

The City of New York



Fiscal 2000
Volume II - Agency and Citywide Indicators

MAYOR'S MANAGEMENT REPORT

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POLICE DEPARTMENT [056]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	2000 Annual Actual	Fiscal 2001 Plan
GUN STRATEGY (a)				
o Reports of Shooting Victims	2,009	*	2,107	*
o Reports of Shooting Incidents	1,757	*	1,789	*
o Firearm Search Warrants (b)	79	*	124	*
o Arrests for Possession	2,808	*	2,726	*
o Weapons Confiscated	10,389	*	10,372	*
YOUTH STRATEGY (a)				
o Truants Returned to School	133,595	*	122,392	*
o Youth Referral Reports	131,871	*	119,943	*
o Juvenile Reports	23,168	*	17,821	*
DRUG STRATEGY (a)				
o Narcotics Search Warrants	3,635	*	3,525	*
o Drug Confiscations (Pounds) (b)				
- Heroin	884	*	1,155	*
- Cocaine	26,849	*	11,986	*
- Marijuana	20,178	*	19,269	*
o Narcotics Arrests	123,700	*	136,647	*
DOMESTIC VIOLENCE STRATEGY (a)				
o Domestic Incident Reports (DIRs)	266,890	*	252,902	*
o Family Dispute Radio Runs	136,407	*	134,117	*
o Family-Related Arrests	23,420	*	23,935	*
o Violations of Orders of Protection Arrests	3,734	*	4,012	*
QUALITY OF LIFE STRATEGY (a)				
o Prostitution Arrests	3,028	*	3,557	*
o Patronizing Prostitute Arrests	2,742	*	2,576	*
o Graffiti Arrests	1,236	*	1,657	*
o Illegal Peddling Arrests	5,046	*	4,738	*

POLICE DEPARTMENT [056]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	2000 Annual Actual	Fiscal 2001 Plan
o Illegal Peddling Summonses	24,026	*	19,211	*
o Unreasonable Noise Summonses	4,182	*	4,866	*
COURTESY, PROFESSIONALISM, RESPECT STRATEGY				
o Total Tests Conducted	6,390	6,000	6,363	6,000
o Test Results [c]				
- Exceptionally Good	408	*	256	*
- Acceptable	5,931	*	6,043	*
- Below Standard	51	*	64	*
TRAFFIC ENFORCEMENT STRATEGY (a)				
o Total Violation Summonses (000) (d)	4,554	*	4,466	*
- Moving Violation (d) Summonses (Officers) (000)	1,393	*	1,389	*
- Parking Violation (d) Summonses (Officers) (000)	3,161	*	3,077	*
o Parking Violation Summonses (d) (Parking Enforcement Division) (000)	4,970	5,206	4,704	*
o Average Vehicle Speed -- Midtown				
- Crosstown (MPH)	6.0	*	7.1	*
- Avenues (MPH)	8.2	*	8.1	*
o Violation and Target Tows	108,474	99,603	101,406	98,953
o Tows per Person-Day	4.0	4.0	3.8	4.0
UNIFORMED STAFFING				
o Average Uniform Headcount	39,441	*	40,078	*
o Operational Strength Pool	34,893	*	35,409	*
- Operational Strength (Avg. Daily)	17,863	*	18,369	*
o Tours of Duty Rescheduled	NI	NI	NI	*
EMERGENCY RESPONSES (a)				
o 911 Calls (000) (d)	9,975	*	11,064	*
o Total Radio Runs (000) (d) (e)	3,740	*	4,096	*
- By Patrol Borough				
- Manhattan North	463	*	499	*
- Manhattan South	420	*	456	*
- Brooklyn North	553	*	606	*
- Brooklyn South	615	*	670	*
- Queens North	449	*	499	*

POLICE DEPARTMENT [056]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal 2000 Annual Actual	Fiscal 2001 Plan
- Queens South	387	*	425	*
- Bronx	708	*	781	*
- Staten Island	144	*	162	*
o NYPD Crime-in-Progress Radio Runs (000) (d)				
- Total	414	*	413	*
- By Patrol Borough				
- Manhattan North	49	*	47	*
- Manhattan South	37	*	38	*
- Brooklyn North	75	*	74	*
- Brooklyn South	70	*	69	*
- Queens North	41	*	42	*
- Queens South	42	*	43	*
- Bronx	86	*	86	*
- Staten Island	13	*	14	*
o Avg. Response Time to Crime-in-Progress Calls (Minutes)				
- Citywide	10.3	*	10.7	*
- Critical	6.3	*	6.4	*
- Serious	11.2	*	11.3	*
- Non-Critical	19.2	*	19.2	*
- By Patrol Borough				
- Manhattan North	8.1	*	8.3	*
- Manhattan South	8.4	*	9.0	*
- Brooklyn North	11.3	*	11.9	*
- Brooklyn South	10.7	*	10.8	*
- Queens North	10.9	*	11.0	*
- Queens South	10.6	*	10.5	*
- Bronx	10.8	*	11.1	*
- Staten Island	11.3	*	11.5	*
SCHOOL SAFETY (a) (f)				
o Murder	NI	*	1	*
o Rape	NI	*	6	*
o Sex Offenses (g)	NI	*	371	*
o Robbery	NI	*	327	*
o Assault (h)	NI	*	1,265	*
o Kidnapping	NI	*	1	*
o Burglary	NI	*	201	*
o Grand Larceny	NI	*	317	*
o Arson	NI	*	16	*
o Menacing	NI	*	244	*
o Reckless Endangerment	NI	*	70	*
o Suicide	NI	*	0	*
o Attempted Suicide	NI	*	12	*
o Criminal Mischief	NI	*	493	*
o Petty Larceny	NI	*	741	*
o Riot	NI	*	3	*

POLICE DEPARTMENT [056]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	2000 Annual Actual	Fiscal 2001 Plan
o False Alarm	NI	*	97	*
o Bomb Threats	NI	*	412	*
o Weapons Possession (i)	NI	*	3,685	*
o Controlled Substance	NI	*	37	*
o Marijuana	NI	*	608	*
o Harassment	NI	*	3,160	*
o Disorderly Conduct	NI	*	1,078	*
o Trespassing	NI	*	667	*
o Loitering	NI	*	110	*
 o Grand Total	 NI	 *	 13,922	 *
 o Reported Incidents by Location				
- High Schools	NI	*	6,732	*
- Middle Schools	NI	*	3,822	*
- Elementary Schools	NI	*	2,695	*
- Special Education	NI	*	673	*
 CRIME (a)				
o Total Major Felony Crime	202,106	*	187,181	*
- Murder & Non-Negligent Manslaughter	661	*	671	*
- Forcible Rape	1,653	*	1,462	*
- Robbery	37,514	*	34,045	*
- Felonious Assault	27,676	*	25,656	*
- Burglary	43,751	*	39,176	*
- Grand Larceny	50,812	*	48,818	*
- Grand Larceny Motor Vehicle	40,039	*	37,353	*
 o Total Major Felony Crime	 202,106	 *	 187,181	 *
- By Patrol Borough				
- Manhattan North	20,793	*	18,965	*
- Manhattan South	33,681	*	30,281	*
- Brooklyn North	25,036	*	23,064	*
- Brooklyn South	36,177	*	33,048	*
- Queens North	26,450	*	24,422	*
- Queens South	21,772	*	21,049	*
- Bronx	33,287	*	31,743	*
- Staten Island	4,910	*	4,609	*
 ARRESTS (a)				
o Total Arrests	382,605	*	391,396	*
 o Major Felony Arrests	 55,804	 *	 52,959	 *
- Murder & Non-Negligent Manslaughter	808	*	753	*
- Rape	1,455	*	1,416	*
- Robbery	16,160	*	14,877	*
- Felonious Assault	20,563	*	19,006	*
- Burglary	7,099	*	6,600	*

POLICE DEPARTMENT [056]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
- Grand Larceny	6,218	*	6,553	*
- Grand Larceny Motor Vehicle	3,501	*	3,754	*
o Total Narcotics Arrests	123,700	*	136,647	*
- Felony Narcotics Arrests	43,762	*	39,414	*
- Misd. Narcotics Arrests	78,608	*	96,050	*
- Violations	1,330	*	1,183	*
o Driving-While-Intoxicated Arrests	6,018	*	4,748	*
CRIME IN HOUSING DEVELOPMENTS (a)				
o Major Felony Crimes	7,739	*	6,855	*
- Murder & Non-Negligent Manslaughter	85	*	72	*
- Forcible Rape	208	*	166	*
- Robbery	2,339	*	1,978	*
- Felonious Assault	2,584	*	2,364	*
- Burglary	941	*	775	*
- Grand Larceny	765	*	709	*
- Grand Larceny Motor Vehicle	817	*	791	*
CRIME IN TRANSIT SYSTEM (a)				
o Major Felony Crimes	4,540	*	4,344	*
- Murder & Non-Negligent Manslaughter	5	*	2	*
- Forcible Rape	6	*	4	*
- Robbery	1,757	*	1,523	*
- Felonious Assault	398	*	383	*
- Burglary	7	*	14	*
- Grand Larceny	2,367	*	2,418	*
ARREST-TO-ARRAIGNMENT				
o Avg. Arrest-to-Arraignment Time (Hours)				
- Citywide	21.9	24.0	21.9	24.0
- Bronx	23.2	24.0	22.3	24.0
- Brooklyn	23.9	24.0	24.0	24.0
- Manhattan	21.1	24.0	21.5	24.0
- Queens	19.7	24.0	19.3 j	24.0
- Staten Island	19.7	24.0	19.0 j	24.0
o Avg. Arrest-to-Complaint Sworn (Hours)				
- Citywide	8.2	*	8.2	*
- Bronx	9.8	4.0	9.7 k	4.0
- Brooklyn	7.7	4.0	8.1 k	4.0
- Manhattan	9.6	6.0	9.5 k	6.0
- Queens	5.6	4.0	5.5 k	4.0
- Staten Island	8.8	4.0	10.6 k	4.0

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.

POLICE DEPARTMENT

- (a) Indicator numbers report preliminary data.
- (b) The indicators are affected by shifts in the nature of criminal activity and enforcement activity and therefore are not subject to quantitative plans.
- (c) To improve the quality of testing, the Department employed more complex, comprehensive testing techniques.
- (d) Indicator numbers are rounded to the nearest thousand.
- (e) The indicators report public requests for emergency response and therefore are not subject to quantitative plans.
- (f) In December 1998 the Police Department assumed all responsibility for school safety performance. Reporting indicators were revised to reflect New York State Penal Code. As a result, some categories of offense have been expanded, and therefore represent increases over previous year's data as reported by the Board of Education.
- (g) The indicator includes incidents of sodomy, sexual abuse and sexual misconduct.
- (h) This indicator includes both felonies and misdemeanors.
- (i) This indicator includes incidents of weapons confiscated both by observation and through metal detectors. Weapons include noncriminal type instruments such as pocket knives, razors and nail clippers.
- (j) The decrease was due to faster access to criminal histories from the State Division of Criminal Justice Services through the use of LIVESCAN fingerprint terminals in every precinct.
- (k) These arrest to arraignment indicators exclude both narcotics and rescheduled arrests.

