a less experienced staff. Newly hired inspectors in the Electrical Division generally perform fewer inspections per day than more experienced inspectors.
- (w) This indicator reflects the number of required elevator inspections performed by private companies who have been hired by property owners and is not under the Department's control.
- (x) Although the percent of boiler self-certifications audited decreased because there were fewer boiler inspectors, the Department met the New York State Department of Labor's 5 percent audit requirement.
- (y) These numbers fluctuate from year to year based on the overall state of the construction industry and are not controlled by the Department.

TAXI AND LIMOUSINE COMMISSION [156]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
CONSUMER RELATIONS				
o Medallion Complaints Received	12,903	4,215	14,000	3,712
o Selected Violations Generated from Medallion Complaints				
- Service Refusals	3,184	1,005	*	740 a
- Driver Rudeness	4,434	1,483	*	1,264 a
- Abusive Behavior by Driver	2,022	628	*	488 a
- Physical Abuse by Driver	397	133	*	94 a
- Overcharges	1,656	550	*	466 a
- Traffic Rules	4,241	1,512	*	1,196 a
- Air-Conditioning	109	35	*	60 b
o FHV Complaints Received	1,328	402	1,250	212 c
o Number of Completed Cases	15,241	4,400	11,500 d	3,741
o Average Time to Resolve Complaints (Days)	37.4	41.5	40	19 e
o Average Time to Schedule a Hearing (Days)	40.8	41.7 f	40	30.5 g
ADJUDICATIONS				
o Total Violations Adjudicated to Final Disposition	105,795	43,168 f	92,000 d	28,799 h
- Generated from Consumer Complaints	11,243	3,702	11,500 d	2,936 h
- Generated from Summonses	94,552	39,466	80,500 d	25,863 h
LEGAL AFFAIRS				
o License Revocations	675	124	*	18 (i)
LICENSING				
o Medallion Driver Licenses Issued	18,555	6,625	19,750	7,027
- New Licenses	2,526	785	2,500	1,046 j
- Renewal Licenses	16,029	5,840	17,250	5,981
o For-Hire Vehicle Driver Licenses Issued	26,940	8,982	27,000	9,525
- New Licenses	11,916	3,562	12,000	3,186
- Renewal Licenses	15,024	5,420	15,000	6,339 k
o For-Hire Base Licenses Issued	273	79	320	80
- New Licenses	32	7	20	7
- Renewal Licenses	241	72	300	73
- License Renewals Pending	NA		NA	
o For-Hire Vehicle Owner Licenses Issued	24,310	6,772	32,000	7,229
- New Licenses	12,920	4,007	15,000	2,893 (l)
- Renewal Licenses	11,390	2,765	17,000	4,336 m

TAXI AND LIMOUSINE COMMISSION [156]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
INSPECTIONS				
o Summonses Issued for Non-Inspection	2,717	976	*	951
- Generated from Failure to Inspect	2,178	769	*	736
- Generated from Failure to Reinspect	539	207	*	215
o Safety and Emmissions Medallion Inspections Conducted	52,044	17,593	55,000	16,568
- Passed	33,714	11,143	35,000	11,260
- Failed	18,330	6,450	20,000	5,308 n
o Medallions Removed as a Result of Inspections	392	161	450	230 (o)
o Safety Conditions Corrected	14,540	4,658	12,000 d	3,773 p
ENFORCEMENT				
o Medallion Patrol Summonses Issued	7,244	1,784	6,500	1,703
- Owners	3,338	976	3,500	795 q
- Drivers	3,906	808	3,000	908
o For-Hire Vehicle Patrol Summonses Issued	34,061	10,033	29,500 r	10,370
- Owner	17,034	5,364	15,500	5,185
- Drivers	8,189	2,198	8,000	2,321
- Bases	8,838	2,471	6,000 r	2,864 s
o Vehicles Seized	5,051	1,718	3,800 d	1,265 t
OPERATION REFUSAL				
- Drivers Tested	4,000	1,165	3,200 d	849 u
- Refusal Summonses Issued	215	60	*	28 u
- Other Summonses Issued	2,194	629	*	445 u

NOTE: Bracketed [] numbers found in these indicator tables correspond to budgetary units of appropriation used in the City's Executive Budget. The Technical Note at the end of this Report details, by agency, descriptions of each unit of appropriation.

TAXI AND LIMOUSINE COMMISSION

- (a) The decrease is due to the September 11th disaster and the resultant disruption of telephone lines and the temporary dislocation of TLC's Consumer Services Division from 40 Rector Street to Long Island City.
- (b) The increase is due to TLC's processing of air conditioning complaints in a more expeditious manner.
- (c) The decrease is due to the September 11th disaster and disruptions of telephone lines and office operations.
- (d) The Fiscal 2002 plan has been revised to reflect decreased activity as a result of the September 11th disaster.
- (e) The decrease is due to the temporary closure of the Consumer Adjudications Tribunal from September 11th to November 2001.
- (f) This figure was incorrectly reported in the Preliminary Fiscal 2001 Mayor's Management Report.
- (g) The variance is due to the temporary closure of the Consumer Adjudications Tribunal.
- (h) The decrease is due to the suspension of activity at the Consumer Adjudications Tribunal from September 11th through November 2001, and the redeployment of personnel from enforcement to World Trade Center recovery operations.
- (i) Due to the World Trade Center disaster, no hearings were held from September through November 2001.
- (j) The number of medallion driver license applications increased by 36 percent, from 1,326 at the end of October 2000 to 1,803 at the end of October 2001, which resulted in more new licenses issued.
- (k) The increase is due to the scheduled renewal of two-year for-hire vehicle licenses.
- (l) The decrease is due to the reduction in new applications received as a result of the September 11th disaster.
- (m) The increase is due to the issuance of two-year renewal licenses, which began in June 1999.
- (n) Due to the mandatory medallion taxicab retirement rules, fewer medallion taxicabs fail safety and emissions inspections.
- (o) More medallions were removed during inspections for not meeting mandatory retirement rules.
- (p) The decrease is due to the mandatory vehicle retirement program and the resultant increase in safer vehicles.
- (q) The decrease is due to greater compliance with mandatory retirement rules by owners, and the redeployment of enforcement personnel to World Trade Center recovery operations.
- (r) The Fiscal 2002 plan has been revised upward to reflect TLC's emphasis on reducing illegal for-hire vehicle base activity.
- (s) The increase is due to an enforcement initiative that targets rule violations committed by for-hire vehicle owners and drivers dispatched from licensed bases.
- (t) Enforcement personnel were deployed to World Trade Center recovery operations.

TAXI AND LIMOUSINE COMMISSION

- (u) The decrease is due the redeployment of enforcement personnel to recovery operations after the September 11th disaster.

DEPARTMENT OF FINANCE [836]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
AUDIT AND TAX ENFORCEMENT				
o Desk Audits				
- Desk Examined Returns	302,172	80,784	290,000	127,212 a
- Desk Audits Completed	20,277	7,236	20,300	6,219
- Audit Revenue Collected (000)	\$27,981	\$8,248	*	\$7,204
Field Audits (Major Taxes)				
o Corporate Taxes				
- Audits Completed	439	140	440	159
- Audit Revenue Collected (000)	\$187,758	\$86,462	*	\$58,605 b
o Income Tax				
- Audits Completed	478	158	475	170
- Audit Revenue Collected (000)	\$23,247	\$5,544	\$17,500	\$4,720
o Sales Tax				
- Audits Completed	716	286	715	237 b
- Audit Revenue Collected (000)	\$15,106	\$8,097	*	\$5,690 b
o Commercial Rent and Hotel Tax				
- Audits Completed	354	111	350	89 b
- Audit Revenue Collected (000)	\$15,006	\$8,486	*	\$4,221 b
REVENUE COLLECTIONS (c)				
o Delinquent Tax Collections				
- Telephone Dunning (000)	\$10,814	\$4,491	\$7,600	\$4,757
- Field Collections (000)	\$8,842	\$1,642	\$8,200	\$2,260 d
- Collections Processing (000)	\$43,293	\$16,270	\$42,000	\$12,728 e
o Total Property Tax Collections (000,000) (f)	\$8,200	\$4,200	\$8,500	\$4,500
o Neighborhood Payment Center Activity				
- Number of Transactions	383,814	120,613	350,000	125,505
- Dollars Collected				
- Parking Violations (000)	\$19,257	\$6,054	\$18,500	\$6,080
- Real Estate (000)	\$16,539	\$6,489	\$15,000	\$5,213 g
- Water (000)	\$1,362	\$284	\$750	\$841 h
o Electronic Parking Violations Payments Received				
- Number of Transactions				
- IVR	170,220	50,506	200,000	51,928
- Internet	134,399	22,883	450,000	84,728 (i)
- Dollar Value of Transactions (000)	\$18,949	\$4,487	\$25,000	\$8,351 (i)
PROPERTY (c)				
o Real Property Tax Delinquency Rate (j)	2.81%	NA j	*	NA j
o Real Property Refunds and Transfers Processed	25,863	8,769	35,000	12,030 k
- Amount of Refunds Issued (000)	\$244,769	\$78,555	\$220,000	\$75,536 k
o Real Property Tax Refund Turnaround Time (Days)	20	23	20	25

DEPARTMENT OF FINANCE [836]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Office of the City Collector Average Waiting Time (Minutes)	9	4.7	*	9.7 (l)
o Real Property Inquiries Addressed by Taxpayer Assistance Unit (m)	369,142	128,283	355,000	113,681
o Real Property Tax Lien Ombudsman Inquiries (m)				
- General Inquiries	28,651	5,204	20,816	5,727
- Senior Inquiries	12,279	2,104	8,416	2,157
LEGAL				
Conciliations Bureau				
o Starting Inventory	221	221	150	150 n
o Requests Received	243	67	245	109 (o)
o Requests Closed	314	95	245	73 p
o Ending Inventory	150	193	150	186
o Cases Consented (%)	94%	75%	85%	95% q
PARKING VIOLATIONS				
o Summonses Received (000)	8,241	2,758	8,274	2,535
o Summonses Satisfied (Dismissed or Paid) (000)	7,197	2,372	7,116	2,116
o Summonses Processable (%)	83%	DNA	84%	81%
Customer Service				
o Help Center				
- Average Daily Respondent Volume	3,433	3,311	3,311	2,949
- Average Time to Service (Minutes)	9.7	38	10	8.4 r
- Walk-In Summonses Adjudicated (000)	952	329	987	261 b
o Help Mail				
- Correspondence Processed (000)	786	242	726	254
- Number of Hearings By Mail (000)	395	127	371	150 b
- Hearings By Mail Turnaround Time (In Business Days)	15	13	13	15 s
o Help Lines				
- Calls Received (000)	1,335	439	1,317	396
- Calls Completed in IVR System (000)	581	200	600	156 t
- Calls Answered by Operator (000)	481	177	531	138 t
- Average Waiting Time for Operator (Minutes)	2.6	2.4	2	1.2 u
Adjudications				
o Hearings Held (000)	859	287	947	287

DEPARTMENT OF FINANCE [836]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Summonses Adjudicated (000)	2,164	719	2,373	655
SHERIFF/MARSHAL				
Enforcement				
o Vehicles Restrained				
- NYPD Towing and Marshal Programs	92,229	30,136	80,100	27,061
- Sheriff Scofftow Program	47,189	15,733	30,728 v	11,664 v
Stolen Vehicle Recovery Program				
o Vehicles Recovered				
- Total Vehicles Recovered	2,867	949	3,100	657 v
- Brooklyn	634	182	850	130 v
- Manhattan	76	14	125	23
- Queens	1,113	345	1,075	236 v
- Bronx	962	372	975	234 v
- Staten Island	82	36	75	34
o Vehicles Returned				
- Total Vehicles Returned	2,297	765	2,480	528 v
- Brooklyn	483	151	620	93 v
- Manhattan	64	14	95	13 v
- Queens	886	270	960	196 v
- Bronx	797	299	780	208 v
- Staten Island	67	31	25	18 v

NOTE: Bracketed [] numbers found in these indicator tables correspond to budgetary units of appropriation used in the City's Executive Budget. The Technical Note at the end of this Report details, by agency, descriptions of each unit of appropriation.

DEPARTMENT OF FINANCE

- (a) Greater volume received by the desk audit unit resulted in more screened returns.
- (b) The September 11th disaster delayed several large corporate tax payments and the completion of sales and commercial tax audits, which resulted in less revenue collected. It also decreased activity in the Department's Help Centers and increased Hearings by Mail.
- (c) This section has been revised to better reflect the Department's programs and services.
- (d) DOF's newly implemented Revenue Information Database component of NYCServ selects cases with the highest expected collection for assignment to investigators.
- (e) Data represents a return to normal collection levels following higher than expected collections during the first four months of Fiscal 2001.
- (f) This new indicator reflects the total amount collected for property taxes during the reporting period.
- (g) The decrease is due to a few very large collections in the previous reporting period.
- (h) The increase is due to the public's growing awareness, through advertising, that water bills are now payable at Neighborhood Payment Centers.
- (i) Taxpayers are now able to pay multiple summonses with a single transaction, thereby increasing the total amount of fees collected.
- (j) Real Property Tax Delinquency Rates are not reported in Preliminary Mayor's Management Reports.
- (k) Although the reversal of rent stabilization fee interest resulted in a greater number of refunds, their value is generally for small amounts.
- (l) Due to the September 11th disaster, the Manhattan Business Center was closed. Therefore, taxpayers visited offices in other boroughs.
- (m) This indicator has been renamed for clarification.
- (n) More closed cases at the audit level during Fiscal 2001 resulted in a lower ending inventory. Therefore, the opening inventory for this reporting period reflects this lower number.
- (o) Legislation affecting manufacturers' eligibility to use a specific accounting methodology resulted in increased requests for conciliation after their returns were audited.
- (p) A large number of postponements due to the September 11th disaster resulted in fewer closed cases at the end of the reporting period.
- (q) The percentage of cases consented varies according to taxpayer opinion and is beyond the control of the Department.
- (r) Data for the first four months of Fiscal 2001 represents overall time in the Help Center. In November 2000 the Department revised the measurement standard to reflect time to service rather than the overall time in the center. Therefore, data is not comparable to the first four months of Fiscal 2001.
- (s) An increase in Hearings by Mail volume and fewer available Administrative Law Judges resulted in increased turnaround time.

DEPARTMENT OF FINANCE

- (t) Following the September 11th disaster, overall calls and ticket issuance decreased, which resulted in fewer calls answered by either operators or by the IVR system.
- (u) Due in large part to supplemental telephone support provided by a Department vendor, wait times were reduced during the reporting period.
- (v) The decrease is due to the redeployment of City Sheriff deputies to other duties, such as providing transportation services for critical personnel and security coverage at City municipal buildings after the September 11th disaster. The Fiscal 2002 Plan reflects this change.

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES [856]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
CITYWIDE PERSONNEL SERVICES				
o Civil Service Examinations Administered	107	11	95	11
o License Examinations Administered	35	5	30	2 a
o Employees Trained				
- Procurement	2,178	442	1,900	0 b
- Technology Skills	2,654	271	2,500	599 c
- Audit	694	150	500	0 b
- Mgrl. & Prof. Development	3,500	421	2,600	61 b
EQUAL EMPLOYMENT OPPORTUNITY				
o Training Sessions	81	4	80	8 d
o Agencies Monitored				
- On-Site Visits	41	6	38	8 e
- Desk Reviews	154	53	152	47
REAL ESTATE SERVICES [300, 390, 500, 590]				
o Area of Leased Space (Square Feet) (000,000)	23	23	NA	23
o Commercial Properties Managed (Vacant Lots)				
- Manhattan	241	267	NA	268
- Bronx	646	740	NA	597 f
- Brooklyn	1,379	1,559	NA	1,262 f
- Queens	1,261	1,243	NA	1,369
- Staten Island	620	652	NA	661
o Rents Collected as a Percentage of Rents Billed	88%	66%	93%	77% g
o Public Auctions				
- Number Held	1	0	2	1
- Number of Parcels Sold	174	0	200	140
- Average Sales Price	\$87,420	\$0	\$35,000	\$123,780
- Total Auction Bids (000)	\$15,211	\$0	\$7,000	\$17,329
FACILITIES MANAGEMENT AND CONSTRUCTION				
o Area of Buildings Maintained (Square Feet) (000,000)	11.5	11.3	11.8	11.5
- Court	5.6	6.3	6.6	5.6
- Non-Court	5.9	5	5.2	5.9 h

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES [856]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Annual Cost of Cleaning per Square Foot	\$1.05	\$1.00	\$1.02	\$1.24 (i)
o Square Footage per Custodian (000)	25	20	15	26 j
- Court	22	21	15	19
- Non-Court	28	19	15	43 j
o Square Feet of Graffiti Removed				
- City Buildings	13,895	5,676	8,000	38,216 k
MUNICIPAL SUPPLY SERVICES				
[400, 490]				
o Purchase Requisitions Received from Agencies	DNA	NA	3,300	NA
o Bids Issued	725	398	700	174 (l)
o Purchase Orders Issued	DNA	NA	28,900	6,335
o Requirements Contracts Awarded	881	171	800	194
o Direct Orders Processed Against Requirements Contracts	DNA	NA	25,000	5,967
o Cost of Goods Purchased (000,000)	DNA	NA	\$550	\$263
o New Vendors Registered	540	192	500	200
o Value of Inventory Charged (000,000)	DNA	NA	16	NA m
o Inventory Management				
- Back Orders (%)	DNA	NA	8%	NA m
o DMSS Procurement Cycle Time (Days)	DNA	NA	DNA	NA m
o Fleet				
- Hours Unavailable (Downtime) (%)	3%	3%	3%	3%

NOTE: Bracketed [] numbers found in these indicator tables correspond to budgetary units of appropriation used in the City's Executive Budget. The Technical Note at the end of this Report details, by agency, descriptions of each unit of appropriation.

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

- (a) Exams scheduled for October were rescheduled as a result of the September 11th disaster. Due to mainframe system failure, the Division of Citywide Personnel Services could not print admission cards. In addition, practical tests were postponed as a result of travel restrictions in Lower Manhattan.
- (b) The number of employees trained decreased as a result of the September 11th disaster. Certain training sessions were cancelled because the finalization of new contracts for vendors to conduct sessions was delayed. In addition, fewer City employees were available to attend the training sessions and some training sites were not available due to restricted access to Lower Manhattan.
- (c) Technology training was not affected by the September 11th disaster because an alternative site was made available. Additionally, a new series of courses generated additional participants.
- (d) A contract between the Office of Citywide Equal Employment Opportunity (OCEEO) and the New York City Employees Retirement System required Equal Employment Opportunity (EEO) training of the entire agency in early Fiscal 2002.
- (e) Although the bulk of visits normally occurs in the fourth quarter so that OCEEO may assist with planning for the next fiscal year, visits made earlier in the year are occasioned by unforeseen factors (i.e., EEO officer turnover, appointment of new agency head) that are most effectively addressed by visiting the site.
- (f) The decrease in commercial properties managed can be attributed to an increase in the number of properties transferred to other agencies and to the private sector.
- (g) The increase in rent collection is due to the collection of substantial rent arrears from a delinquent account.
- (h) There was a revision in the calculation on the Division of Facilities Management and Construction's square footages earlier in Fiscal 2002.
- (i) Personnel costs increased because additional custodians were hired to clean court buildings.
- (j) The decrease in the number of non-court custodial staff resulted in an increase in non-court square footage per custodian.
- (k) The increase in graffiti removed can be attributed to the graffiti removal at the Bronx County and the Manhattan Municipal buildings.
- (l) Fewer bids were issued because procurement staff was reassigned as a result of the World Trade Center disaster.
- (m) The Financial Management System is not yet able to provide this information.

DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS [858]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
CONSUMER CABLE COMPLAINTS [001,002]				
o Billing				
- Starting Inventory	7	7	*	29 a
- Complaints Received	335	102	*	117 a
- Complaints Resolved	313	91	*	110 a
- Ending Inventory	29	18	*	36 a
o Service				
- Starting Inventory	7	7	*	11 a
- Complaints Received	186	48	*	50 a
- Complaints Resolved	182	52	*	53 a
- Ending Inventory	11	3	*	8 a
o Real Estate				
- Starting Inventory	43	43	*	43 a
- Complaints Received	23	8	*	12 a
- Complaints Resolved	23	16	*	11 a
- Ending Inventory	43	35	*	44 a
o Miscellaneous				
- Starting Inventory	3	3	*	16 a
- Complaints Received	127	42	*	28 a
- Complaints Resolved	114	41	*	35 a
- Ending Inventory	16	4	*	9 a
TELECOMMUNICATIONS CONTROL [001,002]				
o Existing DoITT Managed Telephone Lines				
- Centrex	150	247	50	247
- Intellipath	35,234	33,788	36,500	34,966
- PBX	21,620	22,610	23,500	22,201
o Newly Installed Telephone Lines				
- Intellipath	282	105	350	0 b
- PBX	102	50	100	700 b
o Converted Lines				
- Centrex to Intellipath (Civic Center Project)	2,823	1,121	1,550	377 b
- Centrex to Intellipath (Citywide Project)	222	122	NA c	0 c
o PBX Exchanges				
- Troubles Reported to DoITT	2,972	998	3,000	14,059 d
- Troubles Cleared	2,972	998	3,000	10,645 d
- Cleared Under 24 Hrs. (%)	75%	82%	82%	1% d
- Cleared 24 - 48 Hrs. (%)	14%	13%	13%	1% d
- Cleared Over 48 Hrs. (%)	11%	5%	5%	74% d

DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS [858]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Centrex/Intellipath Exchanges				
- Troubles Reported to DoITT	6,592	2,040	6,500	20,396 d
- Troubles Cleared	6,592	2,040	6,500	16,219 d
- Cleared Under 24 Hrs. (%)	78%	85%	85%	1% d
- Cleared 24 - 48 Hrs. (%)	13%	10%	10%	1% d
- Cleared Over 48 Hrs. (%)	9%	5%	5%	81% d
o Sites Connected to I-NET	52	52	58	52
o Crosswalks				
- Original Programs Produced	1,491	416	1,475	477
- Aired Government Proceedings & Forums Covered	1,075	361	1,000	268 e
o CITYNET [001,002]				
- Data Lines Implemented	479	189	425	159 f
- Terminals Connected	55,518	50,517	45,250	57,821
o Public Pay Telephone Enforcement				
- Public Pay Telephone Inspections Performed	10,393	268	15,000	2,629 g
- Percent of Phones Determined Inoperable	10%	DNA	8%	7%
- Percent of Phones that Failed Appearance Standards	DNA	DNA	DNA h	DNA h
- Illegal Phones Removed	70	0	250	325 (i)
o NYC.GOV [001,002]				
- Page Views	53,054,712	14,681,977	60,000,000	39,396,143 j
- Messages Sent to Agency Heads via NYC.GOV	50,352	14,534	55,000	15,743

NOTE: Bracketed [] numbers found in these indicator tables correspond to budgetary units of appropriation used in the City's Executive Budget. The Technical Note at the end of this Report details, by agency, descriptions of each unit of appropriation.

DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS

- (a) The number of complaints is not under the Department's control.
- (b) The number of lines installed is not under the Department's control, because it is based on other City agencies' scheduled relocations and systems upgrades.
- (c) This project was completed in December 2000; the plan for Fiscal 2002 was reported incorrectly. This indicator will no longer appear in the Mayor's Management Report.
- (d) As a result of severe damage caused by the September 11th disaster, large-scale outages of telecommunications services occurred. Restoration of services and facilities is ongoing.
- (e) There were fewer aired proceedings due to the September 11th disaster.
- (f) Due to the September 11th disaster, fewer data lines were implemented.
- (g) The Department was able to complete more inspections with a full complement of inspectors.
- (h) During the reporting period staff resources were diverted to September 11th disaster recovery efforts. During the remainder of Fiscal 2002 the Department will refine its standard of appearance acceptability.
- (i) The Department registered the contract for removal services in June 2001.
- (j) Following the September 11th disaster, NYC.GOV became the source of the most accurate and timely public health and safety information on the Internet.

CITY COMMISSION ON HUMAN RIGHTS [220]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual	4-Month	Annual	4-Month
	Actual	Actual	Plan	Actual
LAW ENFORCEMENT BUREAU [001, 002, 004]				
o Investigations Closed per Investigator per Month	5.79	5.05	5.75	3.63 a
- Substantive Closures	3.11	2.49	*	2.03 a
- Administrative Closures	2.68	2.56	*	1.60 a
o Total Caseload (Beginning of Period)	3,500	3,500	*	3,925
- Notarized Complaints	1,060	348	*	215 b
- Investigations Completed				
- Substantive Closures	266	71	*	66 a
- Administrative Closures	229	72	*	52 a
- Cases Closed by Attorneys				
- Substantive Closures	78	59	*	15 c
- Administrative Closures	92	57	*	2 c
o Total Caseload (End of Period)	3,925	3,602	*	4,006
o Cases Referred by LEB to OATH	12	1	*	0 d
OFFICE OF MEDIATION AND CONFLICT RESOLUTION [001, 002]				
o Cases Settled per Mediator per Month (e)	1.75	1.83	3.5	NA
o Conferences Conducted (e)	NI	NI	NI	12
o Total Caseload (Beginning of Period)	78	78	*	67
- Cases Received				
- From LEB	115	76	*	17 b
- Other Source		0	*	
- Cases Closed (f)	NI	NI	NI	NI
o Total Caseload (End of Period)	67	101	*	65 c
COMMUNITY RELATIONS BUREAU [001, 002, 003, 004]				
Community Education, Public Outreach and Fair Housing				
o Individuals Served	239,874	79,414	*	55,933 b
o Conferences, Workshops, and Training Sessions Conducted	237	49	350	64 g
o Merchant and Community Organizations Technically Assisted	875	294	1,100	316

CITY COMMISSION ON HUMAN RIGHTS [220]

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o School-Based Training Sessions	646	91	325	107 g
CRIME PREVENTION				
o Bias Complaints	1,444	517	*	385 h
o Bias Investigations Completed	623	249	*	148 h
PROGRAM ADMINISTRATION AND RESEARCH				
o Number of Internal Studies of Bias, Housing, Real Estate, and Banking Practices	71	23	60	18 c

NOTE: Bracketed [] numbers found in these indicator tables correspond to budgetary units of appropriation used in the City's Executive Budget. The Technical Note at the end of this Report details, by agency, descriptions of each unit of appropriation.

CITY COMMISSION ON HUMAN RIGHTS

- (a) The Commission was temporarily relocated for six weeks due to the September 11th disaster. As a result of the relocation, Commission files were inaccessible, making it impossible to actively pursue investigations of complaints. The Law Enforcement Bureau closed 3.94 substantive investigations and 3.15 administrative investigations per investigator per month in July and August.
- (b) This indicator is not within the Commission's control.
- (c) The decrease is attributable to the closure of the Commission's central office for approximately six weeks following the September 11th disaster.
- (d) This indicator varies from month to month, depending on several factors, including attorneys' schedules and success of mediation efforts.
- (e) In July 2001 the indicator entitled, "Cases Settled per Mediator per Month" was replaced with the indicator entitled, "Conferences Conducted." The new indicator is defined to include all conferences conducted in connection with the mediation process. Because mediation is a voluntary and neutral process, it is impossible to predict the number of settlements to be obtained each month. Mediators will now be evaluated on efficiency and timeliness of scheduling conferences.
- (f) The indicator entitled, "Cases Settled Through Mediation" has been renamed "Cases Closed." The definition of the indicator has been expanded to include cases that have been settled through mediation, cases that have not been settled although protracted mediation efforts were made, and cases that have been administratively closed.
- (g) The increase is attributable to the assignment of additional staff and further outreach by the Commission.
- (h) The decrease is attributable to the closure of the Commission's central office for approximately six weeks following the September 11th disaster. In addition, damage to the Commission's telephone lines was so extensive that it was virtually impossible for the Commission to receive bias complaints from NYPD or the bias hotline for over six weeks.

A. AGENCY EXPENDITURES

(All numbers in thousands)

INDICATORS	FY 2001	Annual Plan	Fiscal 2002		FY 2003
	Annual Actual		4-Month Plan	4-Month Actual	Preliminary Plan
POLICE DEPARTMENT	\$3,391,259	\$3,704,961	\$1,147,561	\$1,190,223	\$3,288,832
FIRE DEPARTMENT	\$1,073,120	\$1,199,377	\$391,033	\$401,190	\$1,067,256
DEPARTMENT OF CORRECTION	\$830,687	\$901,762	\$296,045	\$310,705	\$931,431
DEPARTMENT OF PROBATION	\$90,542	\$92,903	\$38,178	\$33,597	\$79,914
DEPARTMENT OF JUVENILE JUSTICE	\$109,233	\$108,663	\$26,700	\$41,754 a	\$108,326
CIVILIAN COMPLAINT REVIEW BOARD	\$9,182	\$10,449	\$3,955	\$3,333 b	\$10,614
DEPARTMENT OF TRANSPORTATION	\$479,029	\$534,815	\$253,756	\$241,709	\$481,332
DEPARTMENT OF ENVIRONMENTAL PROTECTION	\$633,159	\$702,079	\$281,925	\$266,484	\$683,255
DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT	\$417,699	\$462,933	\$160,463	\$192,795 c	\$323,891
NEW YORK CITY HOUSING AUTHORITY	\$2,078,023	\$2,021,712	\$673,904	\$673,142	\$2,136,555
DEPARTMENT OF SANITATION	\$935,509	\$1,088,955	\$441,597	\$518,713 d	\$977,680
DEPARTMENT OF PARKS AND RECREATION	\$218,434	\$239,255	\$92,209	\$99,388	\$188,681
LANDMARKS PRESERVATION COMMISSION	\$3,243	\$3,613	\$1,038	\$1,193	\$3,193
PUBLIC LIBRARIES (CITY FUNDING)					
o BROOKLYN PUBLIC LIBRARY	\$107,651	\$34,254 e	\$679 e	\$382 e	\$62,279
o NEW YORK PUBLIC LIBRARY					
- Branch Libraries	\$146,176	\$46,318 e	\$1,305 e	\$683 e	\$84,700
- Research Libraries	\$25,597	\$9,167 e	\$558 e	\$293 e	\$16,119
o QUEENS BOROUGH PUBLIC LIBRARY	\$103,352	\$32,609 e	\$6,686 e	\$4,465 e	\$59,704
DEPARTMENT OF BUSINESS SERVICES	\$44,322	\$65,713	\$26,568	\$10,108 f	\$33,948
DEPARTMENT OF CULTURAL AFFAIRS	\$135,458	\$126,782	\$42,509	\$41,214	\$110,968
DEPARTMENT OF HEALTH	\$917,951	\$1,002,176	\$344,803	\$237,272 g	\$1,491,538 h
HEALTH AND HOSPITALS CORPORATION	\$3,666,904	\$3,958,700	\$1,203,200	\$1,269,335	\$4,011,000
-Labor (PS)	\$1,658,228	\$1,819,200	\$568,000	\$600,842	\$1,802,800
-Affiliation Payments	\$495,077	\$507,000	\$165,000	\$163,444	\$522,200
-OTPS, Fringe Benefits, and Other Charges	\$1,513,599	\$1,632,500	\$470,200	\$505,049	\$1,686,000

A. AGENCY EXPENDITURES

(All numbers in thousands)

INDICATORS	FY 2001	Annual Plan	Fiscal 2002		FY 2003
	Annual Actual		4-Month Plan	4-Month Actual	Preliminary Plan
DEPARTMENT OF MENTAL HEALTH, MENTAL RETARDATION, AND ALCOHOLISM SERVICES	\$595,789	\$654,085	\$604,044	\$568,025	N/A h
o State and Federal Aid Received	\$135,657	\$219,031	\$174,345	\$150,552	N/A h
HUMAN RESOURCES ADMINISTRATION	\$5,716,436	\$5,765,796	\$2,154,238	\$2,619,148 (i)	\$5,760,322
ADMINISTRATION FOR CHILDREN'S SERVICES	\$2,256,218	\$2,321,002	\$1,649,793	\$1,371,626 j	\$2,337,364
DEPARTMENT OF HOMELESS SERVICES	\$475,652	\$549,049	\$250,630	\$322,401 k	\$556,814
DEPARTMENT OF EMPLOYMENT	\$91,931	\$144,417	\$72,640	\$103,642 (l)	\$96,297
DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT	\$142,482	\$166,506	\$79,760	\$77,906	\$125,562
- State Funds	\$14,775	\$14,768	\$6,868	\$7,000	\$13,530
- City Funds	\$92,149	\$98,478	\$49,844	\$45,706	\$69,634
- Other	\$35,558	\$53,260	\$23,048	\$25,200	\$42,398
DEPARTMENT FOR THE AGING	\$236,580	\$239,797	\$195,520	\$196,034	\$204,027
o State and Federal Grants Secured	\$74,867	\$64,151	DNA m	DNA m	\$64,100
BOARD OF EDUCATION	\$11,612,603	\$11,702,653	*	\$3,470,737	\$11,677,042
o Value of State Aid	\$5,339,018	\$5,576,509	\$5,527,976	\$5,669,849	By 9/02
CITY UNIVERSITY OF NEW YORK	\$401,552	\$474,050	\$132,553	\$134,218	\$440,122
DEPARTMENT OF CONSUMER AFFAIRS	\$13,892	\$14,697	\$5,968	\$5,358	\$14,054
DEPARTMENT OF BUILDINGS	\$48,458	\$57,889	\$22,873	\$21,178	\$45,083
TAXI AND LIMOUSINE COMMISSION	\$22,920	\$23,427	\$10,451	\$8,713 n	\$22,122
LAW DEPARTMENT	\$96,749	\$95,776	\$38,774	\$35,847	\$102,256
DEPARTMENT OF FINANCE	\$179,962	\$192,800	\$97,097	\$88,923	\$185,369
DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES	\$624,242	\$688,054	\$516,139	\$539,518	\$697,370
DEPARTMENT OF CITY PLANNING	\$18,407	\$21,822	\$8,449	\$6,337 (o)	\$17,607
o Non-City Funds Received					
- Community Development Block Grant	\$8,996	\$10,046	\$3,349	\$2,789 p	\$10,046
- New York Metropolitan Transportation Council	\$2,740	\$889	\$223	\$768 q	\$889
- Comprehensive Waterfront Study	\$81	\$0	\$0	\$108 r	\$0

A. AGENCY EXPENDITURES

(All numbers in thousands)

INDICATORS	FY 2001	Annual Plan	Fiscal 2002		FY 2003
	Annual Actual		4-Month Plan	4-Month Actual	Preliminary Plan
DEPARTMENT OF RECORDS AND INFORMATION SERVICES	\$4,116	\$4,450	\$1,681	\$1,775	\$4,443
DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS	\$162,641	\$163,947	\$121,366	\$44,307 s	\$155,862
CITY COMMISSION ON HUMAN RIGHTS	\$7,180	\$7,757	\$3,267	\$3,048	\$7,763
DEPARTMENT OF INVESTIGATION	\$23,014	\$22,838	\$9,355	\$9,009	\$22,332
DEPARTMENT OF DESIGN AND CONSTRUCTION	\$83,202	\$926,042	\$1,078,672	\$164,922 t	\$85,408

A. AGENCY EXPENDITURES

- (a) Expenditures were greater than planned because the agency accelerated contract encumbrances and payments to the state during the reporting period.
- (b) Expenditures were less than planned due to the closing of the Board's offices from September 11th to October 25, 2001.
- (c) Contracts for repairs, handypersons and Section 8 rent subsidies were registered earlier than anticipated in the Plan for the period.
- (d) Expenditures over Plan can be attributed to the Department's response to the World Trade Center disaster.
- (e) The library received approximately half its City funds for Fiscal 2002 as a prepayment in June 2001, which is reflected in its actual expenditures for Fiscal 2001. As a result, its Fiscal 2002 annual and four-month expenditure plans and four-month actual expenditures, shown here, are reduced sizably from their levels had the prepayment not occurred.
- (f) Expenditures were lower than planned due to delays in the approval process for contracts expected in the Plan for the period, primarily those for NYC & Co. and the Empowerment Zone.
- (g) Expenditures were lower than planned due to delays in hiring during the first four months of Fiscal 2002.
- (h) The information shown for planned Fiscal 2003 expenditures for the Department of Mental Health and the Department of Health reflects the upcoming merger of the two agencies to form the new Department of Public Health.
- (i) Expenditures for the first four months of Fiscal 2002 were above Plan due primarily to the September 11th disaster, which resulted in accelerated spending in Homecare and Medicaid services for disaster relief and emergency Medicaid costs.
- (j) Expenditures in Foster Care, Day Care, Head Start and Homemaking services were less than projected due to delays in billing during the reporting period.
- (k) Expenditures were higher than planned for the four-month period due primarily to additional costs for provision of capacity and services for increased numbers of homeless families and single adults.
- (l) Expenditures exceeded the planned level for the reporting period due to retroactive and base pay increases in managerial salaries and union wages.
- (m) The Department's computer system does not maintain this information for the four-month reporting period.
- (n) Expenditures were less than planned due primarily to delays in encumbering funds for programs as a result of the September 11th disaster.
- (o) Expenditures were less than planned due to delays in filling several staff positions and in completing contractual obligations for non-personnel expenditures.
- (p) Expenditures of Community Development (CD) Block Grant funds were less than planned, due primarily to delays in the hiring of CD-funded employees.