FIRE DEPARTMENT [057]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal 2000 Annual Actual	Fiscal 2001 Plan
FIRE EXTINGUISHMENT				
[002,006]				
o Full-Time Employees	11,571	11,306	11,568	11,262
- Uniformed	11,264	10,944	11,256	10,924
- Civilian	307	312	312	338
o Active Firefighting Units	411	411	411	411
o Fire Emergency Incidents	447,148	*	449,296	*
- Structural Fires	29,798	29,000	29,281	29,636
- Nonstructural Fires	33,176	32,000	31,058	34,056
- Nonfire Emergencies	168,107	166,618	174,620	165,093
- Medical Emergencies (CFR-D)	153,978	*	155,531	*
- Malicious False Alarms	62,089	*	58,806	*
o Fire Malicious False Calls	198,406	*	193,021	*
o Fire Civilian Death Rate per 100,000 Population	1.6	*	1.8	*
o Serious Fires per 1,000 Structural Fires	118	*	113	*
RUNS				
o Fire Units Average Runs	2,698	2,761	2,644	2,726
- Per Engine Company	2,868	2,850	2,811	2,848
- Per Ladder Company	2,450	2,500	2,398	2,549
o Total Fire Unit Runs	949,803	*	933,295	*
- Structural Fires	157,842	150,345	141,686	154,782
- Nonstructural Fires	75,539	70,000	71,070	72,918
- Nonfire Emergencies	388,912	388,181	399,339	387,123
- Medical Emergencies (CFR-D)	163,917	*	165,372	*
- Malicious False Alarms	163,593	*	155,828	*
Average Fire Unit Response Time				
o Average Citywide Response Time to All Emergencies	4:48	4:46	4:49	4:48
- Manhattan	4:52	4:51	4:54	4:52
- Bronx	5:00	4:55	4:59	5:00
- Staten Island	5:09	5:04	5:10	5:09
- Brooklyn	4:22	4:20	4:22	4:22
- Queens	5:05	5:00	5:09	5:05
o Average Citywide Response Time to Structural Fires	4:15	4:16	4:20	4:15
- Manhattan	4:14	4:13	4:22	4:14
- Bronx	4:21	4:23	4:23	4:21

FIRE DEPARTMENT [057]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal 2000 Annual Actual	Fiscal 2001 Plan
- Staten Island	4:53	4:57	4:56	4:53
- Brooklyn	3:53	3:52	3:55	3:53
- Queens	4:46	4:45	4:50	4:46
o Average Citywide Response Time to Medical Emergencies	4:34	4:29	4:28	4:34
- Manhattan	4:31	4:28	4:24	4:31
- Bronx	4:46	4:39	4:33	4:46
- Staten Island	4:45	4:37	4:54	4:45
- Brooklyn	4:14	4:07	4:12	4:14
- Queens	4:53	4:45	4:50	4:53
o Average Citywide Response Time to Nonstructural Fires	4:49	4:46	4:53	4:49
- Manhattan	4:45	4:46	4:46	4:45
- Bronx	5:01	4:58	5:07	5:01
- Staten Island	5:39	5:25	5:41	5:39
- Brooklyn	4:18	4:16	4:22	4:18
- Queens	5:13	5:11	5:19	5:13
o Average Citywide Response Time to Nonfire Emergencies	5:19	5:19	5:21	5:19
- Manhattan	5:18	5:20	5:24	5:18
- Bronx	5:32	5:29	5:35	5:32
- Staten Island	5:41	5:41	5:40	5:41
- Brooklyn	4:48	4:50	4:49	4:48
- Queens	5:45	5:43	5:45	5:45
EMERGENCY MEDICAL SERVICE				
[009,010]				
o Full-Time Employees	3,242	2,920	3,022	2,921
- EMTs	1,956	1,894	2,024	1,894
- Paramedics	528	548	534	549
- Field Supervisors	340	351	362	353
- Administrative Supervisors	28	26	24	25
- Other	390	101	78	100 a
- Uniformed	0	0	0	0
o 911 Contacts				
- to EMS	1,149,151	1,138,127	1,180,076	1,131,784
o Medical Emergency Incidents				
- Segment 1- Cardiac Arrest	22,724	23,000	22,344	23,922
- Segments 1-3	388,845	407,232	388,760	390,000
- Segments 1-7	977,449	976,829	1,024,086	971,819
- Segments 1-8	1,034,506	1,027,382	1,064,591	1,022,022

FIRE DEPARTMENT [057]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal 2000 Annual Actual	Fiscal 2001 Plan
o Ambulance Runs				
- Segment 1	50,289	50,000	49,734	52,610
- Segments 1-3	552,753	550,000	521,142	550,000
- Segments 1-7	1,202,150	1,200,000	1,218,052	1,214,939
- Segments 1-8	1,264,602	1,250,000	1,262,599	1,270,478
EMS UNITS				
Response Time to Medical Emergencies				
o Average Citywide Response Time to Life-Threatening				
(Segment 1-3) Incidents	7:35	7:16	7:48	7:16
- Manhattan	7:08	7:05	7:20	7:05
- Bronx	7:53	7:23	8:08	7:23
- Staten Island	7:20	7:20	7:34	7:20
- Brooklyn	7:52	7:24	8:03	7:24
- Queens	7:21	7:07	7:37	7:07
COMBINED RESPONSE TIME TO MEDICAL EMERGENCIES (EMS/CFR-D)				
o Average Combined Citywide Response Time				
Including First Responder (CFR-D)	6:31	6:12	6:37	6:12
- Manhattan	6:09	6:02	6:12	6:02
- Bronx	6:54	6:27	7:01	6:27
- Staten Island	6:13	6:06	6:26	6:06
- Brooklyn	6:39	6:13	6:44	6:13
- Queens	6:23	6:08	6:32	6:08
o Segment 1				
- Incidents Responded to in Less Than 6 Minutes	64%	*	63%	*
- Including First Responder	83%	90%	82%	90%
o Segment 1-3				
- Incidents Responded to in Less Than 6 Minutes	40%	*	38%	*
- Including First Responder	56%	90%	55% b	90%
- Incidents Responded to in Less Than 10 Minutes	79%	*	78%	*
- Incidents Responded to in Less Than 10 minutes by Advanced Life Support Units	46%	90%	48% b	90%
o Advanced Life Support (ALS) Unit Response to ALS Incidents				
in Less Than 10 minutes	73%	90%	73% b	90%

FIRE DEPARTMENT [057]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
o Segment 4-8				
- Incidents Responded to in Less Than 10 Minutes	64%	90%	64% b	90%
o Segment 1-7				
- Incidents Responded to in Less Than 20 Minutes	95%	*	95%	*
AMBULANCE OPERATIONS				
o Tours per Day				
- Average Number of Municipal Tours per Day	577	585	575	585
- Average Number of Voluntary Tours per Day	178	165	233 c	282 c
- Total Average Tours per Day	754	750	807	795
FIRE INVESTIGATION [003,007]				
o Full-Time Employees	215	233	236	227
- Uniformed	205	219	222	213
- Civilian	10	14	14	14
o Total Responses	23,826	22,250	*	*
o Total Investigations (Cases)	8,413	7,500	7,937	8,500
o Total Arson Fires	2,569	2,300	3,404 d	2,800
o Total Arrests by Marshals	374	320	394 d	375
FIRE PREVENTION [004,008]				
o Full-Time Employees	361	428	363	421
- Uniformed Other	13	26	9	24
- Civilian Inspectors	170	188	195	188
- Civilian Other	178	214	159	209

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FIRE DEPARTMENT

- (a) All nonambulance personnel were reassigned to other bureaus.
- (b) These indicators conform to the February 1996 Memorandum of Understanding between the Mayor and the City Council. Attainment of these goals is long-term and contingent on the construction of ambulance stations.
- (c) As a result of an agreement between the Department and the voluntary hospitals, both Basic Life Support and Advanced Life Support voluntary tours have been increased.
- (d) Total arson fires are up from the Plan because of the Department's increased ability to determine arson fires. A total of 75 new fire marshals participated in a successful Mentor/Field Training program that increased the Department's ability to determine arson fires. Total arrests increased because more fires were determined to be arson, and subsequently successfully investigated.

DEPARTMENT OF CORRECTION [072]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year Annual Plan	2000 Annual Actual	Fiscal 2001 Plan
SECURITY [002, 003]				
o Admissions	127,029	*	124,501	*
o Average Daily Population	17,562	*	15,530	*
- Pretrial Detention	11,288	*	10,336	*
- Sentenced	2,692	*	2,507	*
- State: Total	3,582	*	2,692 a	*
- Parole Violators	2,251	*	1,253 b	*
- Newly Sentenced	1,015	*	1,162 c	*
- Court Order	316	*	277	*
o State-Ready Inmates				
- Overdue for Transfer (Exceeding 48 Hours)	456	*	296	*
o Average Male Population	15,813	*	13,957	*
o Average Female Population	1,749	*	1,574	*
o Average Length of Stay (Days)				
- Systemwide	50.6	*	45.8	*
- Sentenced	34	*	33	*
- Detainee	43	*	41	*
- Parole Violator	111	*	67 b	*
o Population as Percent of Capacity	98.5%	*	97.7%	*
o Average Cost per Inmate per Year	\$47,083	*	\$53,224	*
o Sentenced Inmates who are Recidivists (d)	62%	*	61%	*
o Annual Readmission Rate (e)	NI	*	50%	*
o Escapes	0	*	4	*
o Suicides	8	*	3	*
o Inmate-on-Inmate Violence				
- Stabbings and Slashings	102	*	70 f	*
- Fight/Assault Infractions	6,577	*	5,722	*
o Jail-Based Arrests of Inmates	1,187	*	1,026	*
o Arrests of Visitors for Criminal Charges	347	*	305	*
o Department Use of Force				
- Total Number of Incidents of Use of Force	1,770	*	1,941	*
o Total Number of Use of Force Investigations	2,480	*	2,116	*
- Total Number of Open Cases at End of Period	175	*	209	*
- Findings of Justified Use of Force	2,253	*	1,890	*
- Prior Years	688 g	*	170	*

DEPARTMENT OF CORRECTION [072]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year Annual Plan	2000 Annual Actual	Fiscal 2001 Plan
- Findings of Unnecessary Use of Force	52	*	17	*
- Prior Years	22	*	5	*
o Number of Searches	252,404	*	276,571	*
o Number of Weapons Recovered	5,122	*	3,981 h	*
PROGRAM SERVICES [002, 003]				
o Average Daily Attendance in the School Programs	1,287	1,400	1,265	1,400
o Inmates Taking General Equivalency Diploma (GED) Exams	536	500	558	500
o Inmates Passing GED Exams	69%	65%	64%	65%
CORRECTIONAL OPTIONS UNIT PROGRAMS				
o Inmates Admitted to High Impact Incarceration Program (HIIP)	643	500	547 (i)	500
o Inmates Graduating from HIIP	81%	80%	74%	80%
o Inmates Admitted to the Self-Taught Empowerment and Pride Program (STEP)	404	400	404	400
o Inmates Graduating from STEP	77%	80%	74%	80%
o Inmates Participating in Substance Abuse Intervention Division (SAID) Programs	11,695	10,514	10,238	10,514
o Average Daily Number of Inmates in Vocational Skills Training Programs	135	*	217 j	*
HEALTH SERVICES				
o Average Daily Number of Inmates in Medical/Surgical Hospital Beds	43	*	35 k	*
o Number of Hospital Runs	4,478	*	3,526 (l)	*
o Average Daily Number of Hospital Runs	12	*	10	*
o Inmates Entering Methadone Detoxification Program	17,697	17,900	18,680	17,900
o Inmates Discharged through Compassionate Release Program	29	*	19 m	*
o CDU Admissions	1,598	1,600	1,497	1,600
MENTAL HEALTH SERVICES				

DEPARTMENT OF CORRECTION [072]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Annual Plan	Year 2000 Annual Actual	Fiscal 2001 Plan
o Average Daily Number of Inmates in Acute Care Psychiatric Hospital Beds	61	*	52 n	*
VICTIM SERVICES				
o VINE System Registrations	2,476	*	2,398	*
o VINE Confirmed Notifications	1,601	*	1,838	*
o VINE Unconfirmed Notifications	784	*	801	*
SUPPORT SERVICES [002, 003]				
o Number of Inmates Delivered to Court	386,870	*	365,678	*
o Inmates Delivered to Court on Time	87%	83%	89.7%	83%
o On-Trial Inmates Delivered to Court on Time	99.8%	95.0%	99.8%	95%