A. AGENCY EXPENDITURES

- (q) Expenditures over Plan reflect grants, such those for the federal Congestion Mitigation Air Quality (CMAQ) and Surface Transportation (STP) programs, added to the agency budget after establishment of annual and periodic plans for this category. These plans reflect only the basic grant from the New York Metropolitan Transportation Council.
- (r) These expenditures reflect NYS Waterfront Revitalization Program grant funds not included in the annual or periodic Plan for this category and added to the agency budget after the start of Fiscal 2002.
- (s) Expenditures were less than planned due to delays in the encumbrance of citywide telecommunications contracts from during the reporting period to later in the second quarter of Fiscal 2002.
- (t) As part of the process for obtaining federal reimbursement, the Department included in its four-month Plan an estimate of total expenses for the emergency World Trade Center debris removal project.

B. AGENCY REVENUE

(All numbers in thousands)

INDICATORS	FY 2001	Fiscal 2002			FY 2003
	Annual Actual	Annual Plan	4-Month Plan	4-Month Actual	Preliminary Plan
POLICE DEPARTMENT	\$33,453	\$46,799	\$10,863	\$9,808	\$116,592
o Tow-Away Program	\$16,538	\$15,000	\$5,154	\$4,547	\$18,889
FIRE DEPARTMENT	\$49,083	\$47,678	\$14,293	\$15,027	\$46,986
DEPARTMENT OF CORRECTION	\$18,207	\$17,807	\$5,347	\$4,099 a	\$17,953
DEPARTMENT OF PROBATION	\$267	\$177	\$40	\$38	\$127
DEPARTMENT OF TRANSPORTATION	\$157,548	\$151,501	\$50,711	\$47,294	\$157,106
o Total Parking Operations	\$83,844	\$77,694	\$27,518	\$26,713	\$83,156
o Ferry Service	\$868	\$250	\$350	\$251 b	\$1,000
o Ferry Concessions Collected	\$1,437	\$1,250	\$457	\$485	\$828
DEPARTMENT OF ENVIRONMENTAL PROTECTION	\$59,754	\$51,750	\$15,225	\$18,602 c	\$52,381
DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT	\$56,282	\$94,791	\$9,251	\$15,250 d	\$61,654
NEW YORK CITY HOUSING AUTHORITY	\$1,985,155	\$2,012,244	\$620,748	\$692,771	\$2,071,136
o City Subsidy	1.8%	1.7%	1.6%	1.4%	1.1%
o State Subsidy	1.1%	0.5%	0.5%	0.5%	0.5%
o Federal Subsidy	64.5%	66.3%	66.9%	67.2%	65.9%
o Dwelling Rent	30.3%	29.4%	29.5%	29.6%	30.6%
o Other Revenue	2.3%	2.1%	1.5%	1.3%	1.9%
DEPARTMENT OF SANITATION	\$17,197	\$11,775	\$3,733	\$4,472 e	\$10,134
o Private Dumping Fees	\$919	\$275	\$0	\$139	\$0
DEPARTMENT OF PARKS AND RECREATION	\$55,385	\$53,232	\$15,439	\$18,796 f	\$44,756
LANDMARKS PRESERVATION COMMISSION	\$4	\$9	\$3	\$1	\$9

B. AGENCY REVENUE

(All numbers in thousands)

INDICATORS	FY 2001	Annual Plan	Fiscal 2002		FY 2003
	Annual Actual		4-Month Plan	4-Month Actual	Preliminary Plan
DEPARTMENT OF BUSINESS SERVICES	\$84,575	\$132,816	\$29,114	\$153 g	\$22,730
DEPARTMENT OF HEALTH	\$36,765	\$33,618	\$10,694	\$10,538	\$35,788
o Fines Levied	\$19,407	\$22,000	\$7,200	\$4,757 h	\$20,000
o Fines Collected	\$11,181	\$10,000	\$3,775	\$2,872 h	\$12,907
HEALTH AND HOSPITALS CORPORATION	\$3,982,275	\$4,113,856	\$1,375,600	\$1,703,866 (i)	\$3,859,518
o Medicaid	\$1,739,574	\$1,772,000	\$499,000	\$567,968	\$1,767,000
o Medicare	\$472,728	\$471,000	\$152,000	\$160,413	\$473,000
o Bad Debt and Charity Care	\$666,454	\$499,000	\$164,000	\$252,477 j	\$503,000
o HMO and Other Payors	\$418,212	\$399,600	\$184,000	\$133,085 k	\$424,000
o Community Health Partnership	\$46,393	\$106,000	\$0	\$96,575 (l)	\$41,300
o Prisoner/Uniformed and Other City Services (Excluding Medicaid, DMH, DOH, DSS and Other Intra-City Funds)	\$84,429	\$69,579	\$25,000	\$13,160 k	\$58,542
o Reduction in Cash Balance	\$365,665	\$330,600	\$330,600	\$330,578	\$139,507
o Intra-City	\$69,038	\$251,074	\$21,000	\$126,482 m	\$256,257
o Department of Health	\$114,228	\$153,503	\$0	\$7,190 n	\$131,012
o Department of Homeless Services	\$2,999	\$3,200	\$0	\$563 n	\$3,200
o Department of Correction	\$2,555	\$0	\$0	\$0	\$0
o Reimbursement of HHC Debt Service (h)	NI	\$58,300	\$0	\$15,375 (o)	\$62,700
DEPARTMENT OF MENTAL HEALTH, MENTAL RETARDATION, AND ALCOHOLISM SERVICES	\$4,122	\$3,889	\$566	\$220 p	\$3,889
ADMINISTRATION FOR CHILDREN'S SERVICES	\$19,498	\$20,207	\$3,430	\$8,046 q	\$20,207
HUMAN RESOURCES ADMINISTRATION	\$23,743	\$21,216	\$5,436	\$4,056 r	\$21,216

B. AGENCY REVENUE

(All numbers in thousands)

INDICATORS	FY 2001	Fiscal 2002			FY 2003
	Annual Actual	Annual Plan	4-Month Plan	4-Month Actual	Preliminary Plan
DEPARTMENT FOR THE AGING	\$1,531	\$1,400	\$530	\$817 s	\$1,000
BOARD OF EDUCATION (Excludes State and Federal Aid)	\$69,595	\$43,674	\$9,283	\$13,039 t	\$62,724
DEPARTMENT OF CONSUMER AFFAIRS	\$15,054	\$14,960	\$4,282	\$4,070	\$15,292
DEPARTMENT OF BUILDINGS	\$85,002	\$76,515	\$26,071	\$24,278	\$72,123
o Plan Examination	\$50,865	\$44,000	\$16,224	\$13,738 u	\$41,027
o Boilers	\$36	\$30	\$17	\$8 v	\$50
o Elevators	\$3,066	\$3,300	\$1,252	\$889 w	\$2,490
o Licenses	\$968	\$965	\$278	\$296	\$855
o Electrical	\$7,823	\$7,000	\$2,019	\$1,896	\$7,470
o Other	\$22,244	\$21,220	\$6,281	\$7,451	\$20,231
TAXI AND LIMOUSINE COMMISSION	\$38,777	\$37,241	\$8,871	\$8,097	\$40,482
o Adjudications - Fines Collected	\$8,688	\$6,941	\$2,480	\$1,911 x	\$7,441
LAW DEPARTMENT	\$32,424	\$34,063	\$13,151	\$14,207	\$23,983
o Collections Paid to Other City Agencies	\$15,563	\$8,755	\$2,927	\$4,573 y	\$8,755
DEPARTMENT OF FINANCE	\$459,892	\$435,096	\$152,260	\$138,559	\$459,487
o Parking Revenue	\$382,229	\$356,427	\$127,453	\$114,071	\$384,957
o Other Misc. Revenue	\$77,663	\$78,669	\$24,807	\$24,488	\$74,530
o Total Tax (Billions)	\$23.2	\$21.7	\$7.9	\$7.9	\$22.5
- Non-Property Tax	\$15.0	\$13.2	\$3.6	\$3.4	\$13.6
- Property Tax	\$8.2	\$8.5	\$4.3	\$4.5	\$8.9
o Total Tax Collected by Finance Dept. (Billions)	\$13.7	\$13.4	\$5.5	\$5.5	\$13.8
- Non-Property Tax	\$5.5	\$4.9	\$1.2	\$1.0 z	\$4.9
- Property Tax	\$8.2	\$8.5	\$4.3	\$4.5	\$8.9

B. AGENCY REVENUE

(All numbers in thousands)

INDICATORS	FY 2001	Annual Plan	Fiscal 2002		FY 2003 Preliminary Plan
	Annual Actual		4-Month Plan	4-Month Actual	
DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES	\$103,939	\$78,204	\$17,406	\$21,931	aa \$60,027
DEPARTMENT OF CITY PLANNING	\$1,946	\$1,505	\$302	\$255	bb \$1,400
DEPARTMENT OF RECORDS AND INFORMATION SERVICES	\$323	\$325	\$83	\$110	cc \$250
DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS	\$108,895	\$109,006	\$26,305	\$32,036	dd \$109,310
DEPARTMENT OF INVESTIGATION	\$1,482	\$1,131	\$37	\$59	ee \$1,056
DEPARTMENT OF DESIGN AND CONSTRUCTION	\$96	\$100	\$30	\$17	ff \$150

B. AGENCY REVENUE

- (a) Revenue was less than planned for the period due to a delay in transferring money from facility inmate accounts to city revenue accounts.
- (b) Ferry service revenue was below Plan because vehicles have not been permitted on the Staten Island Ferry since the September 11th disaster.
- (c) Revenue was above Plan for the period due to increased collection of Environmental Control Board fines, due primarily from the increase in violations issued by the Department of Sanitation and the Department of Buildings in Fiscal 2001.
- (d) Revenue was above Plan for the period due to additional revenue from the sale of City-owned property and increased fee collections.
- (e) Revenue for the reporting period was greater than anticipated due to recycled newspaper processing.
- (f) Concession revenue was higher than anticipated for the period. Additionally, fees for special events held during the reporting period exceeded planned levels.
- (g) Revenue was below Plan for the period due primarily to delays in cash flow and redeployment of Department staff members as a result of the September 11th disaster.
- (h) Lower amounts of fines were levied and collected due to the decrease in cases processed and hearings held at the Administrative Tribunal during the period. Activity at the citywide Tribunal was reduced due to its closing from September 11th through September 24, and to the reassignment of inspectors to disaster-related activities.
- (i) Corporation revenue was greater than anticipated in the first four months of Fiscal 2002 due primarily to above-plan Intra-city, Community Health Partnership, Bad Debt and Charity Care, and Medicaid revenues for the period.
- (j) The Corporation received payments in this category not anticipated in the Plan for the period.
- (k) The Corporation received less in payments in this category than reflected in the Plan for the period.
- (l) The Corporation received payments for a new program that were not anticipated in the Plan for the period.
- (m) Payments from Fiscal 2001 for HHC Plus were received in the first four months of Fiscal 2002.
- (n) Payments from Fiscal 2001 were received in the first four months of Fiscal 2002.
- (o) The additional revenue reflects a new agreement between the Corporation and the City. (See agency narrative.)
- (p) Revenue was below Plan due to events related to the September 11th, which delayed the close-out audit process of Fiscal 2001 agency contracts that results in the collection of over-reimbursement to contract agencies.
- (q) The agency received more revenue from the Family Children's Services Block Grant than anticipated in the Plan for the period.
- (r) Revenue for the first four months of Fiscal 2002 was below Plan due primarily to delays in receipt of planned revenues from Day Care services and Senior Centers.

B. AGENCY REVENUE

- (s) Revenue exceeded Plan due to the timing of contract registrations and reconciliation of contractor expenses based on fiscal audits and contract close-outs.
- (t) Revenue exceeded Plan due primarily to increased school lunch fees and a combination of miscellaneous refunds during the reporting period.
- (u) Revenue from plan examinations is determined by the overall state of the construction industry in the City, which was less active than anticipated.
- (v) The Department had fewer boiler inspectors in the first four months of Fiscal 2002 than anticipated in the financial plan for the period.
- (w) The Department had fewer elevator inspectors in the first four months of Fiscal 2002 than anticipated in the financial plan for the period.
- (x) Revenue from fines was below Plan for reasons including the reallocation of TLC Enforcement staff and NYPD officers to activity associated with the September 11th recovery effort.
- (y) Collections in the Tax and Condemnation Division were larger than expected during the reporting period.
- (z) The Department collected less non-property tax than anticipated in the Plan due to the impact of the economic downturn throughout the reporting period.
- (aa) Revenue was above Plan due to greater receipts from sale of property and from sale of salvaged vehicles and heavy equipment than projected for the period.
- (bb) Revenue from sales of maps and zoning document subscriptions was below Plan as a result of the delayed completion of a new NYC Zoning Resolution.
- (cc) Revenue was above Plan for the reporting period due to a continuing demand for vital records used in genealogical research.
- (dd) Cable franchise revenue was greater than planned due to an increase in payments from franchise holders, who received a greater number of cable television subscribers, increased subscription fees, and offered increased services.
- (ee) The Department collected more fees from City Marshals than planned for the period.
- (ff) Revenue from the sale of bid packages was lower than anticipated in the Plan for the period due to the increased use of Construction Manager/Build contracts, resulting in fewer publicly bid construction contracts.

C. PAID ABSENCE RATES

The Mayor's Office of Operations monitors citywide paid absence rates in accordance with Mayoral Directive 91-9. It uses data from the Office of Payroll Administration and the Police, Fire, Correction and Sanitation departments to produce reports of agency and citywide monthly and fiscal year-to-date paid absence rates. The absence rate monitoring program helps City and agency management to identify areas of unacceptably high paid absence. Agency heads are responsible for closely monitoring absenteeism, ensuring that paid absence is used in accordance with current contracts and regulations, and establishing procedures to limit the loss of employee availability due to unnecessary or avoidable paid sick leave.

- The total absence rate was 4.10 percent (equivalent to 10.1 days absent per year) in the first four months of Fiscal 2002, compared with 4.45 percent during the first four months of Fiscal 2001. The total absence rate is calculated using three types of absence: Line-of-Duty Injury absence among the uniformed forces at the Police, Fire and Sanitation departments; Workers' Compensation absence for all civilian employees, as well as for uniformed employees at the Department of Correction; and total paid sick leave for all employees. The lower total absence rate during this period is largely due to City agencies' response to the disaster of September 11th.
- The combined absence rate of uniformed employees in the Police, Fire, Correction and Sanitation departments was 4.17 percent (equivalent to 10.4 days absent per year) in the first four months of Fiscal 2002, compared with 4.47 percent in the same period of Fiscal 2001. Absence rates for uniformed employees decreased in each of the four departments.
 - The absence rate for the Fire Department's uniformed force decreased to 5.79 percent (equivalent to 14.4 days absent per year) during the first four months of Fiscal 2002, compared with 6.35 percent during the first four months of Fiscal 2001.
 - The absence rate for the uniformed force of the New York City Police Department improved to 3.23 percent (8 days absent per year) in the first four months of Fiscal 2002, compared with 3.53 percent in the first four months of Fiscal 2001.
 - The absence rate for uniformed Sanitation Department employees was 4.43 percent (equivalent to 11 days absent per year) in the first four months of Fiscal 2002, compared with 4.71 percent during the corresponding period of Fiscal 2001.
 - The absence rate for uniformed Correction Department employees was 5.60 percent (13.9 days absent per year) during the first four months of Fiscal 2002, compared with 5.63 percent in the first four months of the previous year.
- The absence rate of the City's civilian workforce was 4.03 percent (10 days absent per year) during the first four months of Fiscal 2002, compared with 4.43 percent in the corresponding period of the previous fiscal year. Among the 34 agency civilian workforces in this City total, Fiscal 2002 four-month absence rates decreased for 23 civilian workforces, and increased for 11 civilian workforces, compared with rates for the first four months of Fiscal 2001.

C. PAID ABSENCE RATES

JULY - OCTOBER

WORKFORCE OR AGENCY	FY 2002 DOC. SICK LEAVE	FY 2002 UNDOC. SICK LEAVE	FY 2002 TOTAL SICK LEAVE	FY 2002 LODI/ WC	FY 2002 TOTAL ABSENCE	FY 2001 TOTAL ABSENCE	FY 2002 EQUIV. ABS. DAYS/YEAR
UNIFORMED WORKFORCES							
DOC (U)	4.97%	NA	4.97%	0.63%	5.60%	5.63%	13.9
FDNY (U)	1.70%	NA	1.70%	4.10%	5.79%	6.35%	14.4
NYPD (U)	2.23%	NA	2.23%	1.01%	3.23%	3.53%	8.0
DOS (U)	3.41%	NA	3.41%	1.02%	4.43%	4.71%	11.0
Subtotal	2.70%	NA	2.70%	1.47%	4.17%	4.47%	10.4
LARGE CIVILIAN WORKFORCES							
NYPD (C)	2.75%	1.65%	4.39%	0.06%	4.45%	4.20%	10.9
FDNY (C)	1.76%	1.72%	3.48%	1.85%	5.33%	6.15%	13.1
ACS	1.79%	1.94%	3.73%	0.07%	3.80%	4.03%	9.4
HRA	2.47%	1.65%	4.12%	0.11%	4.23%	4.81%	10.5
DHS	1.64%	2.25%	3.89%	0.52%	4.41%	4.65%	10.9
HPD	2.50%	1.26%	3.77%	0.41%	4.18%	4.40%	10.3
DOH	1.85%	1.63%	3.49%	0.08%	3.56%	3.91%	8.8
DEP	2.17%	1.19%	3.36%	0.67%	4.04%	4.30%	10.0
DOS (C)	2.31%	1.09%	3.40%	0.48%	3.88%	4.37%	9.6
DOF	2.39%	1.01%	3.40%	0.43%	3.83%	4.77%	9.5
DOT	2.42%	1.11%	3.53%	1.33%	4.86%	6.07%	11.9
DPR	1.75%	0.44%	2.19%	0.21%	2.40%	3.02%	6.0
Subtotal	2.24%	1.45%	3.69%	0.39%	4.08%	4.51%	10.1
MEDIUM CIVILIAN WORKFORCES							
LAW	1.18%	1.33%	2.52%	0.02%	2.54%	3.19%	6.3
DCAS	2.04%	1.15%	3.19%	0.10%	3.29%	3.73%	8.1
DDC	2.03%	1.00%	3.03%	0.05%	3.08%	3.48%	7.6
DOC (C)	1.76%	2.31%	4.07%	0.21%	4.27%	4.79%	10.5
DJJ	2.92%	0.91%	3.84%	1.05%	4.89%	4.01%	11.8
PROBATION	2.49%	1.42%	3.91%	0.01%	3.92%	4.14%	9.7
DOB	2.24%	1.08%	3.32%	0.16%	3.48%	3.42%	8.6
Subtotal	2.03%	1.38%	3.42%	0.18%	3.59%	3.88%	8.9
SMALL CIVILIAN WORKFORCES							
DCP	1.41%	2.14%	3.55%	0.00%	3.55%	4.24%	8.8
DOI	2.68%	0.68%	3.36%	0.00%	3.36%	3.58%	8.3
DOE	1.95%	1.91%	3.86%	0.44%	4.30%	4.92%	10.7
DFTA	2.12%	1.40%	3.52%	0.00%	3.52%	3.35%	8.8
CULTURAL	0.98%	1.88%	2.86%	0.35%	3.21%	4.42%	7.9
FISA	2.57%	1.48%	4.05%	0.14%	4.19%	3.79%	10.4
LANDMARKS	1.89%	0.89%	2.78%	0.00%	2.78%	2.16%	6.9
TLC	2.80%	0.82%	3.61%	2.37%	5.99%	5.59%	14.8
CCHR	2.50%	1.44%	3.94%	0.02%	3.96%	5.04%	9.8
DYCD	2.96%	0.98%	3.95%	0.00%	3.95%	3.87%	9.8
DBS	1.90%	1.94%	3.84%	0.00%	3.84%	4.44%	9.4
DMH	2.49%	1.31%	3.81%	0.04%	3.85%	3.46%	9.6
DOITT	1.43%	1.98%	3.40%	0.08%	3.49%	3.88%	8.6
DORIS	3.41%	0.66%	4.08%	0.00%	4.08%	3.96%	10.1
CONSUMER	2.92%	0.96%	3.89%	0.05%	3.94%	3.72%	9.8
Subtotal	2.43%	1.47%	3.90%	0.33%	4.23%	4.31%	10.5
Uniformed	2.70%	n/a	2.70%	1.47%	4.17%	4.47%	10.4
Civilian	2.22%	1.44%	3.67%	0.36%	4.03%	4.43%	10.0
TOTAL	2.45%	0.75%	3.20%	0.90%	4.10%	4.45%	10.1
CITYWIDE	2.45%	0.75%	3.20%	0.19%	3.39%	3.69%	8.4

Note: The **Total Absence Rate** is calculated by dividing the sum of paid sick leave for all employees, Line-of-Duty Injury absence for uniformed employees, and paid Workers' Compensation absence for civilian employees, by paid scheduled hours for all employees. The **Citywide Absence Rate** is calculated by dividing paid sick leave for all employees plus paid Workers' Compensation absence for civilian employees by paid scheduled hours for all employees.