NOTE: Bracketed [] numbers found in these indicator tables correspond to budgetary units of appropriation used in the 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 25 percent decline in the State Total is almost entirely due to the drop in the included category of parole violators.
- (b) The 44 percent decrease in the number of Parole Violators and 40 percent decrease in their Average Length of Stay is attributed to the joint efforts of the New York State Division of Parole, Department of Correction and the Office of Criminal Justice Services in implementing improvements in the process for adjudicating technical parole violators. The dramatic drop is a direct result of these reforms.
- (c) The 15 percent increase in the number of Newly Sentenced inmates is attributed to the addition of a subcategory of "State Contract" cases, which under an agreement with the State Department of Correctional Services, permits the housing of state sentenced prisoners at Rikers Island up to 180 days after sentencing at a higher per diem reimbursement of \$100 per day. This year, the City and State agreed to place more newly sentenced State inmates in that category.
- (d) This indicator will be dropped because DOC has developed a more useful indicator to measure inmate recidivism. (See footnote E).
- (e) This new indicator measures the percent of inmates admitted to DOC custody two or more times within the fiscal year. The Annual Readmission Rate for Fiscal 1999 was 47 percent.
- (f) The significant decline in stabbings/slashings is a result of the continued success of the Department's comprehensive violence reduction program.
- (g) In Fiscal 1999 this indicator was incorrectly reported by nine cases.
- (h) The Department has significantly increased the number of inmate searches it conducts, thereby making it more difficult for inmates to conceal weapons.
- (i) The 15 percent decline in HIIP admissions is primarily due to the 44 percent decline in the overall population of technical parole violators (TPVs) eligible for the program over the fiscal year. In anticipation of this lower population of TPVs, DOC reduced the number of beds in the HIIP program from 200 to 100 in January 2000 and adjusted the Preliminary Mayor's Management Report target from 800 to 500 in the Preliminary Report. DOC exceeded the target by 47 in Fiscal 2000.
- (j) The 61 percent increase in participation in vocational training programs is primarily due to the increased number of available class offerings by the contracted adult education provider, La Guardia Community College. The Fiscal 1999 indicator for this number was low due to the delay in the start of the contract in that fiscal year.
- (k) The 19 percent decrease is attributable to more efficient use by medical staff of the North Infirmary Command (NIC) and the Urgi-Care center on Rikers Island.
- (l) The decrease in hospital runs is primarily due to medical staff using the Urgi-care center on Rikers Island to treat nonlife-threatening medical conditions. In addition, inmate-on-inmate violence, which often results in hospital runs, declined by 31 percent.
- (m) Health providers for DOC jails refer inmates to the Compassionate Release Program. HHC/Correctional Health Services and St. Barnabas, which provide medical services to DOC inmates, made fewer referrals during Fiscal 2000 because successful treatments for HIV have extended the lifespans of infected inmates and thus reduced the overall number of inmates eligible for compassionate release.

- (n) The 15 percent decrease is primarily due to the health care provider's decreased identification of inmates who require this level of care. According to the health care provider, patients were treated more effectively on Rikers Island and showed a greater degree of medication compliance resulting in less need for acute care in the psychiatric prison wards at Bellevue and Kings County Hospital.

DEPARTMENT OF PROBATION [781]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	2000 Annual Actual	Fiscal 2001 Plan
ADULT COURT SERVICES				
o Full Time Employees (a)	NI	NI	NI	NI
- Probation Officers (b)	NI	NI	NI	NI
ADULT COURT INVESTIGATIONS [002, 003]				
o Investigation Reports Completed (c)	47,392	49,000	41,404 d	*
- Felonies (c)	37,168	39,445	31,849 d	*
- Misdemeanors (c)	10,224	9,555	9,555	*
o Investigation Reports on Jail Cases Completed on Scheduled Date of Sentencing	98%	99%	98%	99%
ADULT COURT SUPERVISION [002, 003]				
o Full-Time Employees (e)	549	549	574	*
- Probation Officers (e)	331	345	343	*
Case Statistics				
o Number of Cases Assigned to Supervision Tracks (End of Period) (f)				
- Blue	NI	NI	NI	NI
- Amber	NI	NI	NI	NI
- Green	NI	NI	NI	NI
- Red	NI	NI	NI	NI
- Special Conditions	NI	NI	NI	NI
- Reporting	NI	NI	NI	NI
- ISP	NI	NI	NI	NI
- START	NI	NI	NI	NI
o Number of Intrastate/Interstate Cases (End of Period) (g)	NI	NI	NI	NI
o Number of Warrant Cases (End of Period) (h)	NI	NI	NI	NI
o Total Caseload (Beginning of Period) (i)	80,444	82,342	82,342	*
o Cases Received During Period (c)	17,919	16,000	14,566	*
- High Risk (j)	NI	NI	NI	NI
- Low Risk (k)	NI	NI	NI	NI
o Cases Removed from Supervision (c)	16,021	16,000	18,501 (l)	*
- Terminated (Sentence Completed) (m)	11,052	9,788	13,233 (l)	*
- Completed (Maximum Expiration) (n)	NI	NI	NI	NI
- Early Discharge (c)	714	900	755 (o)	*
- Probation Revoked (c)	4,255	4,961	4,513	*
- Other (p)	NI	NI	NI	NI
o Total Caseload (End of Period) (i)	82,342	82,342	78,407	*

DEPARTMENT OF PROBATION [781]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year Annual Plan	2000 Annual Actual	Fiscal 2001 Plan
o Cases Serviced During Period (i)	98,363	98,342	96,908	*
- Felonies (i)	69,838	68,839	68,805	*
- Misdemeanors (i)	28,525	29,503	28,103	*
o Probation Pass-Through Population (q)	NI	NI	NI	NI
- Felonies (r)	NI	NI	NI	NI
- Misdemeanor (s)	NI	NI	NI	NI
o Average Caseload per Casebearing Probation Officer per Month (t)				
- General Supervision (Active Cases) (t)	241.9	243.0	221.3	*
- Intensive Supervision Program (t)	26.9	25.6	24.9	25
o Average Caseload (End of Period) (u)				
- Blue	NI	NI	NI	NI
- Amber	NI	NI	NI	NI
- Green	NI	NI	NI	NI
- Red	NI	NI	NI	NI
- Special Conditions	NI	NI	NI	NI
- Reporting	NI	NI	NI	NI
- ISP	NI	NI	NI	NI
- START	NI	NI	NI	NI
Violation Enforcement Program (v)				
o Total Violations Filed (c)	6,610	6,501	6,110	*
o Total Cases Reaching Final Disposition (c)	7,756	8,000	8,167	*
- Revocation and Incarceration Rate (w)	67%	65%	64%	*
- Revocation Rate (w)	NI	NI	NI	NI
Field Services Unit (x)				
Field Services (x)				
o Full-Time Employees (e)	78	93	88	93
- Probation Officers (e)	49	70	57 y	56
o Warrants Received During Period (c)	6,246	6,000	5,811	*
- Warrants Received, Nightwatch Program (z)	NI	NI	NI	NI
o Warrants Executed During Period (c)	6,208	5,000	5,144	*
- Warrants Executed, Nightwatch Program (z)	NI	NI	NI	NI
o Field Checks (c)	21,563	21,000	19,969	*
- Field Checks, Nightwatch Program (aa)	NI	NI	NI	NI
o Operation Nightwatch (bb)				
- Field Checks During Period (bb)	40,511	40,000	47,892 cc	40,000
- Warrants Executed During Period (bb)	920	*	1,002	*

FAMILY COURT SERVICES

DEPARTMENT OF PROBATION [781]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year Annual Plan	2000 Annual Actual	Fiscal 2001 Plan
[002, 003]				
o Full-Time Employees	228	211	218	211
- Probation Officers	142	146	130	125
FAMILY COURT INTAKE				
Case Statistics				
o Cases Received During Period (c)	14,622	15,300	14,856	*
- Juvenile Delinquent (c)	9,454	9,500	9,232	*
- PINS (c)	5,168	5,800	5,624	*
o Cases Referred to Petition (c)	10,581	10,897	10,298	*
- Juvenile Delinquent (c)	8,455	8,400	8,117	*
- PINS (c)	2,126	2,497	2,181	*
o Cases Diverted (c)	3,859	4,278	4,097	*
- Juvenile Delinquent (c)	1,029	1,100	1,094	*
- PINS (c)	2,830	3,178	3,003	*
o Average Cases Serviced per Casebearing Officer per Month (Delinquency Cases)	52.0	52.8	59.8	60.0
o Average Cases Serviced per Casebearing Officer per Month (PINS Cases)	132.3	131.8	124.3	125.0
FAMILY COURT INVESTIGATIONS				
[002, 003]				
o Investigations Completed (c)	5,741	6,449	5,312	*
o Average Investigations Completed per Casebearing Officer per Month	11.4	11	9	10
FAMILY COURT SUPERVISION				
[002,003]				
o Full-Time Employees (dd)	44	32	34	*
- Probation Officers (dd)	23	23	23	*
Case Statistics				
o Total Caseload (Beginning of Period) (c)	2,554	2,607	2,607	*
o Cases Received During Period (c)	2,093	2,000	2,517 ee	*
o Cases Removed from Supervision (c)	2,040	1,910	2,258 (i)	*
- Terminated (Sentence Completed) (c)	1,038	1,300	1,559 (i)	*
- Early Discharge (c)	48	50	78 ee	*
- Probation Revoked (c)	412	382	465 ee	*
- Other (c)	542	200	426 ee	*

DEPARTMENT OF PROBATION [781]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year Annual Plan	2000 Annual Actual	Fiscal 2001 Plan
o Total Caseload (End of Period) (c)	2,607	2,697	2,866	*
o Cases Serviced During Period (c)	4,647	4,607	5,124	*
o Average Caseload per Casebearing Officer per Month (c)	85.4	98.7	99.1	by 9/00
o Restitution Collected for Crime Victims (c)				
- Restitution Amount (USD) (c)	\$3,016,031	*	#####	*
- Number of Payments (c)	11,045	*	12,689	*
- Beneficiaries Compensated (c)	16,977	*	17,511	*
SUBSTANCE ABUSE TREATMENT SERVICES				
o Total Number of Tests Conducted for Illegal Substances (ff)	NI	NI	NI	NI
o Probationers Tested for Illegal Substances	NI	*	20,488	20,500
o Positive Results per 100 Probationers Tested (gg)	NI	NI	NI	NI
o Total Referrals for Substance Abuse Treatment Services (c)	NI	*	7,327	*
o Probationers Referred to Substance Abuse Treatment Services	NI	*	4,969	*
- Probationers Referred Once (hh)	NI	*	3,387	*
- Probationers Referred Twice (hh)	NI	*	1,034	*
- Probationers Referred Three Times (hh)	NI	*	376	*
- Probationers Referred More Than Three Times (hh)	NI	*	171	*
- Total of Probationers Referred More Than Once (hh)	NI	*	1,581	*
- Referrals per Probationer (hh)	NI	*	1.47	*
o Total Placements in Substance Abuse Treatment Services (c)	NI	*	3,057	*
o Probationers Placed in Substance Abuse Treatment Services (c)	NI	*	2,694	*
o Probationers Discharged from Substance Abuse Treatment Services (ii)	NI	NI	NI	NI
o Probationers Discharged Successfully from Substance Abuse Treatment Services (jj)	NI	NI	NI	NI
o Referred Probationers Not Placed in Substance Abuse Treatment Services (kk)	NI	*	2,275	*

PROGRAM SERVICES

o Probationers Referred and Placed

DEPARTMENT OF PROBATION [781]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year Annual Plan	2000 Annual Actual	Fiscal 2001 Plan
into Nova Ancora Program (c)	1,298	1,350	1,480	*
o Probationers Completing PEP Program (ll)	NI	NI	NI	NI
o Probationers Supervised in				
Group Intervention Program	816	1,176	755 mrr	1,180
- Probationers Discharged from				
Group Intervention Program (nn)	NI	NI	NI	NI
- Probationers Discharged Successfully from				
Group Intervention Program (oo)	NI	NI	NI	NI
o Probationers Supervised in				
Juvenile Intensive Supervision Program	690	983	643 dd	*
- Probationers Discharged from				
Juvenile Intensive Supervision Program (pp)	NI	NI	NI	NI
- Probationers Discharged Successfully from				
Juvenile Intensive Supervision Program (qq)	NI	NI	NI	NI
o Probationers Supervised in				
Intensive Supervision Program	1,862	1,817	1,643	by 9/00
- Probationers Discharged from				
Intensive Supervision Program (rr)	NI	NI	NI	NI
- Probationers Discharged Successfully from				
Intensive Supervision Program (ss)	NI	NI	NI	NI
o Probationers Supervised in				
Short-Term Alternative to Remand and Treatment Progr	859	800	782	by 9/00
- Probationers Discharged from the				
Short-Term Alternative to Remand and Treatment Progr	NI	NI	NI	NI
- Probationers Discharged Successfully from the				
Short-Term Alternative to Remand and Treatment Progr	NI	NI	NI	NI
o Probationers Supervised in				
Alternative to Detention Program (c)	1,080	1,000	1,213	*
o Probationers Supervised in				
Expanded Alternative to Detention Program	298	330	226 vv	330
o Expanded Alternative to Detention Program -				
Retention Rate (c)	85.5%	85.5%	86.0%	*
o Total Hours of Community Service	197,868	*	188,560	by 9/00

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

DEPARTMENT OF PROBATION

- (a) This new indicator will measure the total number of people employed in Adult Court Services at the end of the reporting period.
- (b) This new indicator will measure the total number of Probation Officers employed in Adult Court Services at the end of the reporting period.
- (c) Indicator is determined by factors beyond the direct control of the Agency, and therefore future plan numbers will not be reflected.
- (d) The decrease in the number of investigations completed resulted from a decrease in the number of felony investigations ordered by the Courts.
- (e) These indicators will be subsumed under the indicators for the number of Full Time Employees and Probation Officers reported for Adult Court Services.
- (f) These new indicators will be comprised of the various Supervision Tracks under Adult Supervision Restructuring (ASR) at the end of the reporting period.
- (g) This new indicator will measure the number of cases assigned to the Intra/Interstate Compact Unit at the end of the reporting period.
- (h) This new indicator will measure the number of cases in warrant status at the end of the reporting period.
- (i) This indicator will be dropped due to its incompatibility with Adult Supervision Restructuring (ASR) indicators.
- (j) This new indicator will measure the number of high-risk cases during the period.
- (k) This new indicator will measure the number of low-risk cases during the period.
- (l) The increase in the number of probationers removed from supervision reflects a substantial increase in the number of probationers who completed their sentence during the reporting period.
- (m) This indicator will be dropped because it has been an indicator mistaken for cases reaching Maximum Expiration Date (MED).
- (n) This new indicator will measure cases terminated at expiration of sentence.
- (o) The indicator fell short of the Annual Plan because a more stringent discharge policy has decreased the number of probationers released early. Probationers must now demonstrate compelling reasons for his or her discharge through concrete, positive acts while under supervision.
- (p) This new indicator will measure the number of probationers removed from supervision for reasons other than those listed above.
- (q) This new indicator will measure the total number of probation cases handled during the reporting period. This will include all cases carried from the previous period plus all new cases received during the reporting period.
- (r) This new indicator will measure the total number of felony cases handled during the reporting period, including felony cases carried from the previous period plus all new felony cases

DEPARTMENT OF PROBATION

received during the reporting period.

- (s) This new indicator will measure the total number of misdemeanor cases handled during the reporting period, including misdemeanor cases carried from the previous period plus all new misdemeanor cases received during the reporting period.
- (t) These indicators will be dropped to reflect new ASR goals.
- (u) These new indicators will encompass the average caseloads handled in the various Tracks Adult Supervision Restructuring: Blue, Amber, Green, Red, Special Conditions, Reporting Track, ISP and START.
- (v) This heading will be dropped because all information shown under this heading is shown as part of Adult Court Services.
- (w) This indicator will be revised because the Department does not collect information regarding revocation outcomes. The new indicator will measure the percent of violation cases that are disposed after a revocation of probation by the Courts.
- (x) This indicator will be subsumed under field service activity for the entire Department. The new heading includes all field service activity performed throughout the entire Department.
- (y) The decrease in assigned staff from the Annual Plan was partially attributable to the need to quickly provide experienced personnel to the Community-Based Response Teams (CBRT), and also due to competing interests of other service areas.
- (z) These new indicators will measure the number of probation warrants received and executed specific to the Operation Nightwatch Program during the period.
- (aa) This new indicator will measure the number of field checks conducted specific to the Operation Nightwatch Program.
- (bb) These indicators will be subsumed under field service activity for the entire Department, and also will be broken out separately in the indicators above.
- (cc) The increase in field checks conducted is attributed to an increased number of requests for curfew enforcement.
- (dd) These indicators will be subsumed under the indicators for the number of Full Time Employees and Probation Officers reported for Family Court Services.
- (ee) The variances in these numbers are a result of the Court's discretion.
- (ff) This new indicator will measure the total number of drug tests conducted during the reporting period.
- (gg) This new indicator will measure the ratio of probationers who tested positive for drug use for every 100 probationers tested during the reporting period.
- (hh) These indicators will be incorporated into the new Substance Abuse indicators below.
- (ii) This new indicator will measure the number of probationers being discharged from substance abuse treatment services during the reporting period.

DEPARTMENT OF PROBATION

- (jj) This new indicator will measure the number of probationers discharged successfully from substance abuse treatment services during the reporting period.
- (kk) This indicator will be dropped because this number is reflected in other new indicators, and therefore would be redundant.
- (ll) This new indicator will measure the number of probationers who completed the Pre-Employment Project (PEP) Program during the reporting period.
- (mm) The Department attributes the decrease in the number of probationers enrolled in the Group Intervention Program to loss of staff during the reporting period. Probationers who would have been assigned to the Group program are nonetheless supervised in another high-risk track.
- (nn) This new indicator will measure the total number of probationers who were discharged from the Group Intervention Program during the reporting period.
- (oo) This new indicator will measure the number of probationers who met the program criteria for the Group Intervention Program, and were therefore discharged successfully.
- (pp) This new indicator will measure the total number of probationers who were discharged from the Juvenile Intensive Supervision Program during the reporting period.
- (qq) This new indicator will measure the number of probationers who met the program criteria for the Juvenile Intensive Supervision Program, and were therefore discharged successfully.
- (rr) This new indicator will measure the total number of probationers who were discharged from the Intensive Supervision Program during the reporting period.
- (ss) This new indicator will measure the number of probationers who met the program criteria for the Intensive Supervision Program, and were therefore discharged successfully.
- (tt) This new indicator will measure the total number of probationers who were discharged from the Short-Term Alternative to Remand Treatment Program during the reporting period.
- (uu) This new indicator will measure the number of probationers who met the program criteria for the Short-Term Alternative to Remand Treatment, and were therefore discharged successfully.
- (vv) The decrease in the number of probationers enrolled in the Expanded Alternative to Detention Program resulted from limited availability of both assessment services and space.

DEPARTMENT OF JUVENILE JUSTICE [130]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
o Total Admissions to Detention	5,209	*	5,361	*
- Admissions to Secure Detention	4,672	*	4,815	*
- Juvenile Offenders	689	*	573 a	*
- Juvenile Delinquents	3,960	*	4,242	*
- From Court	1,805	*	1,973	*
- From Police	1,931	*	1,777	*
- From Other	224	*	492 b	*
- Other	23	*	0 c	*
- Admissions to Nonsecure Detention	537	*	546	*
o Weapon Recovery Rate (Per 1,000 Admissions)	NI	*	8	*
o Juvenile-on-Juvenile Assaults/Altercations (Per 1,000 Admission)	NI	*	76	*
o Percent On-Time Court Appearance	*	*	NI	70%
o Percent On-Time On-Trial Court Appearance (JOs)	*	*	NI	90%
o Number of Hospital Runs	NI	*	216	*
SECURE DETENTION				
[001, 002]				
o Average Daily Population	345	*	379	*
- Alleged Juvenile Delinquents	192	*	185	*
- Alleged Juvenile Offenders	115	*	134 d	*
- Juvenile Offenders/Juvenile Delinquents Awaiting Transfer to OCFS	38	*	59 e	*
o Average Length of Stay (Days)	23	*	26	*
- Alleged and Adjudicated Juvenile Delinquents	17	*	21 e	*
- Alleged and Convicted Juvenile Offenders	61	*	89 f	*
o Pre-Adjudication In-Care Days				
- Alleged Juvenile Delinquents	22	*	31 g	*
- Alleged Juvenile Offenders	92	*	157 f	*
o Escapes	1	*	0	*
NONSECURE DETENTION				
[001, 002]				
o Average Daily Population	103	*	126 h	*
o Average Length of Stay (Days)	23	*	34 h	*
o Pre-Adjudication In-Care Days				

DEPARTMENT OF JUVENILE JUSTICE [130]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
- Alleged Juvenile Delinquents	28	*	37 h	*
o Abscond Rate	1%	*	3% (i)	*
COMMUNITY BASED INTERVENTION [CBI] [001, 002]				
o Juveniles Served	NI	900	1,146	1,000
o Percent of Juveniles Who Successfully Complete Program	*	NI	NI	60%
o Juveniles Returned To School	*	NI	NI	100
o New Participants in Community Services	NI	100	169 j	120

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

DEPARTMENT OF JUVENILE JUSTICE

- (a) The decrease is due to a 14 percent decrease in juvenile offender arrests.
- (b) There was an increase in direct admissions by the authority of the NYS Office of Children and Family Services (OCFS) of youth who are charged with running away or violating the conditions of release from OCFS facilities.
- (c) The Department has modified its coding system to reclassify release violators admitted by OCFS as "JD - Other," a more accurate representation of their admission status. In previous years direct admit release violators formed most of the "Other" category.
- (d) There was an increase in juvenile offender length of stay.
- (e) Two OCFS placement facilities were closed during Fiscal 2000, resulting in an increase in the average length of stay (ALOS) of the OCFS-ready population. The ALOS of OCFS-ready youth was also increased by longer waiting periods for placement in private facilities. In addition, the increase in ALOS of OCFS-ready youth caused an increase in JD ALOS.
- (f) There were a large number of juvenile offenders with multiple court cases. Of the 34 juvenile offenders who had been in detention more than six months as of June 30, 2000, 29 had more than one court case during their stay.
- (g) This figure returned to its typical level after being unusually low in Fiscal 1999. The low figure is attributed to the release of a large number of long-stay juvenile delinquents in June 1999.
- (h) DJJ opened 37 additional beds in four facilities in nonsecure detention, allowing the Department to transfer more NSD-eligible open remands. This increase in NSD bed capacity during Fiscal 2000 allowed NSD-eligible open remands to spend a larger percentage of their overall stay in NSD rather than in secure detention waiting for a NSD bed to become available.
- (i) This increase is attributed to two factors: initial operational difficulties as new contractors opened NSD homes, and a change in the computerized data system that enables the Department to better code the number of youth that abscond.
- (j) Fiscal 2000 was the first full year of operation for the program in the three NYCHA-funded sites. In addition, DJJ hired an additional case manager at a City-operated site.