D. AGENCY OVERTIME EARNED

The Mayor's Office of Operations and the Office of Management and Budget have joint responsibility for monitoring the overtime spending of City agencies. In accordance with Mayoral Directive 94-3, selected high-overtime agencies provide annual overtime control plans and quarterly reports on earned overtime and its causes, which the Office of Operations uses to produce quarterly reports for agencies and City Hall. In Fiscal 2002, 10 selected agencies, whose overtime earnings represent over 90 percent of total City overtime spending, are being monitored in this manner.

- Total City overtime earnings were \$496.7 million in the first four months of Fiscal 2002, compared with \$264.3 million in the first four months of Fiscal 2001, an increase of 88 percent. This large increase is attributable to City agencies' response to the disaster of September 11th. Total overtime hours worked during the first four months of Fiscal 2002 increased 77 percent compared to the same period of the previous year. The variance between the rates of increase in overtime hours and earnings is attributable to collective bargaining increases for civilian City employees that were implemented since the previous reporting period, and to the relatively high base salaries of many of the uniformed employees required to work extensive overtime in the aftermath of September 11th. Total City overtime includes the overtime expenditures of all agencies on the Payroll Management System, as well as the Health and Hospitals Corporation.
- Total monitored agency overtime earnings in the first four months of Fiscal 2002 were \$476.5 million, a 92 percent increase from \$248.1 million for the same agencies in the first four months of Fiscal 2001. The monitored agencies are the Police, Fire, Correction and Sanitation departments; the departments of Juvenile Justice (DJJ), Environmental Protection (DEP) and Transportation (DOT); the Human Resources Administration (HRA); the Administration for Children's Services (ACS); and the Health and Hospitals Corporation (HHC).
- Combined overtime earnings in the uniformed agencies (Police, Fire, Correction and Sanitation) were \$406.5 million in the first four months of Fiscal 2002, 82 percent of total City overtime earnings for the period. Combined uniformed agency overtime earnings increased 109 percent, from \$194.8 million in the corresponding period of Fiscal 2001, as each of the four agencies experienced increased overtime earnings for the first four months of Fiscal 2002.
 - Among City agencies, the New York City Police Department (NYPD) used the most overtime in the first four months of Fiscal 2002 and had the largest volume increase in overtime earnings, compared to the first four months of the previous year. NYPD used \$272.4 million in overtime earnings in the first four months of Fiscal 2002, 55 percent of total City overtime earnings of \$496.7 million and \$143.9 million more than NYPD overtime earnings of \$128.5 million in the first four months of Fiscal 2001. NYPD overtime earnings increased 112 percent in the first four months of Fiscal 2002, compared with the first four months of Fiscal 2001; overtime hours worked by NYPD employees in the first four months of Fiscal 2002 increased 113 percent. NYPD used this additional overtime primarily for immediate response to the disaster of September 11th and subsequent heightened alert status.
 - The Fire Department of the City of New York (FDNY) used \$82.3 million in overtime earnings in the first four months of Fiscal 2002, compared with \$35.8 million a year earlier. The increase of 130 percent in FDNY overtime earnings is the largest percentage increase among monitored agencies. FDNY overtime hours worked increased 117 percent in the first four months of Fiscal 2002, compared with the same period of the previous year. The additional overtime is primarily due to September 11th events.

D. AGENCY OVERTIME EARNED

- Department of Sanitation (DOS) overtime earnings were \$27.2 million in the first four months of Fiscal 2002, an increase of 97 percent from \$13.8 million in the corresponding period the previous year. Overtime hours worked by Department employees increased 66 percent in the first four months of Fiscal 2002. This additional overtime was used primarily to deal with the aftermath of September 11th.
- Overtime earnings in the Department of Correction (DOC) were \$24.6 million in the first four months of Fiscal 2002, an increase of 47 percent from \$16.7 million in the first four months of Fiscal 2001. The Department used 39 percent more overtime hours in the first four months of Fiscal 2002 than in the same period of Fiscal 2001.

Combined overtime earned in the six civilian monitored agencies (DJJ, DOT, DEP, HRA, ACS and HHC) was \$69.9 million in the first four months of Fiscal 2002, an increase of 31 percent from \$53.3 million earned by the same agencies in the first four months of Fiscal 2001. Overtime hours worked in these agencies increased 21 percent from the first four months of Fiscal 2001. In the first four months of Fiscal 2002 overtime earnings and hours increased in five of the civilian monitored agencies, which used the additional overtime primarily to respond to the September 11th disaster.

- Overtime earnings in DJJ were \$1.4 million in the first four months of Fiscal 2002, compared with \$1.5 million in the first four months of Fiscal 2001, a decrease of 7 percent. DJJ overtime hours decreased 15 percent compared with the first four months of Fiscal 2001.
- DOT overtime earnings were \$13.5 million in the first four months of Fiscal 2002, an increase of 34 percent from \$10.1 million in the first four months of Fiscal 2001. Overtime hours at DOT increased 24 percent in the first four months of Fiscal 2002, compared with the corresponding period of the previous year.
- DEP overtime earnings were \$9.4 million in the first four months of Fiscal 2002, an increase of 24 percent from \$7.6 million in the first four months of Fiscal 2001. DEP overtime hours increased 16 percent compared with the first four months of Fiscal 2001.
- Overtime earnings in ACS were \$9.2 million in the first four months of Fiscal 2002, an increase of 28 percent from \$7.2 million in the first four months of Fiscal 2001. Overtime hours worked at ACS in the first four months of Fiscal 2002 increased 13 percent from the first four months of Fiscal 2001.
- Overtime earnings in HRA were \$7.5 million in the first four months of Fiscal 2002, an increase of 25 percent from \$6 million in the first four months of Fiscal 2001. Overtime hours worked at HRA in the first four months of Fiscal 2002 increased 17 percent from the first four months of Fiscal 2001.
- HHC overtime spending was \$28.9 million in the first four months of Fiscal 2002, an increase of 39 percent from \$20.8 million in the first four months of Fiscal 2001. HHC overtime hours increased 30 percent compared with the first four months of Fiscal 2001.

D. AGENCY OVERTIME EARNED

(All numbers in thousands)

Agency	FY 2001 Annual Actual	FY 2001 4-Month Actual	FY 2002 4-Month Actual
Police Department (a)	\$337,653	\$128,484	\$272,408
Fire Department (b)	\$103,290	\$35,836	\$82,311
Department of Correction (c)	\$48,835	\$16,671	\$24,612
Department of Probation (d)	\$1,025	\$551	\$389
Department of Juvenile Justice	\$5,255	\$1,541	\$1,412
Civilian Complaint Review Board (e)	\$535	\$70	\$1
Department of Transportation (b)	\$28,728	\$10,134	\$13,470
Department of Environmental Protection (b)	\$23,187	\$7,569	\$9,402
Department of Housing Preservation and Development	\$1,117	\$265	\$235
New York City Housing Authority (f)	\$29,324	\$5,567	\$8,598
Department of Sanitation (b)	\$72,315	\$13,776	\$27,218
Department of Parks and Recreation	\$2,667	\$859	\$905
Landmarks Preservation Commission (g)	\$11	\$1	\$8
Department of Business Services (b)	\$37	\$15	\$25
Department of Cultural Affairs	\$1	\$0	\$0
Department of Health (h)	\$3,427	\$1,120	\$2,555
New York City Health and Hospitals Corporation (i)	\$62,047	\$20,814	\$28,943
Department of Mental Health (j)	\$91	\$43	\$23
Human Resources Administration (b)	\$19,844	\$6,043	\$7,528
Administration for Children's Services (k)	\$25,914	\$7,208	\$9,192
Department of Homeless Services	\$6,639	\$2,042	\$2,147
Department of Employment (l)	\$33	\$9	\$16
Department of Youth and Community Development (m)	\$10	\$2	\$15
Department for the Aging	\$9	\$0	\$1
Board of Education (n)	\$10,808	\$3,832	\$2,460
Department of Consumer Affairs	\$655	\$210	\$205
Department of Buildings (o)	\$1,704	\$413	\$779
Taxi and Limousine Commission (p)	\$482	\$159	\$315
Law Department (q)	\$669	\$191	\$117
Department of Finance (r)	\$788	\$231	\$914
Department of Design and Construction (b)	\$3,052	\$999	\$1,516
Department of Citywide Administrative Services (b)	\$4,114	\$1,276	\$2,220
Department of City Planning (s)	\$41	\$11	\$19
Department of Records and Information Services	\$0	\$0	\$0
Department of Information Technology and Telecommunications (b)	\$330	\$93	\$312
City Commission on Human Rights	\$0	\$0	\$0
Department of Investigation	\$2	\$0	\$0

Note: Overtime earned in the Office of the Chief Medical Examiner (OCME) is included in figures for the Department of Health.

D. AGENCY OVERTIME EARNED

- (a) The additional overtime was used for the Department's response to the September 11th disaster and Condition OMEGA (see agency narrative), Operation Condor and numerous special events (e.g., Major League pennant race and the World Series).
- (b) The additional overtime was used for the Department's response to the September 11th disaster. (See agency narrative.)
- (c) Additional overtime was used primarily for the Department's response to the September 11th disaster and for subsequent heightened security measures. Overtime also increased due to collective bargaining increases.
- (d) Overtime decreased following the September 11th disaster, when four of the Department's offices were closed and its armed officers were reassigned to duties unrelated to their probation assignments and entailing less overtime.
- (e) Activity requiring overtime was eliminated during the closing of the Board's offices from September 11 to October 25, 2001.
- (f) The Authority used additional overtime for annual Public Housing Assessment System inspections which occurred during a different period of Fiscal 2001, and to staff evening hours in its management offices once a week, which was not done the previous year. Additional overtime was also due to the September 11th disaster, when it was used for immediate response, to conduct management office functions manually during disruption of computer systems, and to deal with interruption of phone service in Lower Manhattan.
- (g) The increase in overtime can be attributed to the Commission's relocation to the Municipal Building.
- (h) The additional overtime was used for the Department's response to the September 11th and anthrax disasters. (See agency narrative.)
- (i) The additional overtime was used for the Corporation's response to the September 11th disaster and to cover positions lost to early retirement and attrition. It also reflects collective bargaining increases.
- (j) The Department's decreased overtime reflects the completed implementation of data processing systems, for which it used overtime in the comparable period of Fiscal 2001.
- (k) The additional overtime was used for the Department's response to the September 11th disaster and to maintain 24-hour child protective services citywide while interborough travel from ACS Emergency Child Services in Manhattan, which regularly provides such services, was disrupted. (See agency narrative.)
- (l) Additional overtime was used primarily following the September 11th disaster, when Department staff members were assigned to work the Twin Tower Job Link Center Hotlines.
- (m) The additional overtime was used to process contract extensions for the Youth Development Delinquency Prevention Program and to ensure continuity of services.
- (n) The reduction of overtime expenditures was due primarily to the cutback of the Minor Maintenance Program.
- (o) Additional overtime was used for special projects, including electrical and elevator inspections, and to reduce the average number of days between submission and first examination of building plans.

D. AGENCY OVERTIME EARNED

- (p) The additional overtime was used for the Commission's response to the September 11th disaster, featuring redeployment of TLC staff to serve on special assignments throughout the City.
- (q) The Department was displaced from its main office in Lower Manhattan and files were inaccessible following the September 11th disaster, precluding much use of overtime. Also, agencywide computer installation, which used overtime during the first four months of Fiscal 2001, did not recur.
- (r) Additional overtime was used for temporary assignments and increased hours worked by Office of the Sheriff's personnel following the September 11th disaster, including redeployment of City Sheriff deputies to provide transportation services for critical personnel and security coverage at City municipal buildings.
- (s) The additional overtime was earned by staff participating in the City's response to the September 11th disaster .

E. VEHICLE FLEETS AND MAINTENANCE

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
CITYWIDE FLEET SIZE	26,835	26,031	26,500	27,224
POLICE DEPARTMENT				
o Total Vehicles	8,025	6,394	7,036	7,898
- Alternative Fueled Vehicles	4	NI	NI	0
o Light Duty	6,948	5,840	5,673	6,791 a
- Average Vehicle Age (Months)	36	56	45	34
- Average Vehicle Mileage	27,210	59,292	60,000	26,384
- Mechanical Downtime (%)	5.81%	6%	9%	4.3% b
- Average Cost of Maintenance	\$1,285	\$512	*	\$464
o Medium Duty	478	446	900	450 a
- Average Vehicle Age (Months)	53	80	75	53
- Average Vehicle Mileage	25,463	58,823	50,000	25,951
- Mechanical Downtime (%)	9.83%	10%	8%	10.16% c
- Average Cost of Maintenance	\$2,291	\$731	*	\$900
o Heavy Duty	89	76	118	85 a
- Average Vehicle Age (Months)	80	95	96	80
- Average Vehicle Mileage	22,164	49,662	65,000	19,364
- Mechanical Downtime (%)	10.39%	10%	8%	9.62% c
- Average Cost of Maintenance	\$2,771	\$1,216	*	\$996
FIRE DEPARTMENT				
o Total Vehicles	1,877	1,808	1,953	1,984
o Vehicle Inventory				
- Engines	294	293	280	279
- Ladders	179	176	197	179
- Rescue/Hazardous Materials	26	29	27	22 d
- Support Vehicles	951	899	985	984
- Ambulances	416	411	464	420
o Light Duty	427	399	450	520 e
- Average Vehicle Age (Months)	73	68	68	67
- Average Vehicle Mileage	56,286	59,071	61,000	51,279
- Mechanical Downtime (%)	3.47%	4%	7%	5% f
- Average Cost of Maintenance	\$1,802	\$681	\$2,265	\$711
o Medium Duty	463	458	470	450
- Average Vehicle Age (Months)	74	67	73	73
- Average Vehicle Mileage	50,458	46,760	57,000	49,015
- Mechanical Downtime (%)	5.17%	6%	10%	4.57% f
- Average Cost of Maintenance	\$3,298	\$1,066	\$2,737	\$1,440

E. VEHICLE FLEETS AND MAINTENANCE

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Heavy Duty	53	42	65	50 g
- Average Vehicle Age (Months)	100	119	125	104
- Average Vehicle Mileage	25,322	26,640	30,000	26,721
- Mechanical Downtime (%)	5.72%	2%	8%	4.37% h
- Average Cost of Maintenance	\$2,424	\$967	\$3,021	\$904
o Rescue/Hazardous Materials	26	29	27	22 d
- Average Vehicle Age (Months)	74	65	71	82
- Average Vehicle Mileage	52,364	45,451	48,000	58,324
- Mechanical Downtime (%)	8.23%	9%	15%	7% h
- Average Cost of Maintenance	\$14,983	\$4,450	\$8,891	\$5,422
o Engines	294	293	280	279
- Average Vehicle Age (Months)	88	87	92	94
- Average Vehicle Mileage	48,704	49,809	50,000	51,117
- Mechanical Downtime (%)	9.52%	9%	9%	9%
- Average Cost of Maintenance	\$10,685	\$2,931	\$8,176	\$4,561
o Ladders	179	176	197	179
- Average Vehicle Age (Months)	85	82	84	86
- Average Vehicle Mileage	44,129	42,501	45,000	44,523
- Mechanical Downtime (%)	9.63%	11%	10%	8% h
- Average Cost of Maintenance	\$21,711	\$7,177	\$21,121	\$7,028
o Ambulances	416	411	464	420
- Average Vehicle Age (Months)	66	55	57	68
- Average Vehicle Mileage	85,393	76,370	75,000	87,132
- Mechanical Downtime (%)	6.63%	8%	10%	9%
- Average Cost of Maintenance	\$9,377	\$3,149	\$10,119	\$3,433
DEPARTMENT OF CORRECTION				
o Total Vehicles	581	526	530	580
- Alternative Fuel Vehicles	76	72	72	103 (i)
o Average Vehicle Age (Months)	41	71	42	46
o Light Duty	185	152	170	189
- Average Vehicle Age (Months)	49	60	40	44
- Average Vehicle Mileage	49,765	6,952	15,000	50,434
- Mechanical Downtime (%)	9.6%	15%	8%	10% j
- Average Cost of Maintenance	\$1,835	\$274	\$330	\$456

E. VEHICLE FLEETS AND MAINTENANCE

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Medium Duty	161	137	130	161 (i)
- Average Vehicle Age (Months)	77	76	60	70
- Average Vehicle Mileage	47,133	4,524	13,000	49,876
- Mechanical Downtime (%)	11.35%	17%	8%	13.89% j
- Average Cost of Maintenance	\$1,904	\$189	\$235	\$643
o Heavy Duty	230	237	230	230
- Average Vehicle Age (Months)	74	80	55	78
- Average Vehicle Mileage	44,597	4,608	13,000	46,853
- Mechanical Downtime (%)	19.52%	17%	8%	19.99% j
- Average Cost of Maintenance	\$4,452	\$269	\$385	\$1,322
DEPARTMENT OF TRANSPORTATION				
o Total Vehicles	2,812	2,798	2,725	2,839
- Alternative Fuel Vehicles	634	597	635	638
o Average Age of Fleet (Years)	5.9	5.8	6.4	6
o Light Duty	1,118	1,129	1,125	1,126
- Average Vehicle Age (Months)	53	51	58	56
- Average Vehicle Mileage	29,438	28,561	30,000	30,874
- Mechanical Downtime (%)	7.33%	10%	11%	6.57% h
- Average Cost of Maintenance	\$1,031	\$477	\$1,500	\$402
o Medium Duty	746	705	700	738
- Average Vehicle Age (Months)	73	70	76	76
- Average Vehicle Mileage	18,978	18,090	20,000	19,776
- Mechanical Downtime (%)	9.46%	10%	15%	9.76% k
- Average Cost of Maintenance	\$2,590	\$886	\$3,000	\$992
o Heavy Duty	746	716	740	748
- Average Vehicle Age (Months)	89	88	92	92
- Average Vehicle Mileage	29,422	29,988	30,000	30,367
- Mechanical Downtime (%)	16.39%	20%	22%	16.63% (l)
- Average Cost of Maintenance	\$5,442	\$1,988	\$6,000	\$2,162
DEPARTMENT OF ENVIRONMENTAL PROTECTION				
o Total Vehicles	2,014	2,059	2,075	1,979
- Alternative Fuel Vehicles	380	290	390 m	373
o Light Duty	1,084	979	1,050	1,055
- Average Vehicle Age (Months)	52	60	60	52
- Average Vehicle Mileage	41,328	51,233	50,000	41,717
- Mechanical Downtime (%)	5.89%	3%	6%	5.69%
- Average Cost of Maintenance	\$1,372	\$533	\$1,375	\$417

E. VEHICLE FLEETS AND MAINTENANCE

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Medium Duty	399	383	400	390
- Average Vehicle Age (Months)	71	68	80	69
- Average Vehicle Mileage	36,453	40,599	40,000	37,406
- Mechanical Downtime (%)	6.68%	5%	8%	7.52%
- Average Cost of Maintenance	\$1,673	\$497	\$1,850	\$593
o Heavy Duty	353	354	350	350
- Average Vehicle Age (Months)	94	93	100	97
- Average Vehicle Mileage	26,341	32,155	30,000	27,257
- Mechanical Downtime (%)	14.13%	8%	14%	14.26%
- Average Cost of Maintenance	\$3,256	\$708	\$3,750	\$919
DEPARTMENT OF SANITATION				
o Total Vehicles	5,890	5,756	5,598	5,840
- Alternative Fuel Vehicles	815	574	905	822
o Light Duty	1,188	1,112	1,045	1,128
- Average Vehicle Age (Months)	47	53	67	47
- Average Vehicle Mileage	34,606	35,148	48,438	35,328
- Mechanical Downtime (%)	8%	8%	10%	8% n
- Average Cost of Maintenance	NI	DNA	NI	DNA
o Medium Duty	502	493	470	501
- Average Vehicle Age (Months)	59	62	71	63
- Average Vehicle Mileage	20,900	23,951	29,691	23,837
- Mechanical Downtime (%)	8%	8%	10%	9%
- Average Cost of Maintenance	NI	DNA	NI	DNA
o Heavy Duty	3,570	3,495	3,467	3,603
- Average Vehicle Age (Months)	48	61	59	46
- Average Vehicle Mileage	19,548	21,608	20,368	20,878
- Mechanical Downtime (%)	17%	18%	19%	17%
- Average Cost of Maintenance	NI	DNA	NI	DNA
DEPARTMENT OF PARKS AND RECREATION				
o Total Vehicles	1,907	1,913	1,886	1,984
- Alternative Fuel Vehicles	100	109	98	99
o Hours Unavailable (Downtime)	6.1%	5%	5%	6% (o)
o Light Duty	525	534	520	514
- Average Vehicle Age (Months)	93	84	84	97
- Average Vehicle Mileage	35,627	29,821	40,000	35,685
- Mechanical Downtime (%)	3.65%	3%	4%	4%
- Average Cost of Maintenance	\$722	\$410	NI	\$485

E. VEHICLE FLEETS AND MAINTENANCE

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
o Medium Duty	968	894	973	1,064
- Average Vehicle Age (Months)	87	96	108	91
- Average Vehicle Mileage	32,588	36,864	30,000	34,458
- Mechanical Downtime (%)	4.63%	4%	7%	6% p
- Average Cost of Maintenance	\$860	\$580	NI	\$582
o Heavy Duty	276	277	280	270
- Average Vehicle Age (Months)	117	108	108	120
- Average Vehicle Mileage	27,481	26,966	30,000	27,056
- Mechanical Downtime (%)	11.22%	10%	8%	12% (o)
- Average Cost of Maintenance	\$2,222	\$1,071	NI	\$1,339
DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES				
o Total Vehicles	1,981	1,896	1,920	1,982
- Alternative Fuel Vehicles	671	560	620	675
- DCAS-Owned	259	260	260	260
- Client-Owned	1,722	1,636	1,660	1,722
o Light Duty	1,481	1,381	1,400	1,504
- Average Vehicle Age (Months)	51	58	60	49
- Average Vehicle Mileage	31,987	33,291	35,000	30,792
- Mechanical Downtime (%)	3%	3%	3%	3%
- Average Cost of Maintenance	\$919	\$431	\$950	\$325
o Medium Duty	384	386	400	385
- Average Vehicle Age (Months)	64	65	72	66
- Average Vehicle Mileage	31,744	31,251	40,000	34,005
- Mechanical Downtime (%)	3%	3%	3%	3%
- Average Cost of Maintenance	\$949	\$376	\$1,100	\$408
o Heavy Duty	91	92	93	86
- Average Vehicle Age (Months)	123	129	132	124
- Average Vehicle Mileage	34,403	32,464	32,000	35,360
- Mechanical Downtime (%)	2%	3%	3%	2% q
- Average Cost of Maintenance	\$1,255	\$373	\$1,200	\$463
o Support Vehicles (DJJ Buses)	4	4	5	4 r
- Average Vehicle Age (Months)	27	87	90	106
- Average Vehicle Mileage	54,466	52,870	40,000	54,879
- Mechanical Downtime (%)	4%	1%	1%	5% r
- Average Cost of Maintenance	\$2,981	\$215	\$1,350	\$1,479

E. VEHICLE FLEETS AND MAINTENANCE

INDICATORS FOR MAJOR MISSIONS	Fiscal 2001		Fiscal 2002	
	Annual Actual	4-Month Actual	Annual Plan	4-Month Actual
DEPARTMENT OF HEALTH				
o Total Number of Vehicles	353	NI	353	354
- Alternative Fuel Vehicles	64	NI	64	65
o Light Duty	261	NI	261	257
- Average Vehicle Age (Months)	76	NI	76	80
- Average Vehicle Mileage	30,781	NI	30,781	32,141
- Mechanical Downtime (%)	7.25%	NI	7.25%	6.3%
- Average Cost of Maintenance	\$703	NI	\$703	\$303
o Medium Duty	65	NI	65	64
- Average Vehicle Age (Months)	53	NI	53	55
- Average Vehicle Mileage	23,681	NI	23,681	25,941
- Mechanical Downtime (%)	4.2%	NI	4.2%	1.69%
- Average Cost of Maintenance	\$555	NI	\$555	\$142
o Heavy Duty	NI	NI	NI	NI
- Average Vehicle Age (Months)	NI	NI	NI	NI
- Average Vehicle Mileage	NI	NI	NI	NI
- Mechanical Downtime (%)	NI	NI	NI	NI
- Average Cost of Maintenance	NI	NI	NI	NI

E. VEHICLE FLEETS AND MAINTENANCE

- (a) Vehicle categorization was redistributed according to the Maintenance Control Management System, reducing Medium Duty and Heavy Duty vehicles below the Fiscal 2002 Plan and increasing Light Duty vehicles above the Fiscal 2002 Plan.
- (b) Downtime is lower than expected because of the reclassification of vehicles from Medium Duty to Light Duty.
- (c) Downtime is above Plan as a result of the damage that was done to Medium and Heavy Duty vehicles used in World Trade Center response efforts.
- (d) The number of vehicles is below Plan because seven Rescue/Hazardous Materials vehicles were lost in the World Trade Center disaster.
- (e) The number of Light Duty vehicles was above Plan because new vehicles were donated and loaned to the Department to assist in World Trade Center response efforts.
- (f) Downtime was below Plan as a result of improved preventive maintenance and an increase in Light Duty vehicles with low mileage and on warranty.
- (g) The number of Heavy Duty vehicles was below Plan due to the loss of vehicles in the World Trade Center response efforts. Additionally, vehicles that were on order were not received.
- (h) Downtime was below Plan because of improved preventive maintenance.
- (i) The number of vehicles was above Plan due to the purchase of additional vehicles. Furthermore, the Actual number includes vehicles scheduled for salvage.
- (j) Downtime was above Plan due to the maintenance needs of the Department's aging fleet.
- (k) Medium Duty vehicles are traditionally the least used type of vehicles during the months covered by the reporting period.
- (l) These vehicles experience most of their downtime during the winter, when they undergo comprehensive maintenance.
- (m) The Department has revised its Fiscal 2002 Plan.
- (n) Downtime was below Plan because of the replacement of Light Duty vehicles.
- (o) Downtime was above Plan because of the Department's aging Heavy Duty fleet.
- (p) Downtime was below Plan due to improved preventive maintenance provided through DPR's Managed Competition Program.
- (q) Mechanical downtime is lower than expected as a result of statistical rounding.
- (r) The Department of Juvenile Justice has been unable to replace salvaged vehicles; overuse of the aging buses has significantly affected mechanical downtime.
- (s) Downtime was below Plan as a result of the relinquishment of older vehicles and the addition of new vehicles.

F. AGENCY PROCUREMENT

PROMPT PAYMENT JULY 2001 – DECEMBER 2001

The prompt payment indicators that follow reflect agency timeliness in processing invoice payments to the City's contractors. This information, which is maintained in the City's Financial Management System (FMS), is provided by the Financial Information Services Agency (FISA) and includes all payments from both general and capital funds made during Fiscal 2002 for all Mayoral operating agencies. Agency specific data are provided for the percent of all invoice payments, both in terms of the dollar value and the number of invoices, which were paid "on time" (i.e., generally within 30 calendar days of the required date) and the interest paid to contractors. Agency data are totaled to present an overall picture of prompt payment.

As required by the City Charter, the Procurement Policy Board (PPB) Rules (Rules) concerning prompt payment took effect in 1991, requiring all City agencies to include in their contracts a standard clause stating the City's policy to pay invoices in a timely fashion, or to pay interest on the amounts not paid on time. Certain categories of payment, however, are not subject to interest even if not paid on time (e.g., advance payments to not-for-profit human service contractors). The Rules establish the maximum time for payment to a contractor from the point when the contractor has completed performance, the agency has declared that performance was satisfactory and the contractor has submitted an invoice with appropriate supporting documentation. The Rules also specify the length of time allowed to determine that performance is acceptable and to determine that invoices are properly submitted. After these determinations, the City, in most cases, is permitted 30 calendar days to process payments. The Rules allow 60 days for contract changes and 60 days for substantial completion payments or final payments for construction contracts. If disputes arise between the agency and the contractor concerning payment documents or performance, the time required to make corrections or resolve disputes is excluded from the permitted agency processing time. Up until December 31, 1999, the Rules provided a 15-day grace period. If a payment was not made on time, but within the grace period, there was no interest paid. The PPB adopted a change in its Rules which phased out this "interest-free" 15-day grace period by reducing it to 7 days, effective January 1, 2000, and eliminated it entirely, effective July 1, 2000. The PPB works with agencies that are having problems making timely contractor payments to increase the efficiency of their invoice and payment processing.

As evidenced in the data presentations below and in the separate chart which follows, since the introduction of the Prompt Payment Indicators in the Preliminary Fiscal 1996 Mayor's Management Report through Fiscal 1999, agencies, overall, had shown steady improvement in the timeliness of contractor payments. This trend, however, did not continue for Fiscal 2000 and was attributable to a number of systemic factors, some of which continued into Fiscal 2001:

- As a result of the transition to a Y2K compliant City Financial Management System (FMS), the City in general and the agencies in particular needed to adapt to the protocols of the new system, and go through the normal learning curve experience which typically results in a temporary decrease in performance.
- The PPB Rules were changed to reduce the "interest-free" grace period from 15 days to 7 days, effective January 1, 2000. This 8 day reduction in the grace period meant that interest began to accrue within 37 days of the required payment date rather than within 45 days. The Prompt Payment Indicators were further impacted in Fiscal 2001 when the grace period was eliminated in its entirety on July 1, 2000 and interest therefore began to accrue within just 30 days of the required payment date.

Agencies are continuing to successfully adapt to the use of FMS as well as to the elimination of the grace period, which in total reduced the "interest-free" payment period by 33%, from 45 days to 30 days. This is evidenced by the fact that the \$65,943 in interest paid during the first six months of Fiscal 2002 represents a reduction of \$36,195 or about 35% from the \$102,138 paid during the first six months of Fiscal 2001.

F. AGENCY PROCUREMENT

Trend in Prompt Payment Performance (a) (b) (c)

	Fiscal 1995	Fiscal 1996	Fiscal 1997	Fiscal 1998	Fiscal 1999	Fiscal 2000	Fiscal 2001	Fiscal 2001 – First 6 Months	Fiscal 2002 – First 6 Months
Invoice Dollar Value Paid on Time	84%	85%	91%	92%	95%	90%	98%	97%	98%
Invoice Dollar Value Paid by Grace Period	95%	96%	98%	99%	99%	98%	NA (d)	NA (d)	NA (d)
Number of Invoices Paid on Time	58%	60%	81%	81%	85%	78%	92%	91%	94%
Number of Invoices Paid by Grace Period	91%	88%	95%	94%	96%	91%	NA (d)	NA (d)	NA (d)
Interest Paid to Contractors	\$603,600	\$395,400	\$290,900	\$272,786	\$118,318	\$378,762 (e)	\$144,457 (f)	\$102,138 (g)	\$65,943 (h)

- (a) Figures are rounded to the nearest whole number.
- (b) Due to the factors cited above, prompt payment performance levels for Fiscal 2000 - 2002 are not fully comparable to prior fiscal years.
- (c) Data for Fiscal 1995 and 1996 reflect data for all City agencies; data for Fiscal 1997 through Fiscal 2002 reflect data for Mayoral operating agencies only. Data for the first six months of Fiscal 2001 and Fiscal 2002 was provided by FISA on 1/14/02.
- (d) NA – Not applicable since the grace period was eliminated effective July 1, 2000.
- (e) If performance for Fiscal 2000 is calculated by applying the original 15 day grace period, the amount of interest that would be paid to contractors would decrease by approximately \$24,000.
- (f) If performance for Fiscal 2001 is calculated by applying the original 15 day grace period, the amount of interest that would be paid to contractors would decrease by approximately \$25,000; if performance for Fiscal 2001 is calculated by applying the subsequent 7 day grace period, the amount of interest that would be paid to contractors would decrease by approximately \$11,000.
- (g) If performance for the first six months of Fiscal 2001 is calculated by applying the original 15 day grace period, the amount of interest that would be paid to contractors would decrease by approximately \$19,000; if performance for the first six months of Fiscal 2001 is calculated by applying the subsequent 7 day grace period, the amount of interest that would be paid to contractors would decrease by approximately \$9,000.
- (h) If performance for the first six months of Fiscal 2002 is calculated by applying the original 15 day grace period, the amount of interest that would be paid to contractors would decrease by approximately \$12,000; if performance for the first six months of Fiscal 2002 is calculated by applying the subsequent 7 day grace period, the amount of interest that would be paid to contractors would decrease by approximately \$6,000.