CIVILIAN COMPLAINT REVIEW BOARD [054]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
o Investigative Staff	106	115	110	129
- Confidential Investigators	90	99	94	111
- Senior Investigators	16	16	16	18
o Complaints Within CCRB Jurisdiction (a)	5,002	*	5,017	*
- Force Allegations	2,297	*	2,260	*
- Abuse of Authority Allegations	2,752	*	2,362	*
- Discourtesy Allegations	1,956	*	1,804	*
- Offensive Language Allegations	333	*	236	*
o Total Number of Cases Referred	4,487	*	4,643	*
- NYPD OCD	4,180	*	4,266	*
- Other	307	*	377	*
o Total Cases Completed	5,436	6,000	4,930 b	6,000
- Full Investigations Closed	2,520	3,850	2,056 b	3,540
- Truncated Cases	2,657	2,100	2,238	2,400
- Other Complaint Closures (c)	329	*	582	*
- Alternative Dispute Resolution (ADR)	259	50	54	60
- Conciliations	240	NA	10	NA
- Mediations	19	50	44	60
o Full Investigations as a Percentage of Total Cases Completed	46%	55%	42% b	59%
o Percentage of Full Investigations with an Unidentified Member of Service	NI	*	6%	*
o Truncated Cases as a Percentage of Total Cases Completed	49%	40%	45%	40%
o Cases Eligible for Diversion to ADR Program	NI	*	1,071	*
- Cases Transferred to Mediation	NI	NI	176	NI
o Average Number of Investigations Closed per Month				
- By Category of Offense				
- Force	210	*	157	*
- Abuse of Authority	147	*	141	*
- Discourtesy	60	*	60	*
- Offensive Language	7	*	5	*
o Average Case Completion Time (Days)				
- By Category of Offense				
- Force	198	*	232	*
- Abuse of Authority	152	*	196	*
- Discourtesy	147	*	157	*
- Offensive Language	138	*	164	*
o Average Case Completion Time (Days)				
- By Case Completion Category				

CIVILIAN COMPLAINT REVIEW BOARD [054]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
- All Cases	174	161	206 d	161
- Full Investigations	233	204	296 d	204
- Truncated Cases	114	112	122	112
- Conciliations	146	135	138	135
o Percent of Cases with Affirmative Dispositions	46%	45%	54% e	50%
o Number of Substantiated Cases by Time Remaining on Statute of Limitations				
- Number of cases with 3 months or less remaining	22	*	46	*
- Number of cases with 4 to 6 months remaining	31	*	53	*
- Number of cases with 7 to 12 months remaining	188	*	114	*
- Number of cases with 13 months or more remaining	75	*	10	*
o Number of Cases Pending	2,506	1,470	2,595 b	1,750
o Age of Caseload (from date of incident)				
- Number of cases 0 to 4 months old	1,326	*	1,411	*
- Number of cases 5 to 12 months old	1,059	*	980	*
- Number of cases 13 to 17 months old	89	*	163	*
- Number of cases 18 months or older	32	*	41	*
o Cases 13 Months or Older as A Percentage of Total Caseload (from date of incident)	5%	5%	8% d	5%
o Operational Backlog (from date of report)	1,016	650	877 b	650

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

CIVILIAN COMPLAINT REVIEW BOARD

- (a) A complaint can include more than one allegation of the use of excessive or unnecessary force, abuse of authority, discourtesy or use of offensive language.
- (b) Continued procedural changes, although they enhanced the thoroughness and quality of case investigations, and led to an increased affirmative finding rate, decreased the number of cases CCRB was able to close. This also decreased the number of cases truncated, consequently increasing the backlog.
- (c) "Other Complaint Closures" include duplicate complaints and cases that were originally accepted as CCRB complaints but were found later to be under the jurisdiction of the Office of Chief of Department or other agencies.
- (d) Cases take more time to complete when a detailed analysis in the closing report is required. This negatively affects the age of the caseload and the average case completion time.
- (e) More thorough and careful investigations produce more evidence, which allows the Board to make more conclusive judgements.

DEPARTMENT OF TRANSPORTATION [841]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
SIGNALS AND SIGNS				
o New Signals				
- Designed (In-House)	144	180	189	180
- Installed (Contract)	130	180	203	180
o Signal Studies				
- Requests	680	*	803	*
- Completed	675	*	797	*
- Studies Pending Over 90 Days	0	*	1	*
o Traffic Signs				
- Signs Manufactured	63,228	70,000	60,823	70,000
o Signs Installed				
	145,186	125,005	129,698	121,755
o Signals				
- Number of Complaints	79,906	*	95,152	*
- Average Time to Respond to Defects Requiring				
- 2 Hour Response	1 hr 28 min	2 hr	1 hr 39 min	2 hr
- 12 Hour Response	5 hr 31 min	12 hr	6 hr 01 min	12 hr
- 48 Hour Response	22 hr 54 min	48 hr	25 hr 09 min	48 hr
o Priority Regulatory Signs				
- Number of Complaints	7,945	*	6,801	*
- Percent Replaced or Repaired Within 9 Days	100%	100%	100%	100%
o Street Lights				
- Number of Complaints	46,565	*	52,142	*
- Percent Responded to Within 10 Days	98.6%	95%	96.9%	95%
o Red Light Camera				
-Total Notices of Liability (000)	224.5	*	197.3	*
-Total Number of Cameras	30	30	30	50
- Camera Uptime	9,816	*	9,869	*
PARKING METERS				
o Total Meters				
- Percent Operable	65,040 90.7%	64,000 90%	63,257 91%	62,631 90%
STREETS AND ARTERIAL HIGHWAYS				
o Small Street Defect (Pothole) Repairs				
- Bronx	79,999	*	84,810	*
- Brooklyn	11,392	*	12,279	*
- Manhattan	22,339	*	21,388	*
- Queens	13,992	*	20,938	*
- Staten Island	19,962	*	17,775	*
	12,314	*	12,430	*

DEPARTMENT OF TRANSPORTATION [841]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
- Arterials	15,471	*	18,688	*
o Small Street Defects (Potholes)				
- Number of Complaints	30,818	*	24,672	*
- Percent Repaired Within 30 Days	64%	65%	65%	65%
o Strip-Paving				
- Square Yards Completed	69,508	*	27,759	*
- Number of Locations	NA	NA	NA	NA
o Adopt-A-Highway				
- Total Adoptable Miles	362	362	362	362
- Total Number of Miles Adopted	316	326	337	345
- Percent of Miles Audited	24%	15%	19% a	15%
- Percent of Audits Rated Good	86%	*	87%	*
o Speed Hump Construction	200	200	129 b	120
o Streets Maintained With a Pavement Rating of Good	86%	86%	84.4%	86%
- Bronx	89.8%	89.8%	87.1%	89.8%
- Brooklyn	83.8%	83.8%	79.7%	83.8%
- Manhattan	72.1%	72.1%	70.3%	72.1%
- Queens	90.1%	90.1%	90%	90.1%
- Staten Island	86.9%	86.9%	88.2%	86.9%
o Cost of Asphalt (per Ton)				
- In-house	\$19.77	*	\$21.80	*
- Vendor	\$28.53	*	\$31.82	*
o Street Inspections (000)	323.1	324	333.4	324
o Street Cuts Rated Satisfactory	89%	83%	87%	83%
o Cubic Yards Debris Removed				
- Arterials	177,612	174,853	159,090	165,050
- Bridges	11,023	13,000	14,007	13,000
BRIDGES				
o Bridge Painting (Square Feet Finish Coat) (000):				
- In-House	1,809	1,440	2,228 c	1,440
- Contract	539	1,000	716 d	800
- Graffiti Removal	6,618	5,100	6,866 e	5,500
o Bridge Preventive Maintenance				
- Concrete Repair (Square Feet)	48,364	50,000	39,449 f	50,000
- Deck Repair (Square Feet)	1,835	2,000	2,229	2,000
- Electrical Maintenance (Work Tickets Completed)	263	360	267 g	300
- Fire Hazards Removed	747	500	960 h	625

DEPARTMENT OF TRANSPORTATION [841]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
o Percent Deck Area In Good Repair	18	19.1	20.9	20.9
o Schedule Lubrication Maintenance				
- Work Tickets Completed	424	444	377 g	444
o Cleaning				
- Draining System	1,861	1,500	1,373	1,500
o Sweeping (Bridges)				
- Routes Completed	343	309	358 (i)	309
o Flags, All Bridges				
- Total Routed	1,461	1,200	1,096	1,200
- Red	48	60	54	61
- Yellow	346	420	477	480
- Safety	1,067	720	565 j	659
o Total Eliminated	1,417	1,200	1,170	1,200
- Red	46	56	36 k	62
- Yellow	411	355	549 k	479
- Safety	960	789	585 k	659
o Total Outstanding	1,630	1,630	1,557	1,557
- Red	25	29	43 k	42
- Yellow	906	971	830	831
- Safety	699	630	684	684
o Flags, East River Bridges				
- Total Routed	316	360	427 j	360
- Red	34	16	28 j	20
- Yellow	120	108	325 j	232
- Safety	162	236	74 j	108
o Total Eliminated	469	520	545	360
- Red	34	22	24	20
- Yellow	209	153	440 (l)	180
- Safety	226	345	81 (l)	160
o Total Outstanding	769	609	652	652
- Red	11	5	15 m	15
- Yellow	612	567	498	550
- Safety	146	37	139 m	87
o Average Number of Vehicles Entering Manhattan's Central Business District per 24-Hour Period (000)	842.3	860.6	842.5	870.5
STATEN ISLAND FERRY OPERATIONS				
o Round Trips Completed	16,599	16,560	16,782	16768

DEPARTMENT OF TRANSPORTATION [841]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
o Round Trips Canceled	63.5	44	61 n	60
o On-Time Trips	97%	96%	97%	96%
o Total Passengers Carried (000)	19,851	19,264	19,000	19,403
o Cost per Passenger Carried (One Way)	\$2.50	\$2.50	\$2.83	\$2.50
CAPITAL BUDGET PERFORMANCE INDICATORS				
o Lane Miles Resurfaced (In-House)	714	694.4	712.3	694.4
- Bronx	81	74	74.1	74
- Brooklyn	187.6	187.8	190.1	187.8
- Manhattan	93	90.8	90.5	90.8
- Queens	239.5	236.3	241.6	236.3
- Staten Island	96.8	74.1	91.1 (o)	80.6
- Arterials	16.2	31.5	24.9 (o)	25
o Square Yards Milled by Borough	2,869,688	*	2,688,862	*
- Bronx	124,883	*	140,468	*
- Brooklyn	956,914	*	870,530	*
- Manhattan	500,384	*	517,180	*
- Queens	993,986	*	896,183	*
- Staten Island	114,072	*	139,523	*
- Arterials	179,449	*	124,977	*
o Cost per Lane Mile Resurfaced by Borough (Includes Milling)	\$67,621	*	\$83,134	*
- Bronx	\$54,775	*	\$75,554	*
- Brooklyn	\$67,757	*	\$79,641	*
- Manhattan	\$75,372	*	\$100,847	*
- Queens	\$75,317	*	\$86,865	*
- Staten Island	\$56,622	*	\$65,941	*
o Cost per Ton of Asphalt Placed by Borough (Includes Milling)	\$71.17	*	\$85.28	*
- Bronx	\$59.77	*	\$75.66	*
- Brooklyn	\$74.21	*	\$86.52	*
- Manhattan	\$72.70	*	\$90.91	*
- Queens	\$79.02	*	\$88.62	*
- Staten Island	\$59.51	*	\$75.09	*
o Pedestrian Ramp Contracts Sidewalk Corners Made Accessible				
- Construction (\$) (000)	\$0	\$27,000	\$25,383	by 2/01
- Construction Started	0	4,700	1,797 p	by 2/01
- Completed	3,698	4,000	1,797 p	by 2/01

DEPARTMENT OF TRANSPORTATION [841]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
o Prior Notification Sidewalk Reconstruction by Square Foot (000)				
- Construction (\$) (000)	\$0	\$11,280	\$12,487	by 2/01
- Construction Started	0	1,600	1,492	by 2/01
- Completed	1,822	1,400	1,492	by 2/01
o East River Bridges				
- Designs Started	0	0	0	by 2/01
- Construction Started	2	0	0	by 2/01
- Completed	3	2	1 q	by 2/01
- Completed on Schedule	100%	100%	100%	by 2/01
o Non-East River Bridges				
- Designs Started	21	34	26 r	by 2/01
- Construction Started	13	32	6 s	by 2/01
- Completed	35	30	29	by 2/01
- Completed on Schedule	100%	100%	100%	by 2/01

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) Staff perform these audits as part of their daily duties and conducted the audits more efficiently this year, enabling them to perform more.
- (b) Speed humps are installed by request and only after geometric and safety criteria are met; the number installed is directly related to these factors. As a result, DOT installed fewer than planned in Fiscal 2000. DOT erroneously reported in the Preliminary Fiscal 2000 Mayor's Management Report that 122 speed humps were installed during July through October 1999. The actual number of speed humps installed during this period was 20.
- (c) A contract for bridge painting was terminated, hence DOT completed the work using in-house personnel; this increased the Actual number above Plan for in-house bridge painting.
- (d) DOT completed less contract painting than planned because of numerous delays and stoppages caused by the railroad authorities.
- (e) Productivity increased due to the unusually favorable weather conditions.
- (f) Productivity decreased due to the time-consuming chipping process used to remove loose and hollow concrete from flagged conditions and overhead bridges.
- (g) DOT completed fewer work tickets than planned because several complex jobs required additional time to complete.
- (h) Productivity increased in Fiscal 2000 because maintenance crews were more effectively routed to pre-identified locations.
- (i) Productivity increased because night crews encountered less roadway traffic. In the Preliminary Fiscal 2000 Mayor's Management Report, DOT erroneously reported plan and actual data for this indicator in linear feet instead of routes.
- (j) The Department has no control over the number of flags routed on the City's bridges. Flags are routed by City and State inspectors.
- (k) The total number of flags eliminated was close to Plan. However, due to accessibility and proximity of locations, DOT eliminated more yellow flags and fewer safety flags than anticipated. Therefore, fewer yellow flags and more safety flags were outstanding at the end of Fiscal 2000. Because a number of red flags were routed at the end of Fiscal 2000, more than anticipated remained outstanding at the end of the fiscal 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.
- (l) Because more yellow and fewer safety flags were routed on the East River Bridges than anticipated in Fiscal 2000, DOT focused on eliminating yellow flags and eliminated fewer safety flags than planned. Because a number of red flags were routed at the end of Fiscal 2000, more than anticipated remained outstanding at the end of the fiscal 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.
- (m) More flags were outstanding because more yellow flags were routed than anticipated and some red flags were routed at the end of Fiscal 2000. The Department has no control over the number of flags routed on the City's bridges. Flags are routed by City and State inspectors.
- (n) The number of cancelled trips in Fiscal 2000 significantly exceeded Plan. The majority of the 61

DEPARTMENT OF TRANSPORTATION

- anceled trips were due to mechanical problems aboard the vessels, which DOT attributes to aging of the fleet, and to passenger medical emergencies, which are beyond DOT's control.
- (o) Because of additional contract milling funded by elected officials in Fiscal 2000, DOT resurfaced more lane miles in Staten Island. The Department resurfaced fewer lane miles on the arterial highways than planned due to delays in negotiations with the State concerning resurfacing on State-owned highways.
 - (p) Registration of DOT's Fiscal 2000 pedestrian ramp contracts was not completed until early in Fiscal 2001. Using remaining funds in DOT's Fiscal 1998 contracts, DOT's contractor installed 1,797 pedestrian ramps in Fiscal 2000.
 - (q) Deck replacement work on the Brooklyn Bridge was not fully completed as planned in Fiscal 2000. However, it was completed in August 2000. The delay was due to the need to wait for milder weather to install the overlay on both directions of the bridge roadway.
 - (r) Eight bridges from the Fiscal 2001 Plan were erroneously included in the Fiscal 2000 Plan.
 - (s) The registration of two contracts, covering work on a total of 16 bridges, did not occur as anticipated in Fiscal 2000. Registration of these two contracts is expected in Fiscal 2001. Additionally, other projects were delayed for various reasons, including coordination with other governmental agencies, utilities and contractors.

DEPARTMENT OF ENVIRONMENTAL PROTECTION [826]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
WATER AND SEWER OPERATIONS (a)				
o Full-Time Employees	1,231 a	1,287 a	1,225 a	1,287 a
o Water Delivery System				
- Water-Main Breaks	551	575	592	575
- Water Supply Complaints Received	60,194	70,000	55,719 b	65,000
- Leak Complaints Received	4,632	5,300	5,294	5,200
- Leak Complaints Resolved	4,642	5,200	5,268	5,200
- Resolve Leak Complaints Requiring Excavation in 30 Days	86.7%	85%	86.6%	85%
- Average Backlog of Street Leaks (Includes 3-Day Notices)	142	150	171	150
o Hydrants	107,134	107,134	107,134	107,134
- Broken and Inoperative	0.40%	1%	0.47% c	1%
- Hydrants Repaired or Replaced	13,936	16,000	14,569	16,000
- Average Backlog of Broken and Inoperative Hydrants	432	1,071	505 c	1,071
- Repairs to Distribution System (Person-Days)	33,584	32,000	32,419	32,000
- Average Backlog of Repairs to Distribution System (Person-Days)	3,448	4,000	3,782	4,000
o Sewer System				
- Catch Basin Complaints Received	7,326	10,000	8,675	10,000
- Catch Basins Cleaned	56,004	43,000	45,256	43,000
- Programmed Cleaning	41,276	23,000	27,917 d	23,000
- Complaint Cleaning	14,728	20,000	17,339	20,000
- Average Catch Basin Response Time Complaint to Completion (Days)	6.9	12	8.5 e	11
- Average Catch Basin Complaint Backlog	131	250	192 e	250
- Resolve Catch Basin Complaints Within 30 Days	97.4%	90%	95.4%	90%
- Sewer Backup Complaints Received	26,399	34,000	24,545 f	32,000
- Average Backup Response Time (Hours)	5	8.5	4.4 g	7.5
- Sewer Backup Complaints Resolved Within 24 Hours	99.8%	98%	99.8%	98%
- Sewer Construction Repairs	3,471	3,200	3,184	3,300
- Average Repair Backlog	1,720	1,400	1,501	1,400
WASTEWATER TREATMENT (h)				
o Full-Time Employees	1,835	1,913	1,813	1,913
o Effluent Complying With Federal Standards	99.8%	100%	99.9%	100%
o Scheduled Preventive Maintenance				

DEPARTMENT OF ENVIRONMENTAL PROTECTION [826]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
Completed Each Month	64.3%	69%	64.1%	69%
o Comply With State Standard for Dissolved Oxygen at Harbor Survey Stations	89%	89%	89%	89%
ENVIRONMENTAL COMPLIANCE (i)				
o Full-Time Employees	177	191 j	173	191 j
o Complaints Received (Includes DEP-Initiated)	26,210	28,220	24,019	27,200
- Air	13,616	16,000	12,554 k	15,000
-DEP Help Center	8,349	8,500	7,253	8,500
-DEP Initiated	5,267	7,500	5,301 k	6,500 k
- Noise	11,937	11,500	10,728	11,500
-DEP Help Center	10,985	10,500	9,555	10,500
-DEP Initiated	952	1,000	1,173 (l)	1,000
- Asbestos	546	600	687	700
- Lead	111	120	50 m	*
o Complaints Responded To	96%	96%	100%	96%
- Air	97%	95%	100%	95%
- Noise	88%	88%	100%	92% n
- Asbestos	100%	100%	100%	100%
- Lead	100%	100%	100%	*
Hazardous Materials Response Unit				
o Number of Incidents Involving Hazardous Materials Handled	2,501	2,000	1,642 (o)	2,000
o Cost to City of Cleanup	\$55,956	\$75,000	\$43,464 p	\$75,000
CUSTOMER SERVICES (q)				
o Full-Time Employees	562	609	556	609
o Number of Meters Installed	28,874	48,000	40,972	50,000
o Number of Meters Repaired	32,693	28,000	31,562	35,000
o Net Billings (000,000)	\$1,254.20	\$1,241.87	\$1,436.09 r	\$1,291.00
o Collections Against Billings (000,000)	\$1,402.10	\$1,420.31	\$1,424.00	\$1,486.00
ENGINEERING AND CAPITAL CONSTRUCTION				
o Full-Time Employees	390	444	363 s	444

DEPARTMENT OF ENVIRONMENTAL PROTECTION [826]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
Sewer Regulation and Control				
o Fees Collected (000)	\$544	\$500	\$474	\$500
o Number of Site Connection Proposal Reviews Completed	561	525	499	525
- Reviewed in 30 days	95%	100%	95%	100%
o Number of Private Drainage Proposal Reviews Completed	64	65	63	65
- Reviewed in 90 days	100%	100%	100%	100%
o Number of Private Sewer Plan Reviews Completed	73	65	54 t	65
- Reviewed in 30 days	100%	100%	100%	100%
PROGRAMMATIC INDICATORS				
o Vehicles Purchased	202	250	159 u	150
o Tunnel No. 3 Constructed (000)				
- Designs Started	\$93,700	\$11,000	\$9,700	\$14,000
- Construction Started	\$0	\$137,400	\$18,300 v	\$343,300
- Construction Completed	\$76,911	\$93,100	\$26,400 w	\$55,500
o Plant Reconstruction				
- Designs Started	3	4	4	6
- Construction Started	15	44	47	87
- Construction Completed	24	32	42 x	74
o Pumping Stations Reconstructed				
- Designs Started	2	2	2	0
- Construction Started	11	16	3 y	12
- Construction Completed	7	18	9 z	27

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) The heading for this section has been changed to remove Water Supply, Quality and Protection, as they are a separate bureau from Water and Sewer Operations and have no indicators in this section. Headcount numbers have been revised to reflect this change.
- (b) The installation of custodial locks along with the implementation of both the hydrant flushing and valve maintenance programs resulted in a decrease in the number of water supply complaints received in Fiscal 2000. The Fiscal 2001 Plan has been lowered to reflect this trend.
- (c) The installation of hydrant locking devices, such as custodial locks, has assisted DEP in reducing illegal tampering of hydrants.
- (d) The number of Programmed Catch Basins cleaned was above Plan due to additional cleaning by DEP contractors.
- (e) Although the Average Catch Basin Response Time and Complaint Backlog has increased from Fiscal 1999, both indicators are below Plan due to the programmatic cleaning of catch basins in community boards and lower than expected rainfall during the fiscal year.
- (f) DEP received fewer sewer backup complaints than last fiscal year and is below Plan due to low rainfall in Fiscal 2000.
- (g) The Average Backup Response Time is lower in Fiscal 2000 than in Fiscal 1999 and is also below Plan due to fewer sewer backup complaints received.
- (h) The bureau formerly known as Wastewater Pollution Control has been renamed Wastewater Treatment.
- (i) The bureau formerly known as Air, Noise and Hazardous Materials has been renamed Environmental Compliance.
- (j) The headcount plan for Fiscal 2000 and 2001 has been revised since the Preliminary Fiscal 2000 Mayor's Management Report to reflect the transfer of three lead inspectors to the Department of Health (DOH) since the lead program was transferred to DOH in November 1999.
- (k) The majority of DEP-initiated air complaints are for the investigation of permits. DEP staff members were reassigned from field inspections to revamp the computer permit tracking system. As a result, fewer DEP-initiated air complaints were received. The Fiscal 2001 Plan has been revised to reflect this trend.
- (l) Both the Department's participation in the MARCH (Multi Agency Response to Community Hotspots) Initiative and work with the New York City Police Department in enforcing the horn honking provision of the noise code resulted in an increased number of DEP-initiated noise complaints.
- (m) Lead complaints received were below Plan due to the transfer of the lead program to DOH in November 1999.
- (n) The percent of noise complaints responded to for Fiscal 2001 has been revised from 90 percent to 92 percent.
- (o) The Department's enforcement and prevention measures as well as enhanced public awareness has led to a reduction in the number of incidents.