F. AGENCY PROCUREMENT

PROMPT PAYMENT

July 1, 2001 - December 31, 2001

Agency	Invoice Value Paid On Time	Invoices Paid On Time	Interest Paid to Contractors
Police Department	80%	80%	\$50,612
Fire Department	89%	100%	\$0
Department of Correction	98%	97%	\$364
Department of Probation	100%	99%	\$0
Department of Juvenile Justice	97%	97%	\$87
Department of Transportation	97%	89%	\$791
Department of Environmental Protection	91%	99%	\$0
Department of Housing Preservation & Development	89%	93%	\$345
Department of Design and Construction	99%	96%	\$0
Department of Sanitation	100%	99%	\$1,777
Department of Parks and Recreation	98%	91%	\$514
Landmarks Preservation Commission	98%	99%	\$0
Department of Business Services	95%	100%	\$2,501
Department of Cultural Affairs	98%	99%	\$0
Department of Health/Office of the Chief Medical Examiner	99%	93%	\$181
Department of Mental Health	99%	100%	\$0
Human Resources Administration	99%	98%	\$784
Administration for Children's Services	99%	92%	\$1,275
Department of Homeless Services	98%	91%	\$6,378
Department of Employment	100%	100%	\$0
Department of Youth and Community Development	97%	97%	\$69
Department for the Aging	99%	98%	\$85
Department of Consumer Affairs	100%	100%	\$0
Department of Buildings	100%	100%	\$0
Taxi and Limousine Commission	100%	100%	\$0
Law Department	100%	100%	\$0
Department of Finance	98%	96%	\$0
Department of Citywide Administrative Services	97%	93%	\$135
Department of City Planning	99%	99%	\$0
Department of Records and Information Services	100%	100%	\$0
Department of Information Technology & Telecommunications	97%	94%	\$0
Commission on Human Rights	100%	99%	\$0
Department of Investigation	99%	99%	\$45
Total	98%	94%	\$65,943

F. AGENCY PROCUREMENT

CAPITAL PROJECTS – FINANCIAL COMMITMENTS

(All numbers in thousands)

INDICATORS	FY 2001 Annual Actual	Annual Plan	Fiscal 2002 4-Month Plan	4-Month Actual	FY 2003 Preliminary Plan
POLICE DEPARTMENT	\$43,205	\$321,347	*	\$19,555	\$107,713
FIRE DEPARTMENT	\$120,319	\$275,018	*	\$22,909	\$117,382
DEPARTMENT OF CORRECTION	\$107,669	\$245,827	*	\$16,111	\$66,057
DEPARTMENT OF JUVENILE JUSTICE	\$4,967	\$70,102	*	\$770	\$63,538
DEPARTMENT OF TRANSPORTATION	\$800,839	\$1,321,199	*	\$120,585	\$1,366,930
DEPARTMENT OF ENVIRONMENTAL PROTECTION	\$1,436,147	\$2,558,120	*	\$531,210	\$1,783,561
DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT	\$390,301	\$660,966	*	\$28,146	\$416,977
SCHOOL CONSTRUCTION AUTHORITY	\$2,429,195	\$1,276,548	*	\$423,209	\$885,500
NEW YORK CITY HOUSING AUTHORITY	\$5,972	\$71,987	*	\$1,336	\$6,903
DEPARTMENT OF SANITATION	\$149,980	\$369,195	*	\$88,529	\$236,872
DEPARTMENT OF PARKS AND RECREATION	\$206,897	\$456,971	*	\$71,419	\$166,298
PUBLIC LIBRARIES	\$19,504	\$233,220	*	\$29,683	\$14,978
ECONOMIC DEVELOPMENT CORPORATION	\$213,073	\$1,075,530	*	\$69,120	\$202,226
DEPARTMENT OF CULTURAL AFFAIRS	\$162,429	\$599,765	*	\$20,668	\$95,857

F. AGENCY PROCUREMENT CAPITAL PROJECTS – FINANCIAL COMMITMENTS

(All numbers in thousands)

INDICATORS	FY 2001 Annual Actual	Annual Plan	Fiscal 2002 4-Month Plan	4-Month Actual	FY 2003 Preliminary Plan
DEPARTMENT OF HEALTH	\$42,320	\$67,775	*	\$7,307	\$35,606
NEW YORK CITY HEALTH AND HOSPITALS CORPORATION	\$65,312	\$331,532	*	\$18,581	\$274,826
HUMAN RESOURCES ADMINISTRATION	\$60,847	\$74,349	*	\$9,702	\$12,608
DEPARTMENT OF HOMELESS SERVICES	\$16,909	\$62,320	*	\$4,277	\$19,083
DEPARTMENT FOR THE AGING	\$6,972	\$32,926	*	\$4,708	\$5,939
DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES	\$90,045	\$314,868	*	\$27,100	\$139,398
DEPARTMENT OF DESIGN AND CONSTRUCTION o Managing Agency	\$806,512	\$2,124,186	*	N/A a	* a

**Because of the nature of the capital process, it is difficult for agencies to accurately project the level of capital commitments during the first four months of each fiscal year. Performance versus plan during the first four months of the fiscal year is not indicative of performance during the entire fiscal year. Four-month plans for capital commitment levels are no longer included.*

- (a) Department capital financial data are incurred as a managing agency. Managing agency financial totals are not reported in the Preliminary Fiscal Year Management Report.

AGENCY INTERNAL CONTROLS

CHARTER INTERNAL CONTROL REPORTING REQUIREMENT

Statements on the status of mayoral agencies' internal control environments and systems are summarized below with the actions taken or to be taken to strengthen such systems, pursuant to Section 12c(3) of the New York City Charter. The Mayor's Office of Operations compiled these statements from agencies' internal control certifications, financial integrity statements, and applicable State and City Comptrollers' audit reports.

Operations focused its Fiscal 2001 reviews on 34 mayoral agencies. The heads of the agencies attested to the status of their internal control systems over their principal operations, including the 14 areas covered by the City Comptroller's Directive 1, specifically: effectiveness and efficiency, cash receipts, imprest funds (petty cash), billings and receivables, expenditures and payables, inventory, payroll and personnel, management information systems (MIS) mainframe/midrange, MIS-personal computers/local area networks (LANs), Internet connectivity, single audit, licenses/permits, violations certificates, leases/concessions/franchises and internal audit function.

SUMMARY STATEMENTS ON THE STATUS OF INTERNAL CONTROL SYSTEMS

The head of the Department of City Planning attested to the overall sufficiency of its internal control systems. Thirty-three agencies reported weaknesses in one or more areas that may prevent the achievement of internal control objectives as defined in Section 389 of the New York City Charter. Except as qualified below, agency heads believe their systems of internal control, taken as a whole, are sufficient to meet the City's internal control objectives of maximizing the effectiveness and integrity of operations and reducing vulnerability to waste, abuse, errors or irregularities. All agencies are committed to pursuing courses of corrective action, and are monitoring their internal control systems and environments through self-inspections and risk assessments, management reviews, external audit follow-ups, internal audits in agencies with internal audit units and the use of independent auditors, where applicable.

ADMINISTRATION FOR CHILDREN'S SERVICES

The Administration for Children's Services (ACS) continues in its efforts to improve its internal control environment, promoting efficiency and effectiveness, and addressing those improvements as referenced in audits and reviews. Specifically, ACS implemented a new Preventive Services Evaluation and Quality Improvement Protocol (Prevention EQUIP) to evaluate contract agencies. The Internal Audit unit performed an analysis of the SIF accounts to determine the utilization of the SIF accounts. In Fiscal 2002, a draft report will be developed for comment and revision, and those SIF accounts that are inactive will be recommended closed or consolidated. ACS examined its lease management function and identified some control inefficiencies that required improvement. A new manager was hired who implemented specific control measures to ensure compliance with the lease agreements and appropriate payment of invoices. In Fiscal 2002, the Internal Audit unit will continue to review the Lease Management function. ACS improved its payment process by automating the camp expense in Fiscal 2001. In Fiscal 2002, ACS MIS will continue to work with the State to upgrade the Statewide Services Payment System (SSPS) and CONNECTIONS to ensure the efficiency in the payment and reimbursement process. In Fiscal 2001, ACS conducted a physical count of several of the agency's assets. A draft report of the Administration for Children's Services inventory control procedure has been developed and is being reviewed for comment and revision. The Agency developed a computerized inventory database to record and control capital and special fixed assets and will develop a new inventory management database to track all computer hardware and software. ACS will continue to improve and upgrade its inventory systemwide database, and will continue to monitor its internal control environment through internal and external audit follow-up, risks assessment and management reviews.

AGENCY INTERNAL CONTROLS

CITY COMMISSION ON HUMAN RIGHTS

The Commission on Human Rights' system of internal controls needs to be strengthened in the areas of inventories and MIS. Although the Agency planned to implement an off the shelf computerized inventory system to allow it to maintain inventory of fixed assets as well as consumable supplies, a review of the proposed software indicated that the program was not suitable for the agency's needs. The Agency will work toward creating a computerized inventory control system specific to its needs. On the whole, the Agency has sufficient internal control over MIS.

CIVILIAN COMPLAINT REVIEW BOARD

The Civilian Complaint Review Board continues to address its need to strengthen internal controls in the areas of inventory and MIS-personal computer/LANs. Weaknesses include overlapping functions due to staff shortages, inventories being conducted and supervised by managerial staff, lack of an automatic lockout feature for unattended computer workstations, lack of a separate fire detection system for the file server room and the absence of off-site storage facilities. The Agency's corrective actions include, but are not limited to, reorganizing staff to maximize efficiency in vulnerable areas and instituting several levels of approval from management without reducing efficiency. The Agency will work with MIS to establish an automatic lockout feature for all personal computers/LANs and will search for a suitable off-site storage facility.

DEPARTMENT OF BUILDINGS

The Department of Buildings' system of internal controls needs to be strengthened in the areas of inventory and MIS. Specifically, the Agency needs to implement a computerized inventory tracking system for goods, document and tag all furnishings, completely reconcile property records, segregate duties in inventory taking, and develop and maintain system applications. The Department has identified software that will be able to accommodate the Agency's inventory control needs. Procurement and implementation of this software is planned for Fiscal 2002. In January 2002 personnel was hired to oversee and administer inventory control guidelines. Training was not completed for the new fixed assets reporting requirements. The Agency's ongoing effort to reconcile and update the record in Financial Information Services Agency (FISA) for fixed asset reporting continues to be delayed due to staffing resources.

DEPARTMENT OF BUSINESS SERVICES

The Department of Business Services acknowledges a need for additional controls in cash management, payroll and personnel. Specific weaknesses include overlapping functions with respect to depositing and accounting for cash receipts, and lack of segregation of duties in the timekeeping function. To the extent possible, the Agency plans to add additional levels of supervision to allow for greater control over these areas and maintain an adequate system of internal control.

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

The Department of Citywide Administrative Services' system of internal controls needs to be strengthened in the areas of inventories and internal audit. Due to staff shortages, there are some cases where the same people who operate those areas perform Agency inventories. In addition, the Agency's fixed assets system is inaccurate because it contains records for equipment purchased for other agencies. The City's auditors have stated the fixed asset system is a citywide issue. Although the Agency's current staff level in Internal Audit does not allow for generally accepted government auditing standards audits, nor information technology audits, two additional positions were provided in the Fiscal 2002 Budget for the Internal Audit Function.

AGENCY INTERNAL CONTROLS

DEPARTMENT OF CONSUMER AFFAIRS

The Department of Consumer Affairs acknowledges a need for strengthening internal controls in the area of MIS, specifically the LAN. Through the internal audit function and daily licensing operations, a security matter has been identified in connection with the City Agencies Management Information System (CAMIS) concerning access. The Agency has and is continuing to investigate various irregularities involving access to CAMIS and determining the impact on operations. The Agency installed its LAN in the first quarter of Calendar 2000 and obtained the required bid quotations for fire detection/suppression devices for the LAN system. The Agency will have the fire detection/suppression devices installed when funding becomes available.

DEPARTMENT OF CORRECTION

The Department of Correction's system of internal controls needs improvement in the areas of payroll/personnel, MIS-mainframe and personal computers/LANs, expenditures/payables and internal audits. Specifically, the reliance on manual records for tracking employee leave balances and the need for more accurate and efficient payroll record keeping. Other weaknesses include inadequate separation of duties between applications development and the maintenance of computer system applications, the lack of documentation of the data processing system, control weaknesses in the Agency's purchasing procedures and the lack of information technology audit capabilities. Finally, there is a need for financial and financial-related audits. Corrective actions include, but are not limited to, ensuring that time cards are maintained for leave accruals/usages until an integrated time and payroll recording system is implemented by the end of Calendar 2003, completing a disaster recovery site by Fiscal 2002, enforcing existing policies governing compliance with Procurement Policy Board rules and providing information technology training for internal audit staff. The Department will continue to monitor its internal control environment through internal and external audit follow-up, risk assessment and management reviews.

DEPARTMENT OF CULTURAL AFFAIRS

The Department of Cultural Affairs' system of internal controls needs to be strengthened in the areas of MIS-personal computers/LANs and segregation of duties for cash receipts and imprest funds. The Agency hired an Information Technology Director to address the major weaknesses. However, the unit is still understaffed. Staff shortages also weaken segregation of duties with regard to cash receipts and imprest funds. The Agency will continue to monitor its overall control environment through management reviews.

DEPARTMENT OF DESIGN AND CONSTRUCTION

The Department of Design and Construction's (DDC) system of internal controls needs to be strengthened in the areas of payroll and personnel, MIS-personal computers/LANs and Internet connectivity. Corrective actions include, but are not limited to, ensuring that employees sign for their paycheck/stubs and developing an effective and automatic log-out feature for unattended computer workstations. In compliance with prior submissions, the Agency has placed its major operational and administrative manuals on its intranet site and has converted over 100 of its outdated workstations to Windows NT. The Agency's Information Technology Division implemented a new procedure requiring that system passwords change every 45 days and will implement an automatic function that log offs all workstations nightly. The information technology personnel now have access to a log for on-system transactions and unauthorized access violations. In addition, DDC works with the Department of Investigation and the Department of Information Technology and Telecommunications in conducting periodical penetration testing of DDC's network.

AGENCY INTERNAL CONTROLS

DEPARTMENT OF EMPLOYMENT

In prior internal Control Statements, the Department of Employment identified several areas which needed to be strengthened, specifically in the area of billings and receivables, expenditures and payables, MIS-personal computer/LANs and Single Audit. However, in Fiscal 2001 the responsibility for billings and receivables, expenditures, payables and the Single Audit were transferred to the Human Resources Administration (HRA). The Department will continue to monitor this new fiscal arrangement and refine the process so that any unanticipated weakness in the system can be identified and addressed. Over the past year, the Department has made considerable improvements in MIS, such as the enhancement of its partially automated contract reporting system to enable contractors to submit monthly reports online. A pilot operation with eight contractors was started, with plans for full implementation by Fiscal 2002. The Department also initiated a multi-year project plan to enhance its LAN system with new infrastructure improvements that will support the Project Budget/Monthly Financial Report System.

DEPARTMENT OF ENVIRONMENTAL PROTECTION

The Department of Environmental Protection needs to improve its water and sewer billing practices and procedures, customer information, accounts receivable, cash receipts and internal audits. The Agency will focus particular attention on these areas as it strives for continuous improvement in all aspects of its operation.

DEPARTMENT OF FINANCE

The Department of Finance's system of internal controls needs to be strengthened in the areas of unapplied payments and MIS. These weaknesses include the extent of unapplied payments applicable to business taxes and parking violation fines, delays in the process of correcting such unapplied payments. In addition, the Agency does not have a disaster recovery plan covering business facilities. Present and future corrective actions include implementing a new imaging system, known as FileNet, to eliminate delays in retrieving documents, intensifying efforts on researching and correcting the backlog of unapplied payments, and improving supervisory review over the current process. The Agency has hired a consultant to assist in the development of a disaster recovery plan covering business facilities and will be presenting the plan to the Agency in April.

DEPARTMENT FOR THE AGING

The Department for the Aging continues to address its need to strengthen outcome performance measurements for contracted and directly delivered related services to senior consumers. The Department's Quality Assurance Unit continues to work on this task as it reviews service performance standards. The Department will also begin collecting client specific data with full implementation of the Provider Data System (PDS), which will provide measurable outcomes.

DEPARTMENT OF HEALTH

The Department of Health's internal control structure needs to be strengthened in the areas of cash receipts, inventories and MIS-personal computers/local area networks. Specific weaknesses include the lack of an automated cash management system at the burial desk, insufficient physical security at some data centers and deficiencies in the Disaster Recovery Plan for the agency's networks. Corrective actions include, but are not limited to, consolidating computer network functions; centralizing security management; and improving oversight of purchases of computer hardware, software and services. The Department of Health's internal control structure needs to be strengthened in the areas of cash receipts, inventories and MIS-personal computers/local area networks. Specific weaknesses include the lack of an automated cash management system at the burial desk, insufficient physical security at some data centers and deficiencies in the Disaster Recovery Plan for the agency's networks.

AGENCY INTERNAL CONTROLS

DEPARTMENT OF HOMELESS SERVICES

The Department of Homeless Services' system of internal controls needs to be strengthened in the area of its principal operations and in specific functional areas, but the Agency has taken and continues to take actions to address these problems. Weaknesses were noted in the area of its principal operations and in specific areas of expenditures and payables, management information systems: mainframe/midrange, personal computers/local area networks, single audit and internal audit functions. Specific weaknesses include an occasional lag between newly adopted policies and the issuance of the formal written operating procedures, lack of separation of quality assurance function within the MIS organization, computer hardware and software security measures not fully implemented and the inability of the internal audit function to cover all of the agency's audit concerns. Over the past year the Agency has taken significant steps to address internal control weaknesses reported in the Fiscal 2000 evaluation. Specifically, procedures and standards were established for the midrange PRIME system, the software and database were upgraded for improved tracking of computer inventory, and new network routers and switches provide standard encryption for data transmitted over public lines. Written procedures are continuously being developed, reviewed and revised to ensure adherence to mandates. Additionally, the Agency employs compensating controls to accomplish the intent of the City Comptroller's control items, given the Agency's operations or circumstances (e.g., workloads, resource constraints). The Agency will continue its course of corrective action and will monitor its overall internal control environment through internal audits, external audit follow-ups and risk assessments.

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

The Department of Housing Preservation and Development's system of internal controls needs to be strengthened in the area of cash receipts, billings and receivables, inventories, MIS-mainframe/midrange and personal computers/LANs and internal audit functions. These weaknesses include the failure to immediately record and deposit rental receipts, lack of written procedures in certain units, not aging some receivables and the lack of a formal write-off policy. There is also an inadequate segregation of duties in inventory control, a lack of an individual identification number for computer equipment, a lack of independence of the internal audit function and a failure to use risk assessment to select potential problem areas for management to review. The Agency's corrective actions include, but are not limited to, recording and depositing rental receipts in a timely fashion, developing written procedures where necessary, determining the extent of write-off policies and reviewing receivables to determine the feasibility of preparing aging reports. In addition, the Agency is addressing all inventory needs by instituting weekly cycle counts of fast moving items and is developing a new computerized inventory system.

DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS

The Department of Information Technology and Telecommunications (DOITT) has identified that the absence of an independent internal/MIS audit unit represents an internal control weakness. However, DOITT does not have the headcount or funding to staff such a unit. To compensate, the Agency will continue to monitor the internal control environment through ongoing reviews of Agency procedures, self-inspections, external audit follow-up and use of information technology.

DEPARTMENT OF INVESTIGATION

The Department of Investigation's system of internal controls needs to be strengthened in the area of MIS-personal computers/LANs. Specifically, the Agency's security of unattended computer workstations needs improvement. This issue will be addressed when the Agency's primary database is replaced. A funding proposal for the new system has been resubmitted in January 2002.

AGENCY INTERNAL CONTROLS

DEPARTMENT OF JUVENILE JUSTICE

The Department of Juvenile Justice reported that its internal control needs to be strengthened in the area of effectiveness and efficiency. Specifically, the Agency's policies and procedures are being reviewed and rewritten to reflect a change from a single Facility to a multi-Facility detention system as well as expansion and reorganization of all operating units.

DEPARTMENT OF MENTAL HEALTH, MENTAL RETARDATION, AND ALCOHOLISM SERVICES

The Department of Mental Health, Mental Retardation, and Alcoholism Services' system of internal controls needs to be strengthened in the areas of effectiveness and efficiency, imprest funds, billings and receivables, MIS/personal computers/LANs, internet connectivity, single audit and internal control function. Corrective action plans include, but are not limited to, hiring staff at a rate sufficient to maintain authorized headcount levels, following up on some receivables in a timely and effective manner, improving physical security and encryption procedures and documenting current applications.