DEPARTMENT OF ENVIRONMENTAL PROTECTION

- (p) DEP's investigative work allowed its enforcement staff to locate violators and ensure proper remediation at the owners' expense, resulting in a reduction in cost of cleanup to the City.
- (q) The bureau formerly known as Customer and Conservation Services has been renamed Customer Services.
- (r) Net Billings were greater than planned as a result of the Department's continuing efforts to reduce the number of accounts billed for estimated consumption and ensure that accounts are billed on a regular quarterly schedule.
- (s) DEP has experienced difficulty in attracting and retaining entry-level engineers.
- (t) DEP completed fewer private sewer plan reviews than planned due to the need to train newly hired staff.
- (u) DEP purchased fewer vehicles than planned because the capital threshold was raised after the plan was developed. As a result, many purchases became expense purchases, not capital purchases.
- (v) Tunnel No. 3 Construction Starts were postponed due to litigation involving three contracts.
- (w) Tunnel No. 3 Construction Completed was below Plan due to delays experienced in the Queens portion of the tunnel.
- (x) Plant Construction Completed was above Plan due to a higher than expected number of in-house projects completed.
- (y) Pumping Stations Construction Started was below Plan due to additional design work required on some projects.
- (z) Pumping Stations Construction Completed was below Plan due to construction delays and additional work required on some projects.

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT [806]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
HOUSING DEVELOPMENT				
o Total Starts	9,623	9,357	7,620 a,b	12,325
- Moderate Rehab	5,526	5,123	3,970 a	8,908
- City-Owned Buildings	2,214	2,041	1,320 a	2,502
- Privately Owned Buildings	3,312	3,082	2,650	6,406
- Gut Rehab	1,233	1,098	800 a,b	858
- City-Owned Buildings	536	524	435 a	428
- Privately Owned Buildings	697	574	365 b	430
- New Construction	2,864	3,136	2,850	2,559
o Total Completions	9,067	8,081	7,606	8,224
- Moderate Rehab	4,767	4,200	4,100	4,303
- City-Owned Buildings	1,931	1,537	1,411	1,471
- Privately Owned Buildings	2,836	2,663	2,689	2,832
- Gut Rehab	1,789	1,574	1,302 c	1,170
- City-owned Buildings	678	531	348 c	832
- Privately Owned Buildings	1,111	1,043	954	338
- New Construction	2,511	2,307	2,204	2,751
o Units Assisted with Tax Incentives	4,368	*	8,638	*
Apartments for Homeless Families and Individuals				
o Apartments Produced	523	553	503	497
- Supportive Housing Program	451	553	491	466
- Office of Development Programs	47	0	0	7
- Other	25	0	12	24
o Apartments for People with AIDS	131	*	153	*
HOUSING MANAGEMENT AND SALES				
o Buildings Sold	251	176	136 d	252
o Buildings in Management and Sales Pipeline	3,175	2,646	2,917	2,371
o Occupied Buildings	2,306	1,973	2,112	1,714
- Units	21,973	18,761	19,895	17,333
- Occupied Units	15,007	13,667	13,339	12,338
- Occupancy Rate	68.3%	72.8%	67%	71.2%
Central Management				
o Buildings in Management	2,774	2,347	2,535	1,991
- Units (Estimate)	21,997	19,595	19,908	16,245

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT [806]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
o Vacant Buildings	869	673	805 e	657
- Units (Estimate)	6,664	6,118	6,295	5,741
o Occupied Buildings	1,905	1,674	1,730	1,334
- Units	15,333	13,477	13,613	10,504
Alternative Management				
o Buildings in Sales Pipeline	401	299	382 f	380
- Units	6,640	5,284	6,282 f	6,829
- Occupied Units	4,909	3,963	4,437	4,985
- Occupancy Rate	73.9%	75%	70.6%	73%
- Intake from Central Management Buildings	282	88	131 g	264
- Intake from Central Management Units	3,445	1,344	1,614 g	3,393
o SIP Units remaining in Net Lease	0	0	0	0
Rent Collections - All Programs				
o Rent Billed (000,000)	\$47	\$41.6	\$41.4	\$37.1
o Rent Collected (000,000)	\$40.5	\$35.6	\$35	\$31.3
o Average Residential Rent per Unit (per Month)	\$259	\$254	\$257	\$251
Maintenance				
o Superintendents and Handy Persons	961	*	771	*
o Building Systems Replaced	464	425	517 h	300
o Ratio of Real Property Managers to Residential Units	1:232	1:250	1:286	1:250
HOUSING PRESERVATION				
Code Enforcement				
o Field Inspection Teams	90	83	91	87
o Inspections per Team per Day	9.3	8.9	9.1	9.0
o Total Complaints Reported	237,226	240,250	248,556	243,000
- Emergency Complaints Reported (Non-Heat)	75,745	63,000	66,583	68,000
- Heat/Hot Water Complaints Reported	140,892	152,250	160,050	155,000
- Other Complaints Reported	20,589	25,000	21,923	20,000

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT [806]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
o Heat/Hot Water Complaints Requiring Inspections	72,195	*	73,292	*
- Heat/Hot Water Complaints Resolved Prior to Completed Inspections	20,802	*	24,576	*
- Heat/Hot Water Inspections Completed	51,393	*	49,744	*
o Total Inspections Attempted (Including Multiple Visits)	217,030	*	218,026	*
o Total Inspections Completed	164,989	137,000	161,295 (i)	142,000
o Ratio of Completed Inspections to Attempted Inspections	76%	*	74%	*
o Total Emergency Complaint Inspections Attempted	141,989	*	146,104	*
o Total Emergency Complaint Inspections Completed	109,367	*	110,588	*
o Violations Issued During Inspection	366,860	300,000	295,346	310,000
o "C" Violations Issued	74,037	*	52,969	*
o Violations Reinspected	353,564	300,000	381,633 (i)	300,000
o Total Violations Removed	284,096	270,000	299,743	270,000
- Violations Deemed Corrected (Not Inspected)	28,468	*	24,350	*
- Violations Administratively Removed	26,644	*	25,577	*
- Total Violations Removed By Inspection	228,984	*	249,816	*
- Certification Squad	57,861	*	59,168	*
- Housing Court Squad	2,796	*	3,032	*
- HLB Squad	29,983	*	40,048	*
- Dismissal Request Squad	91,992	*	89,381	*
- Complaint Squad	46,352	*	58,187	*
Emergency Services				
o Work Orders Issued	15,205	15,025	16,630	15,205
o Repairs Completed	9,816	9,816	9,438	9,816
o Cost of Emergency Repairs Billed to Owners (000)	\$12,011	\$12,000	N/A j	N/A
o Emergency Repair Recoupments (000)	\$6,863	\$6,600	\$8,567 k	N/A
Lead Paint				
o Code Violations Issued: Privately Owned Buildings				
- Code Violations Issued	6,858	10,000	5,861 (l)	7,000
- Owner Compliance (Verified)	3,332	3,800	1,721 (l)	3,500
- Jobs Voided or Downgraded	1,327	2,500	1,111 (l)	2,000

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT [806]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
- Lead Hazard Reduction Completed	363	3,700	477 (l)	1,500
o Tenant Lead Surveys: City-Owned Buildings				
- Responses Requiring Further Action	562	1,000	1,491 m	1,400
- Jobs Voided	374	460	330 n	441
- Administratively Closed	273	320	258 n	345
- No Lead Hazard Found	101	140	72 n	96
- Lead Hazard Reduction Completed	553	425	222 n	297
o DOH Lead Cases Referred: Privately Owned Buildings				
- Initial Referrals	263	*	214	*
- Owner Compliance (Verified)	74	*	235	*
- Referred to DOH For Further Action	15	*	0	*
- Lead Hazard Reduction Completed	89	*	101	*
o DOH Lead Cases Referred: City-Owned Buildings				
- Initial Referrals	6	*	6	*
- Referred to DOH For Further Action	0	*	0	*
- Lead Hazard Reduction Completed	11	*	6	*
ANTI-ABANDONMENT				
Activity Related to Tax Lien Sales				
o Buildings Reviewed for Distress	13,779	*	11,535	*
o Buildings Recommended for Exclusion	2,319	*	1,796	*
o Buildings referred to DOF for Tax Lien Sale	11,460	*	9,739	*
Activity Related to <i>In Rem</i> Actions				
o Number of <i>In Rem</i> Actions Initiated Under Local Law 37	5	5	6 (o)	8
o Properties Transferred	0	47	48	100
o Enforcement/Assistance for Owners/Tenants	0	304	311	600
Activity Not Related to <i>In Rem</i> Actions				
o Enforcement/Assistance for Owners/Tenants	1,936	1,500	4,231 p	4,500
o Distressed Buildings targeted for <i>In Rem</i> Action	0	*	0	*

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT [806]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
Housing Education				
o Number of Courses Offered	52	60	54	60
o Total Enrollment in All Courses	1,825	2,000	2,019	2,000
o Average Enrollment per Course	35	33	37	33
o Units Completed According to Repair Agreements	1,491	1,500	2,302 q	2,000
Housing Litigation				
o Code Compliance Cases Opened	12,238	11,000	12,733 r	12,000
o Code Compliance Cases Closed	8,743	8,500	10,915 s	10,000
o Judgments and Settlements Collected (000)	\$1,854	\$1,600	\$1,840 t	\$1,800

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) Between May 9 and June 19, 2000, as the City approached its constitutional debt limit and the ability to secure additional financing authority through State legislation remained uncertain, restrictions were placed on capital commitments. In a measure to conserve the City's existing financing authority, only contracts that were critical to public health and safety or legal mandates were advanced.
- (b) The planned Fiscal 2000 Total Start numbers were based on historical averages. Total Starts for tax incentive programs are dependent on market conditions and owners' decisions to use the programs and are largely beyond HPD's control.
- (c) The construction delays in State funded and operated programs caused the shortfall in completions in Gut Rehabilitations. While City-owned buildings are made available for these programs, HPD does not have programmatic oversight.
- (d) The lower number of sales is generally linked with Total Starts, which were delayed in Fiscal 2000.
- (e) More vacant buildings remained in Central Management because sales were delayed. In addition, a few buildings with a large number of units were sold. As a result, HPD needed to sell fewer buildings in order to approach the targeted number of units.
- (f) More buildings and units remained in alternative management programs at the end of Fiscal 2000 than planned because intake was above target and sales were below target.
- (g) Intake was above target because buildings were leased to nonprofit organizations earlier than projected and more tenant associations opted into the TIL Program and were accepted than anticipated.
- (h) Because the average cost of replacing building systems was lower than projected, the Agency was able to replace more systems.
- (i) The increase is due to the hiring of additional inspectors and an increase in productivity.
- (j) Due to initial limitations of the Financial Management System's (FMS) automated reports, HPD had to manually analyze payment data to identify repairs ready for billing to private owners. This manual analysis resulted in billing delays. In addition, there were delays in converting some categories of expenses into HPD's new HPDInfo Payment Module. This program pays vendor invoices and transfers billing data to DOF. DOF will report future Fiscal and Preliminary numbers for this category.
- (k) This indicator is largely out of HPD's control because it represents payments made by landlords.
- (l) The Fiscal 2000 Plan numbers were originally formulated with the expectation that the Department would be enforcing Local Law 1 pursuant to a court order. However, on November 12, 1999, Local Law 38 became effective, which provided for a completely different method to address lead-based paint hazards in New York City. As a consequence, the assumptions which underlie the Fiscal 2000 Plan numbers were changed.
- (m) The greater number of responses was a result of the tenant surveys being hand-delivered and picked up instead of being mailed.
- (n) Due to the timing of Local Law 38 and the increased outreach effort, many of the surveys were not received by HPD until late in the fiscal year and could not be acted upon in Fiscal 2000.

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

- (o) HPD determined that actions should be initiated in a larger number of neighborhoods with smaller geographic areas than originally planned.
- (p) The increase in the Division of Anti-Abandonment's activities was due in part to the two additional Anti-Abandonment site offices that were opened in Fiscal 2000. The additional staff who were reassigned to site offices increased overall productivity. In addition, an aggressive loan marketing outreach program and the involvement of Neighborhood Preservation Consultant groups, who assisted with property interventions, both played important roles.
- (q) More units were completed due to the addition of two new Anti-Abandonment site offices and the additional staff that arranged for and monitored Voluntary Repair Agreements.
- (r) More Code Compliance Cases were opened because more cases were referred for litigation and subsequently pursued by the Housing Litigation Division as part of HPD's PRO Housing initiative.
- (s) The increased number of closed cases is a result of an improved caseload management system that handled and closed cases more efficiently.
- (t) The larger than planned Judgments and Settlements Collected is due to a number of large payments in connection with real estate transactions.