DEPARTMENT OF PARKS AND RECREATION

The Department of Parks and Recreation reported that its system of internal controls needs to be strengthened in the areas of cash receipts, billings and receivables, inventory, licenses/permits, and internal audits. These weaknesses include the incomplete segregation of duties in the areas of cash receipts, billings and receivables, inventory, and licenses/permits, some control problems over cash receipts and receivables, cases of a lack of pre-numbered documents, and a lack of an internal audit function. The Agency has not implemented the agencywide Internet access via the Department of Information, Technology and Telecommunications (DoITT) and is currently working with DoITT and the Department of Investigation to obtain authorization and access via the City's network. Completion of this project will lead to the enhancement of office and field productivity throughout the agency. The Agency intends to take and, in a number of cases, has already taken, measures to correct some of these problems. The Agency's MIS unit completed migrating the e-mail system to "parks.nyc.gov"; the Park's intranet site will provide performance measurement reports for management in Fiscal 2002. The MIS proposed project for an intranet Customer Response System to handle complaints and correspondences is no longer viable due to lack of funding. The Agency's storehouses, shops, garages and Urban Park Service Field offices are to be connected to the Parks Information Network by close of Fiscal 2002, allowing the users in the field to have access to up-to-date inventory and work order information as well as to e-mail and the intranet. Delays in the procurement and implementation of the hardware and software occurred due to delays in obtaining Internet access. The present and future actions also include training of employees handling cash, closer employee supervision, and continued upgrade and integration of the Agency's computer systems.

DEPARTMENT OF PROBATION

The Department of Probation's system of internal controls needs to be strengthened in the areas of effectiveness and efficiency, expenditures and payables, and inventories. Specific weaknesses include the lack of policies and procedures for the Domestic Violence Program and the handling of goods in the Procurement Unit when the recipient is unavailable. Also identified was the lack of formal training in specification writing and contract administration, lack of an independent review of firearms inventories, and comparisons of perpetual inventory records against actual inventory. Corrective actions include, but are not limited to, requiring the Domestic Violence Program to develop policies and procedures, including the names of recipients on all purchase orders, identifying training programs in specification writing and contract administration, periodically performing independent reviews of firearms inventories, implementing a perpetual inventory system, investigating all significant variances of inventory and limiting the practice of emergency purchases.

AGENCY INTERNAL CONTROLS

DEPARTMENT OF RECORDS AND INFORMATION SERVICES

The Department of Records and Information Services' system of internal controls needs to be strengthened in the area of an internal audit. The Agency implemented an inventory tracking procedure for software and increased the use of personal computers to perform some selected functions more efficiently to effect more timely remittance from the Municipal Archives. The Agency reconsidered developing a procedure manual for inventory, payroll and timekeeping; instead, it will rely on existing documents from other agencies. The Agency continues to minimize these risks by using managerial reviews of its operations.

DEPARTMENT OF SANITATION

The Department of Sanitation reported that it has strengthened its controls in its cash handling procedures at Recycling and Derelict Vehicle Operations (DVO). Recycling still does its own billing but its check-receiving function has been moved to the Waste Export Unit. At DVO, effective December 2000, all checks and money orders received by the unit are restrictively endorsed before they are sent to Fiscal Services for deposit. Just prior to Fiscal 2001 the Agency completed the development of a formal MIS manual, as well as starting a computer equipment and software inventory system as previously recommended by the City Comptroller. The inventory system is now fully operational. The Agency has no write-off policy because no receivables have ever been written off. However, in the event that receivables need to be written off, the Agency intends to follow the City Comptroller's Directive 21.

DEPARTMENT OF TRANSPORTATION

The Department of Transportation's overall system of internal controls continues to be strengthened in the area of inventory control. This has been achieved by continuing to upgrade its computerized inventory systems and adding staff. Some weaknesses continue to exist, but is limited to the agency's smaller facilities. The agency will continue to address these concerns.

DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT

The Department of Youth and Community Development's system of internal controls has a weakness in its ability to measure agency operations through defined goals and objectives to better implement outcome reporting within its contracts, to better document policies and procedures (particularly field monitoring), to improve staff retention (in the areas of MIS and Contracts) and to implement internet connectivity. The Agency will continue in its efforts to improve these areas specifically by implementing indicator and project tracking mechanisms, testing and incorporating better outcomes in upcoming contracts with community-based organizations, improving recruitment and retention strategies, and continuing to work with the Department of Information Technology and Telecommunications and the Department of Investigations to implement internet connectivity for the Department's users.

FIRE DEPARTMENT

The Fire Department's system of internal controls needs to be strengthened in the areas of effectiveness and efficiency, cash receipts, billings and receivables, inventory and internal audit. Specific weaknesses include lack of adequate program management, internal controls governing ambulance transport claim development and billing, staffing, technology and internal control policies relative to inventory, asset management and audit coverage. Corrective actions include, but are not limited to, improving program management, documenting management policies, outsourcing the ambulance transport claim processing functions, improving controls over supplies and fixed assets, and adhering to generally accepted auditing standards.

AGENCY INTERNAL CONTROLS

HUMAN RESOURCES ADMINISTRATION

The Human Resources Administration's present system of internal controls, taken as a whole, is sufficient to meet the City's internal control objectives of maximizing the effectiveness and integrity of agency operations and reducing the vulnerability of the agency to waste, abuse, error, or irregularities. Several of the Agency's weaknesses identified in previous statements have either been corrected or are in the final stages of completion. Specifically, the Agency's General Support Services Division now reviews open encumbrances periodically, and always at project completion. The Agency continues to monitor the quality of housing vendor services as well as instruct these vendors on improving their operating procedures. Lastly, the Agency continues to develop contingency and disaster recovery plans for its local area network and to document all UNIX computer systems.

LANDMARKS PRESERVATION COMMISSION

The Landmarks Preservation Commission's system of internal controls needs to be strengthened in the areas of cash receipts, expenditures and payables, and MIS-personal computers/LANs. These weaknesses are primarily attributable to inadequate staffing and an extremely low volume of transactions. Specifically, the Agency had no checks returned for insufficient funds and no receivables during the fiscal year. The Agency will continue to monitor the internal control environment through management reviews.

LAW DEPARTMENT

The Law Department's system of internal controls needs to be strengthened in the areas of internal audit standards. Specifically, staff members involved in the internal review process are not organizationally located outside the line management of the audited unit. The agency will continue to monitor the internal control environment to ensure that this does not materially affect the internal review process.

POLICE DEPARTMENT

The Police Department reports that the Agency addressed weaknesses from the prior statements regarding MIS, Inventory and Payroll/Personnel. However, the Department remains in partial compliance with two internal control standards: the first concerning billing and receivables, i.e., its inability to file all claims and follow-ups for State and Federal aid within the required time periods; the second, concerning cash receipts, i.e., its inability to deposit on a daily basis all receipts received at precincts. Where feasible, corrective steps have been initiated to minimize these deficiencies. The Agency will continue to monitor the internal control environment through its Internal Affairs Bureau, Quality Assurance Division, Integrity Control Officers and the Agency's Self-Inspection Program.

TAXI AND LIMOUSINE COMMISSION

The Taxi and Limousine Commission's policy is to collect all outstanding debt from individuals or entities before they are permitted to conduct business with the Commission. The Commission has not yet pursued the creation of a write-off policy nor has the Commission entered into a program with the Civil Courts or the Sheriff's Office to collect fines and outstanding debt. In order to collect fines and other outstanding debt owed at this time, the Commission continues to primarily focus on the monitoring of accounts and the suspension of licenses held by debtors. The Agency will continue to work toward the goal of minimizing additional bad debt by exploring new methods and initiatives.

BUDGETARY UNITS OF APPROPRIATION

Fiscal 2002

PUBLIC SAFETY

Police [056]

001	Operations
002	Executive Management
003	School Safety -PS
004	Administration - Personnel
006	Criminal Justice
007	Traffic Enforcement
008	Transit Police - PS
009	Housing Police - PS
100	Operations - OTPS
200	Executive Management - OTPS
300	School Safety - OTPS
400	Administration - OTPS
600	Criminal Justice - OTPS
700	Traffic Enforcement - OTPS

Fire [057]

001	Executive Administrative
002	Fire Extinguishment & Emergency Response
003	Fire Investigation
004	Fire Prevention
005	Executive Administrative - OTPS
006	Fire Extinguishment & Response - OTPS
007	Fire Investigation - OTPS
008	Fire Prevention - OTPS
009	Emergency Medical Services- PS
010	Emergency Medical Services- OTPS

Correction [072]

001	Administration
002	Operations
003	Operations - OTPS
004	Administration - OTPS

Probation [781]

001	Executive Management
002	Probation Services
003	Probation Services - OTPS
004	Executive Management - OTPS

Juvenile Justice [130]

001	Personal Services
002	Other than Personal Services

BUDGETARY UNITS OF APPROPRIATION

Civilian Complaint Review Board [054]

001	Personal Services
002	Other than Personal Services

INFRASTRUCTURE

Transportation [841]

001	Executive Administration and Planning Management
002	Highway Operations
003	Transit Operations
004	Traffic Operations
006	Bureau of Bridges
007	Bureau of Bridges - OTPS
011	Executive and Administration - OTPS
012	Highway Operations - OTPS
013	Transit Operations - OTPS
014	Traffic Operations - OTPS

Environmental Protection [826]

001	Executive and Support
002	Environmental Management
003	Water Supply and Wastewater Collection
004	Utility - OTPS
005	Environmental Management - OTPS
006	Executive and Support - OTPS
007	Central Utility
008	Wastewater Treatment

Housing Preservation and Development [806]

001	Office of Administration
002	Office of Development
004	Office of Housing Preservation
006	Housing Maintenance and Sales
008	Office of Administration - OTPS
009	Office of Development - OTPS
010	Housing Management and Sales - OTPS
011	Office of Housing Preservation - OTPS

Department of Design and Construction [850]

001	Personal Services
002	Other than Personal Services

Housing Authority [Miscellaneous Budget]

001	Personal Services
002	Other than Personal Services
003	Fringe Benefits
005	Indigent Defense Services

BUDGETARY UNITS OF APPROPRIATION

COMMUNITY SERVICES

Sanitation [827]

101	Executive Administrative
102	Cleaning and Collection
103	Waste Disposal
104	Building Management
105	Bureau of Motor Equipment
106	Executive and Administrative - OTPS
107	Snow Budget - Personal Services
109	Cleaning and Collection - OTPS
110	Waste Disposal - OTPS
111	Building Management - OTPS
112	Motor Equipment - OTPS
113	Snow - OTPS

Parks and Recreation [846]

001	Executive Management and Administration
002	Maintenance and Operations
003	Design and Engineering
004	Recreation Services
006	Maintenance and Operations - OTPS
007	Executive Management and Administrative Services - OTPS
009	Recreation Services - OTPS
010	Design and Engineering - OTPS

Landmarks Preservation [136]

001	Personal Services
002	Other than Personal Services

New York Public Library - The Research Libraries [035]

001	Lump Sum Appropriation
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New York Public Library [037]

003	Lump Sum - Borough of Manhattan
004	Lump Sum - Borough of the Bronx
005	Lump Sum - Borough of Staten Island
006	Systemwide Services
007	Consultant and Advisory Services

Brooklyn Public Library [038]

001	Lump Sum
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Queens Borough Public Library [039]

001	Lump Sum
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BUDGETARY UNITS OF APPROPRIATION

ECONOMIC DEVELOPMENT SERVICES

Department of Business Services [801]
(Economic Development Corporation
Mayor's Office of Film, Theater and Broadcasting)

001	Department of Business - PS
002	Department of Business - OTPS
004	Contract Compliance & Business Opportunity - PS
005	Contract Compliance & Business Opportunity - OTPS
006	Economic Development Corporation
008	Economic Planning/Film - PS
009	Economic Planning/Film - OTPS

Cultural Affairs [126]

001	Office of the Commissioner - PS
002	Office of the Commissioner - OTPS
003	Cultural Programs
004	Metropolitan Museum of Art
005	New York Botanical Garden
006	American Museum of Natural History
007	The Wildlife Conservation Society
008	Brooklyn Museum
009	Brooklyn Children's Museum
010	Brooklyn Botanical Garden
011	Queens Botanical Garden
012	New York Hall of Science
013	Staten Island Institute of Arts and Science
014	Staten Island Zoological Society
015	Staten Island Historical Society
016	Museum of the City of New York
017	Wave Hill
019	Brooklyn Academy of Music
020	Snug Harbor Cultural Center
021	Studio Museum in Harlem
022	Other Cultural Institutions
024	New York Shakespeare Festival

HEALTH SERVICES

Health [816]

101	Administration and Support Services
102	Health Related Services
103	Community Health Services
104	Environmental Health Services
106	Chief Medical Examiner
107	Health Care Access - PS
111	Management and Administration - OTPS

BUDGETARY UNITS OF APPROPRIATION

112 Health Related Services - OTPS
113 Community Health Services - OTPS
114 Environmental Health Services - OTPS
115 Prison Health Services - OTPS
116 Chief Medical Examiner - OTPS
117 Health Care Access - OTPS

Health and Hospitals Corporation [819]

001 Lump Sum

Mental Health [817]

001 Personal Services
002 Other than Personal Services
003 Mental Health Services
004 Mental Retardation Services
005 Alcoholism Services
006 Early Intervention - PS
007 Early Intervention - OTPS

HUMAN SERVICES AND EDUCATION

Human Resources [069]

101 Administration - OTPS
103 Public Assistance - OTPS
104 Medical Assistance - OTPS
105 Adult Services - OTPS
201 Administration
203 Public Assistance
204 Medical Assistance
205 Adult Services

Administration for Children's Services [068]

001 Personal Services
002 Other than Personal Services
003 Office of Child Support Enforcement/Head Start/Day Care - PS
004 Office of Child Support Enforcement/Head Start/Day Care - OTPS
005 Administrative - PS
006 Child Welfare - OTPS

Department of Homeless Services [071]

100 Personal Services
200 Other than Personal Services

Employment [094]

001 Personal Services
002 Other than Personal Services

BUDGETARY UNITS OF APPROPRIATION

770 Non-City-Provided Services - PS
773 Non-City-Provided Services - OTPS

Youth and Community Development [260]

002 Community Development - PS
005 Community Development - OTPS
311 Personal Services
312 Other than Personal Services

Aging [125]

001 Executive and Administrative Management
002 Community Programs
003 Community Programs - OTPS
004 Executive and Administrative Management - OTPS

Board of Education [040]

301 District Instruction/Instructional Support Services
302 District Instruction/Instructional Support Services - OTPS
303 District Special Education Instructional Services
304 District Special Education Instructional Services - OTPS
305 District Operations/Administration
306 District Operations/Administration - OTPS
311 High School Instruction/Instructional Support Services
312 High School Instruction/Instructional Support Services - OTPS
313 High School Special Education Instructional Services
314 High School Special Education Instructional Services - OTPS
315 High School Operations/Administration
316 High School Operations/Administration - OTPS
321 Special Education Citywide Instruction/Instructional Support Services
322 Special Education Citywide Instruction/Instructional Support Services - OTPS
323 Division of Special Education Instructional Support Services
324 Division of Special Education Instructional Support Services - OTPS
325 Division of Special Education Operations/Administration
326 Division of Special Education Operations/Administration - OTPS
327 Special Education Operations/Administration (District/High School/Citywide)
328 Special Education Operations/Administration (District/High School/Citywide) - OTPS
335 School Facilities Custodial Maintenance
336 School Facilities Custodial Maintenance - OTPS
338 Pupil Transportation
339 School Food Services
340 School Food Services - OTPS
341 School Safety
342 School Safety - OTPS
344 Energy and Leases
353 Central Administration
354 Central Administration - OTPS
361 Fringe Benefits
370 Non-Public School Payments
381 Categorical Programs
382 Categorical Programs – OTPS
391 Labor Reserve

BUDGETARY UNITS OF APPROPRIATION

City University of New York [042]

001	Community College - OTPS
002	Community College - PS
003	Hunter Schools - OTPS
004	Hunter Schools - PS
005	Educational Aid - OTPS
012	Senior College - OTPS

REGULATORY SERVICES

Consumer Affairs [866]

001	Administration
002	Licensing/Enforcement
003	Other than Personal Services
004	Adjudication

Buildings [810]

001	Personal Services
002	Other than Personal Services

Taxi and Limousine [156]

001	Personal Services
002	Other than Personal Services

CITYWIDE ADMINISTRATION

Law [025]

001	Personal Services
002	Other than Personal Services

Finance [836]

001	Administration and Planning
002	Operations
003	Property
004	Audit
005	Legal
006	Tax Appeals Tribunal
007	Parking Violations Bureau
009	City Sheriff
011	Administration - OTPS
022	Operations - OTPS
033	Property - OTPS
044	Audit - OTPS
055	Legal - OTPS

BUDGETARY UNITS OF APPROPRIATION

066 Tax Appeals Tribunal - OTPS
077 Parking Violations Bureau - OTPS
099 City Sheriff – OTPS

Citywide Administrative Services [856]

001 Division of Citywide Personnel Services
002 Division of Citywide Personnel Services - OTPS
003 Office of Administrative Trials and Hearings
004 Office of Administrative Trials and Hearings - OTPS
005 Board of Standards and Appeals
006 Board of Standards and Appeals - OTPS
100 Executive and Financial Administrative Services
190 Executive & Financial Administrative Services - OTPS
300 Division of Facilities Management
390 Division of Facilities Management - OTPS
400 Division of Municipal Supply Services
490 Division of Municipal Supply Services - OTPS
500 Division of Real Estate Services
590 Division of Real Estate Services - OTPS
600 Communications
690 Communications - OTPS

City Planning [030]

001 Personal Services
002 Other than Personal Services
003 Geographic Systems - PS
004 Geographic Systems - OTPS

Records and Information Services [860]

100 Personal Services
200 Other than Personal Services

Information Technology and Telecommunications [858]

001 Personal Services
002 Other than Personal Services

Commission on Human Rights [226]

001 Personal Services
002 Other than Personal Services
003 Community Development - PS
004 Community Development - OTPS

Investigation [032]

001 Personal Services
002 Other than Personal Services
003 Inspector General - PS
004 Inspector General - OTPS

INDICATORS ADDED TO AND DELETED FROM THE PRELIMINARY FISCAL 2002 MAYOR'S MANAGEMENT REPORT

NEW INDICATORS

The following table lists new performance measures appearing in the Preliminary Fiscal 2002 Mayor's Management Report. A total of 24 indicators have been added to the Report.

I. PUBLIC SAFETY

Civilian Complaint Review Board

- Percentage of Substantiated Cases by Time Remaining on Statute of Limitations
 - Percent of Cases with 3 Months or Less Remaining
 - Percent of Cases with 4 to 6 Months Remaining
 - Percent of Cases with 7 to 12 Months Remaining
 - Percent of Cases with 13 Months or More Remaining
- Age of Caseload as a Percentage of Total Caseload (from date of incident)
 - Percent of Cases 0 to 4 Months Old
 - Percent of Cases 5 to 12 Months Old
 - Percent of Cases 13 Months or Older

II. INFRASTRUCTURE AND COMMUNITY SERVICES

Landmarks Preservation Commission

- Violations Cured at Warning Letter Stage
- Found in Violation at Environmental Control Board (ECB)
- Violations Pending at ECB

III. ECONOMIC DEVELOPMENT SERVICES

Department of Business Services

- Total Number of Business Improvement Districts (BIDs)

IV. HEALTH AND HUMAN SERVICES

Department of Health

- Reportable STD Cases Citywide

Office of the Chief Medical Examiner

- Average Time From Autopsy to Body Ready for Release

Administration for Children's Services

- Percentage of Out-of-Wedlock Births with Paternities Voluntarily Established

**INDICATORS ADDED TO AND DELETED FROM
THE PRELIMINARY FISCAL 2002
MAYOR'S MANAGEMENT REPORT**

City University of New York

- Enrollment at Senior Colleges (Fall)
 - Undergraduate Non-Degree
 - Total Undergraduate Degree
 - Graduate Degree
 - Graduate Non-Degree
 - Total Graduate Degree
 - Total Undergraduate and Graduate Degree
- Educational Status of Baccalaureate Degree Recipients (1999-2000)
 - Percent Enrolled Outside of CUNY
- Educational Status of Associate Degree Recipients (1999-2000)
 - Percent Transferred to CUNY Baccalaureate Program
 - Percent Enrolled Outside of CUNY

V. REGULATORY AND ADMINISTRATIVE SERVICES

Department of Finance

- Total Property Tax Collections

INDICATORS ADDED TO AND DELETED FROM THE PRELIMINARY FISCAL 2002 MAYOR'S MANAGEMENT REPORT

INDICATORS DELETED

The following table lists quantitative indicators deleted from the Preliminary Fiscal 2002 Mayor's Management Report. For each indicator, the table lists the reason for removing the indicator and, where applicable, the name of the new or revised indicator which provides similar information. A total of 57 indicators have been eliminated from the Report, of which 27 have been replaced by new indicators.

I. PUBLIC SAFETY

Police Department

Medallion Patrol

- Summonses Issued
 - Refusals

This indicator does not reflect the focused enforcement operations of the medallion patrol. The subcategories of "Owners" and "Drivers" summonses more accurately reflect overall enforcement operations and will remain in the Department's indicator tables. Indicators reported by the Taxi and Limousine Commission continue to include refusal summonses.

- Tours of Duty Rescheduled

Tours of duty are rescheduled for a multitude of reasons including but not limited to new arrests, court appearances, training, and special events. The number of tours rescheduled does not reflect effective management of uniformed police resources.

Department of Juvenile Justice

- Total Admissions to Detention
 - Other

There is no longer an "Other" classification because the new automated Criminal Justice Information System classifies all new admissions as either juvenile offenders or juvenile delinquents.

Civilian Complaint Review Board

- Number of Substantiated Cases by Time Remaining on Statute of Limitations
 - Number of Cases with 3 Months or Less Remaining
 - Number of Cases with 4 to 6 Months Remaining
 - Number of Cases with 7 to 12 Months Remaining
 - Number of Cases with 13 Months or More Remaining

These indicators have been replaced with indicators that report percentages.

- Age of Caseload (from date of incident)
 - Number of Cases 0 to 4 Months Old
 - Number of Cases 5 to 12 Months Old
 - Number of Cases 13 to 17 Months Old
 - Number of Cases 18 Months or Older

These indicators have been replaced with indicators that report percentages. "Number of Cases 13 to 17 Months Old" and "Number of Cases 18 Months or Older" have been combined into "Percent of Cases 13 Months or Older."

INDICATORS ADDED TO AND DELETED FROM THE PRELIMINARY FISCAL 2002 MAYOR'S MANAGEMENT REPORT

II. INFRASTRUCTURE AND COMMUNITY SERVICES

Department of Transportation

- Bridge Preventive Maintenance
 - Fire Hazards Removed

Department personnel remove flammable items when they are discovered in the course of performing other duties; this activity is not performed on a regularly scheduled basis.

Department of Environmental Protection

- Number of Site Connection Proposal Reviews Completed
 - Reviewed in 30 days
- Number of Private Drainage Proposal Reviews Completed
 - Reviewed in 90 days
- Number of Private Sewer Plan Reviews Completed
 - Reviewed in 30 days

These indicators are not relevant to the Department's critical functions.

School Construction Authority

- Modular Buildings
 - Designs Started
 - Construction Started
 - Completed
 - Student Spaces

The Modular program ended at the close of Fiscal 2000.

Landmarks Preservation Commission

- Corrective Action in Response to Warning Letters
- Warning Letters/Violations Cured

These indicators have been replaced with "Violations Cured at Warning Letter Stage," "Found in Violation at Environmental Control Board (ECB)" and "Violations Pending at ECB," which more accurately reflect activity.

III. ECONOMIC DEVELOPMENT SERVICES

Department of Business Services

- Bid-Match Program
 - Total Dollar Value of Bids Awarded

The data are no longer compiled by the Department.

**INDICATORS ADDED TO AND DELETED FROM
THE PRELIMINARY FISCAL 2002
MAYOR'S MANAGEMENT REPORT**

IV. HEALTH AND HUMAN SERVICES

Department of Health

- New STD Cases Citywide

This indicator has been replaced by "Reportable STD Cases Citywide," which includes data from the Department and outside sources.

Human Resources Administration

- Value of Agency Contracts
 - Number of Contracts
- Enrollment
 - PA Recipients
- Participant Outcomes
 - Placements into Employment
 - Percentage Placed into Employment
- Participants Working at 90 Days

These indicators reflect data for federal Job Training Partnership Act programs, which ended at the close of Fiscal 2000. Beginning in the Fiscal 2001 Mayor's Management Report, these indicators were replaced by indicators that better reflect the reporting requirements of the federal Workforce Investment Act.

Department of Employment

- Enrollment
 - High School Dropouts
- Participant Outcomes
 - Placements into Employment
 - Percentage Placed into Employment
 - Employability Enhancements
 - Percentage of Employability Enhancements
- Participants Placed Remaining on the Job at 30 Days
- Participants Working at 90 Days

These indicators reflect data for federal Job Training Partnership Act programs, which ended at the close of Fiscal 2000. Beginning in the Fiscal 2001 Mayor's Management Report, these indicators were replaced by indicators that better reflect the reporting requirements of the federal Workforce Investment Act.

INDICATORS ADDED TO AND DELETED FROM THE PRELIMINARY FISCAL 2002 MAYOR'S MANAGEMENT REPORT

City University of New York

- Percentage Taking the SAT
 - Associate Degree-Granting Programs

The submission of SAT scores is not an admissions requirement for students in Associate degree-granting programs.

- Employment Status of Baccalaureate Degree Recipients (Percent)
 - Employed
 - Not Employed, Still in School
 - Not Employed and Not in School
- Employment Status of Associate Degree Recipients (Percent)
 - Employed
 - Not Employed, Still in School
 - Not Employed and Not in School

The source of these indicators are not regularly available; they have been replaced by education status indicators.

V. REGULATORY AND ADMINISTRATIVE SERVICES

Department of Consumer Affairs

- Select Enforcement Initiatives
 - Public Pay Telephone Inspections Performed
 - Public Pay Telephone Inspections Person-Day (Average)

The responsibility for performing inspections related to the operability and appearance of public pay telephones was transferred to the Department of Information Technology and Telecommunications.

Taxi and Limousine Commission

- Average Time to Adjudicate Complaints

Beginning in the Preliminary Fiscal 2001 Mayor's Management Report, the indicator "Average Time to Schedule a Hearing (Days)" replaced this indicator in order to more accurately reflect the interaction between complainants and the adjudication process.

- Hearings to Final Disposition
 - Generated from Consumer Complaints
 - Generated from Summonses

Beginning in the Preliminary Fiscal 2001 Mayor's Management Report, the indicator "Total Violations Adjudicated to Final Disposition," which more accurately reflects the number of summonses and violations processed by the Adjudication Unit, replaced this indicator following the implementation of the Citywide Administrative Management Information System (CAMIS).

- For-Hire Base Licenses Issued
 - License Renewals Pending

Beginning in the Preliminary Fiscal 2001 Mayor's Management Report, anticipated renewal activity has been reflected under the plans for the indicator "Licenses Renewed."

**INDICATORS ADDED TO AND DELETED FROM
THE PRELIMINARY FISCAL 2002
MAYOR'S MANAGEMENT REPORT**

VI. CITYWIDE INDICATORS

Agency Revenue

- Department of Citywide Administrative Services
 - Rent Billings
 - Rent Collected
 - Sales
 - Other
 - Office of Surplus Activities Revenue
 - Vehicle Salvage
 - Interagency Transfer Value

These subtotals do not add information on agency management and do not represent the total of Department revenues.

TECHNICAL NOTE

INTRODUCTION

Evaluating the performance of City government is a complex activity requiring large amounts of diverse data. Unlike the evaluation of private sector performance, which is often measured by a single summary indicator such as return on investment, the evaluation of City performance requires an array of measures. The range of these indicators must be broad enough to report the quantity and quality of service provided, the responsiveness of agencies to the needs of various communities, and productivity and workload factors associated with an agency's operations.

A further complication in this measurement is that performance is often greatly influenced by nonoperational and social factors beyond the City's control, and by shifting State and federal mandates. The less controllable indicators should be viewed as operating statistics rather than performance measures.

RESULTS AND TARGETS

Results ("Actuals") are given for Fiscal 2002 and for Fiscal 2001 if the indicator has been in use since that time. "Plan" is a general term covering targets or goals for performance measures and projections or expectations for workload or service demand measures. Changes in Fiscal 2002 plans or targets from past Reports are explained in the footnotes to the data tables.

The indicator tables reflect data for the period ending October 31, 2001. Wherever possible the text includes events and key issues through publication. Figures are rounded in the text for ease of reading.

NOTES ON TABLES

DNA -- Data not available.

NA -- Not applicable. No previous data exists because the program or activity is new, the program is ending and no target is projected, or the agency's planning cycle is not compatible with that of the Mayor's Management Report.

* -- Not subject to targeting. This symbol will appear when historical data does not provide a sufficient basis for targeting, or the activity is dependent upon factors not in the agency's control or the activity would otherwise be inappropriate to target.

[] -- Bracketed Numbers in the Indicator Tables. New York City Charter Section 12c(6) requires that the Mayor's Management Report reflect the relationship between programmatic indicators and budgetary appropriations. Bracketed [] numbers found in the indicator tables reflect 1) the agency code (found at the beginning of agency indicator tables) and 2) the unit of appropriation codes (reflected under each major mission heading). The Appendix to this Report contains a descriptive listing of each unit of appropriation by agency. For information concerning the specific dollar appropriations for these codes, please refer to the Mayor's Executive Budget.

NI -- New indicator. No reporting system or records exist for the period, but data will be collected in the future. A date in the "Plan" column indicates when the data will be available.

Footnotes -- As much as possible, indicators are self-explanatory. Footnotes provide additional explanations of terms where needed. In this Report footnotes provide definitions of all new indicators. However, if definitions have been printed in earlier Reports, they may not be repeated here. Footnotes explain changes in targets, variances from targets, important redefinitions and errors made in past Reports.

TECHNICAL NOTE

Percentages and Ratios -- Percentages and ratios are averages for the reporting period, except where otherwise specified.

Fiscal Year -- The City operates on a July 1 to June 30 fiscal year, but must coordinate its budget with at least two other fiscal years. The New York State fiscal year begins on April 1 and runs through March 31, and appropriations for certain reimbursable City expenditures are established on that basis. Many federally funded programs follow the federal fiscal year, which begins on October 1 and runs through September 30. Community development funds, which are federal block grant funds, do not conform with the City's fiscal year. Unless otherwise indicated, the City's fiscal year is used in the Report.

FINANCIAL RESOURCES

Expenses -- Expenses refer to planned and actual expenditures across all units of appropriation in an agency's expense budget. Fiscal 2001 Actual numbers may have changed since the September 2001 Mayor's Management Report. The figures reported here reflect the "Comprehensive Annual Report of the Comptroller for the Fiscal Year Ended June 30, 2001." Figures may include funds encumbered during the reporting period to be paid out over the entire fiscal year.

Fiscal 2002 Four-Month Plan numbers for expenditures are consistent with the December 4, 2001 Financial Plan. The Fiscal 2002 Four-Month Actual data are as of October 31, 2001, based on the October FISA Report. Fiscal 2002 Annual Plan and Fiscal 2003 Preliminary Plan figures reflect the City's Financial Plan released on February 13, 2002. Any deviations from these sources will be footnoted.

Data are supplied by the Office of Management and Budget (OMB) unless otherwise noted.

Revenues -- Revenues, both actual and planned, include cash collections in the following classes unless otherwise footnoted: licenses, permits, privileges, fines, forfeitures, franchises, rental income, interest income, charges for services including general governmental charges and miscellaneous.

Fiscal 2001 Actual numbers for revenues may have changed since the September 2001 Mayor's Management Report. The Fiscal 2001 figures reported here reflect the "Comprehensive Annual Report of the Comptroller for the Fiscal Year Ended June 30, 2001." Fiscal 2002 Four-Month Plan data are consistent with the December 4, 2001 Financial Plan. The Fiscal 2002 Four-Month Actual data reflect revenues through October 31, 2001 as shown in the City's Financial Management System (FMS) Report FA31. Fiscal 2002 Annual Plan and Fiscal 2003 Preliminary Plan figures are based on the City's Financial Plan released February 13, 2002.

Data are supplied by the Office of Management and Budget (OMB) unless otherwise noted.

Overtime -- Fiscal 2002 Four-Month Actual figures for to fiscal-year-to-date overtime earned and hours worked are as reported in the Payroll Management System (PMS) PECPM511 Total Monthly Overtime Report for the period ending October 31, 2001. Overtime figures for the Health and Hospitals Corporation and the New York City Housing Authority, which do not use PMS, are self-reported. Overtime figures for prior periods are from consistent sources and are as previously reported. These sources are consistent with the Mayor's Office of Operations' citywide overtime monitoring program.

TECHNICAL NOTE

PAID ABSENCE RATES

Absence Rates -- Absence rates are compensated leave as a proportion of scheduled paid hours. Compensated leave for nonuniformed work forces includes sick leave and Workers' Compensation. Compensated leave for uniformed work forces includes sick leave, Line-of-Duty-Injury (LODI) absence at the Police, Fire, and Sanitation Departments, and Workers' Compensation for uniformed Correction personnel. In this Report, all Mayoral agencies report absence rates according to these standard definitions. In some cases, compensated leave components as shown do not add up to the total absence rate because of rounding to the nearest hundredth. Fiscal 2001 Annual Actual absence rates in some agencies may have been revised from those previously published, based on updated agency data.

CAPITAL INDICATORS

Agency commitment data are based on the City's Capital Commitment Plan, which lists the projects agencies are authorized to advance. The preliminary plan for the upcoming fiscal year is issued in April in conjunction with the Executive Budget, and modified in September and in January along with the Request Budget. The final plan is issued in conjunction with the Executive Budget for the next fiscal year.

Capital financial indicators by agency appear in the Citywide Indicators in Volume II of the Report. Programmatic indicators for selected agencies, based on Ten-Year Capital Strategy categories of work for infrastructure rehabilitation, facility reconstruction and expansion, and equipment purchases, appear in agency indicator tables. A complete listing of programmatic indicators, along with a summary of capital financial and management indicators, is published as part of the City's September Capital Commitment Plan.

The Office of Management and Budget has revised its Capital financial indicators to make the Authorized Commitment Plan congruent with the Target Commitment Plan.

Financial Commitments represent the contracts that the City registers during the current fiscal year and are shown as totals for City and non-City funds. Actual commitments are measured against the target amounts.

The Commitment Plan is the total level of commitments (all funds) the City plans to achieve in a fiscal year as established in the City's Financial Plan. Agency targets may be revised during the year to reflect significant program changes or modifications to non-City agreements.

A Capital Project is defined as a particular program of work at a single site, usually requiring one or more OMB approvals to proceed, or at multiple sites for which OMB grants blanket approval within a certain dollar limit, unless otherwise defined.

LOCAL SERVICE DISTRICT REPORTING

To adhere to requirements in Section 12d of the revised City Charter, the Mayor's Management Report will break down indicators wherever practicable by local service district (borough, community board, health district, etc.). For a more extensive breakdown, refer to the Office of Management and Budget's annual Local District Resource Statement. The Mayor's Office of Operations will continue to refine choices of Report indicators based on its work with City agencies.

TECHNICAL NOTE

AGENCY INTERNAL CONTROLS

As required under Section 12c(3) of the New York City Charter, Mayoral agencies are required to report annually on the state of their internal controls. Internal controls comprise the plan of organization, procedures and practices adopted within an organization to ensure efficient and effective use of resources, protect against misuse of property, account properly for revenues and expenditures, and assure reliability of management information and adherence to laws and policies.

PROCUREMENT PERFORMANCE

Prompt Payment

The prompt payment indicators appearing in Section F of the Citywide Indicators in Volume II of this Report reflect agency timeliness in processing all payments to the City's contractors. This information, which is maintained in the City's Financial Management System (FMS), is provided by the Financial Information Services Agency (FISA) and includes all payments from both general and capital funds made during the first six months of Fiscal 2002 for all Mayoral agencies. Agency-specific data are provided for the percent of all payments, both in terms of the dollar value and the number of invoices, which were paid "on time" and the interest paid to contractors. Agency data are totaled to present an overall picture of prompt payment citywide.

As required by the City Charter, the Procurement Policy Board (PPB) Rules (the Rules) concerning prompt payment took effect in 1991, requiring all City agencies to include in their contracts a standard clause stating the City's policy to pay invoices in a timely fashion, or to pay interest on the amounts not paid on time. Certain categories of payment, however, are not subject to interest even if not paid on time (e.g., advance payments to not-for-profit human service contractors). The Rules establish the maximum time for payment to a contractor from the point when the contractor has completed performance, the agency has declared that performance was satisfactory and the contractor has submitted an invoice with appropriate supporting documentation. The Rules also specify the length of time allowed to determine that performance is acceptable and to determine that invoices are properly submitted. After these determinations, the City, in most cases, is permitted 30 calendar days to process payments. The Rules allow 60 days for contract changes and 60 days for substantial completion payments or final payments for construction contracts. If disputes arise between the agency and the contractor concerning payment documents or performance, the time required to make corrections or resolve disputes is excluded from the permitted agency processing time. Up until December 31, 1999, the Rules provided a 15-day grace period. If a payment was not made on time, but within the grace period, there was no interest paid. PPB adopted a change in its Rules that phased out this "interest-free" 15-day grace period by reducing it to 7 days, effective January 1, 2000, and eliminated it entirely, effective July 1, 2000. Data for the Prompt Payment indicators listed include all Mayoral agencies. For additional background information, refer to Section F of the Citywide Indicators in Volume II of this Report.