SCHOOL CONSTRUCTION AUTHORITY

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year Annual Plan	2000 Annual Actual	Fiscal 2001 Plan
CAPITAL BUDGET PERFORMANCE INDICATORS				
PROGRAMMATIC INDICATORS				
o New Schools Built - High Schools				
- Designs Started	0	2	4 a	0
- Construction Started	1	1	1	2
- Completed	1	1	1	0
- Student Spaces	815	836	836	0
o New Schools Built - Intermediate Schools				
- Designs Started	0	2	3 a	0
- Construction Started	2	0	1 a	2
- Completed	1	1	1	0
- Student Spaces	608	753	753	0
o New Schools Built - Elementary Schools				
- Designs Started	5	9	12 a	2
- Construction Started	4	10	5 a	7
- Completed	5	3	3	3
- Student Spaces	3,890	2,448	2,448	1,133
o School Additions and Modernizations				
- Designs Started	0	4	12 a	7
- Construction Started	1	2	4 a	0
- Completed	3	1	1	5
- Student Spaces	357	0	0	1,092
o Transportable Projects				
- Designs Started	28	9	22 b	by 1/01
- Construction Started	28	8	22 b	by 1/01
- Completed	28	8	22 b	by 1/01
- Student Spaces	2,726	1,374	2,882 b	by 1/01
o Modular Buildings				
- Designs Started	8	1	2 a	NA c
- Construction Started	14	2	10 a	NA c
- Completed	18	10	10	NA c
- Student Spaces	7,889	3,655	3,655	NA c
o Capital Improvement Projects				
- Total Dollar Value (000)	\$474,900	\$326,100	\$675,642 d	by 1/01
- Total Design Starts	468	*	532 d	by 1/01
- Total Construction Starts	402	*	512 d	by 1/01
Total Projects Completed	417	*	394	by 1/01
o Projects Completed				
- Completed Early	NI	NI	45.7%	by 1/01
- Completed On Time	NI	NI	24%	by 1/01

SCHOOL CONSTRUCTION AUTHORITY

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year Annual Plan	2000 Annual Actual	Fiscal 2001 Plan
- Total	NI	NI	69.7%	by 1/01

SCHOOL CONSTRUCTION AUTHORITY

- (a) The Board of Education (the Board) modified the Capital Plan.
- (b) Actual Transportable Projects exceeded Plan because in the spring of each year the Board directs SCA as to how many projects it undertakes.
- (c) Fiscal 2000 is the last year for the Modular Program due to Board's decision to end the program.
- (d) The total dollar value of Capital Improvement Projects increased because the total number of projects increased. In addition, many bids came in higher because of market conditions.

NEW YORK CITY HOUSING AUTHORITY

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
o Total Employees:	14,780	14,605	14,867	14,920
HOUSING SERVICES				
o Applications Received (000)	94	95	86	89
- Conventional Housing (000)	77	80	71	75
- Section 8 (000)	17	15	15	14
o Net Families on Waiting List (000)	342	360	355	352
- Conventional Housing (000)	126	145	136	135
- Section 8 (000)	216	215	219	217
o Applicants Placed	13,451	12,500	11,554	15,500
- Conventional Housing	6,957	8,000	7,498	7,500
- Section 8	6,494	4,500	4,056	8,000
Conventional Housing				
o Public Housing Projects Operated	344	344	346	346
- Buildings	2,900	2,900	2,710	2,685
- Apartments (000)	181	181	181	181
o Occupancy Rate	99.5%	99.5%	99.4%	99.5%
o Average Vacancy Loss Days per Turnover	19.2%	17%	16.8%	16.5%
o Apartments Vacated	5.6%	5%	4.65%	4.5%
o Rent Billed (000)	\$575,334	\$554,547	\$587,000	\$587,000
o Rent Collected (000)	\$565,674	\$543,456	\$578,778	\$580,000
o Average Rent per Dwelling Unit	\$261	\$254	\$272	\$264
o Management Cost/Dwelling Unit (Dollars/Month)	\$604	\$598	\$619	\$622
o Total Rent Delinquency Rate	4.9%	4.5%	4.7%	4.7%
- Among Tenants Receiving Public Rent Subsidies	5.1%	6%	4.6% a	5%
o Court Appearances for Nonpayment of Rent	19,478	19,000	20,373	19,000
Section 8				
o Occupied Units				
- Certificates and Vouchers	76,363	76,500	75,171	78,684
o Tenants Leaving Program	4,210	*	5,107	5,200
o Turnover Rate	5.5%	*	6.8%	6.5%
o Owners Participating	26,109	*	25,636	26,000

NEW YORK CITY HOUSING AUTHORITY

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
Rentals to Homeless Families & Individuals				
o Conventional Housing (City Referred)	1,159	1,764	1,417 b	1,564
- DHS Rentals	719	910	920	710
- HRA/HASA Rentals	45	144	70 b	144
- HPD Rentals	395	710	427 b	710
o Conventional Housing (Non-City Referred Rentals)	315	*	177	*
o Section 8 Housing Subsidy				
- EARP	2,236	2,700	2,417	2,700
- Non-EARP	863	*	115	*
Maintenance				
o Complaints (Citywide)				
- Emergencies	79,576	95,000	88,218	90,000
- Elevator	82,092	93,600	77,221 c	81,200
o Average Time to Resolve / Abate Complaints (Citywide)				
- Emergencies (Days)	1	1	1	1
- Elevator (Hours)	6.2	6.5	5.5 d	5.0
- Other (Days)	22	25	21 e	25
o Work Tickets				
- Received	1,849,641	2,000,000	1,918,939	2,000,000
- Completed	1,833,347	1,874,728	1,932,793	2,000,000
- Open Tickets	120,795	150,000	77,615 e	130,000
o Average Number of Days to Prepare Vacant Apartments	13	20	14 f	18
SOCIAL AND COMMUNITY SERVICES				
o Authority-Operated Community Centers	111	112	115	117
- Average Daily Attendance	5,764	6,000	5,387	5,500
o Sponsored Community Centers	41	44	46	52
- Average Daily Attendance	6,847	6,300	5,536	5,800
o Authority-Operated Senior Citizen Programs	37	37	37	37
- Seniors Registered (Average)	4,294	4,100	4,674	4,500
o Tenant Patrol Supervisors (Part-Time)	219	250	208 g	214
- Buildings Patrolled	836	955	806 h	830

NEW YORK CITY HOUSING AUTHORITY

- (a) The total rent delinquency rate is lower due to the Electronic Funds Transfer program, which has made the collection of rent more prompt and efficient. NYCHA staff also worked proactively with HRA to prevent potential problems.
- (b) Due to a smaller number of referrals and careful adherence to the Authority's screening procedures, NYCHA placed fewer Housing Preservation and Development and HIV/AIDS Services Administration referrals than expected.
- (c) The decrease in elevator complaints is attributable to the exclusion of outages that were unfounded or those that did not result in a disruption of service.
- (d) As the number of elevator complaints decreases, staff is better able to respond to outages and abate complaints more rapidly.
- (e) There has been a special initiative to review and complete outstanding Skilled Trade work orders, which generally consist of plumbing, painting and electrical maintenance work.
- (f) NYCHA staff were able to prepare apartments for rental more quickly due to the decrease in vacant units in Fiscal 2000.
- (g) Many of the senior Tenant Patrol Supervisors, who have been employed part-time with the program for 10 to 20 years, are resigning. New recruitment has become increasingly difficult since the annual salaries offered are low.
- (h) As the number of Tenant Patrol Supervisors and volunteers decreases, fewer buildings are patrolled.

DEPARTMENT OF DESIGN AND CONSTRUCTION [850]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal 2000 Annual Actual	Fiscal 2001 Plan
AGENCY PROJECTS / CONTRACTS				
All Projects				
o Projects Started	810	498	1,231 a	491
- Design	356	174	640 a	187
- Construction	454	324	591 a	304
o Projects Completed	434	448	641 a	325
- Completed Early	47%	29%	59% b	32%
- Completed On Time	30%	43%	29% b	45%
- Completed Late	23%	28%	12% b	23%
o Projects Completed - Total Dollar Value of Construction (000,000)	*	NI	\$815	*
- Completed Early	*	NI	\$293	*
- Completed On Time	*	NI	\$312	*
- Completed Late	*	NI	\$210	*
PROJECT TIMELINESS				
o Projects Completed Under \$500,000	NI	216	433 a	145
- Completed Early	NI	63	294 b	49
- Completed On Time	NI	93	115 b	68
- Completed Late	NI	60	24 b	28
o Projects Completed Between \$500,000 and \$1 million	NI	57	48 c	47
- Completed Early	NI	17	22 b	13
- Completed On Time	NI	24	12 b	18
- Completed Late	NI	16	14	16
o Projects Completed Between \$1 million and \$5 million	95	123	124	100
- Completed Early	37	36	58 b	32
- Completed On Time	28	53	42 b	43
- Completed Late	30	34	24 b	25
o Projects Completed Greater than \$5 million	26	52	36 c	33
- Completed Early	9	15	7 d	8
- Completed On Time	12	22	16 d	12
- Completed Late	5	15	13	13
o Average Construction Duration of Projects (Days)	215	372	312 e	371
Structures Projects	*	NI	284	343
- Under \$500,000	*	NI	187	231
- Between \$500,000 and \$1 million	*	NI	430	525
- Between \$1 million and \$5 million	*	NI	276	418
- Greater than \$5 million	*	NI	807	675

DEPARTMENT OF DESIGN AND CONSTRUCTION [850]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal 2000 Annual Actual	Fiscal 2001 Plan
Infrastructure Projects	*	NI	421	442
o Sewer & Water	*	NI	436	403
- Under \$500,000	*	NI	236	227
- Between \$500,000 and \$1 million	*	NI	319	300
- Between \$1 million and \$5 million	*	NI	448	419
- Greater than \$5 million	*	NI	868	771
o Street	*	NI	360	528
- Under \$500,000	*	NI	143	0
- Between \$500,000 and \$1 million	*	NI	397	190
- Between \$1 million and \$5 million	*	NI	351	518
- Greater than \$5 million	*	NI	573	713
PROGRAMMATIC INDICATORS				
o Lane Miles Reconstructed	34.8	35.5	20.1 f	52.1
- Bronx	11	0	0	0
- Brooklyn	0	13.2	9.9 f	11.8
- Manhattan	0	4	0 f	1.6
- Queens	19.8	17.1	9.1 f	35.5
- Staten Island	4	1.2	1.1	3.2
o Lane Miles Reconstructed				
- Designs Started	25.6	19.2	38.8 f	25.2
- Construction Started	22.6	62.4	63.6	46.3
- Completed	34.8	35.5	20.1 f	52.1
- Completed on Schedule	56%	75%	83%	78%
o Lane Miles Resurfaced: Contract	55	NA	74.5	NA
- Bronx	5	NA	18	NA
- Brooklyn	15.2	NA	21.2	NA
- Manhattan	19.4	NA	20.9	NA
- Queens	15.4	NA	7.5	NA
- Staten Island	0	NA	6.9	NA
o Sewers Constructed (Miles)				
- Designs Started	18	13.3	24 f	3.9
- Construction Started	23.4	27.6	21.6 f	19.7
- Construction Completed	17.2	30.2	14.2 f	37.9
o Sewers Reconstructed (Miles)				
- Designs Started	21.2	15	24.2 f	8.8
- Construction Started	28.5	23	23.8	35.8
- Construction Completed	21.8	41.1	26.2 f	29.1
o Water Mains Replaced (Miles)				
- Designs Started	30.7	69.8	44.8 f	13
- Construction Started	68.2	59.8	51.4 f	86.5
- Construction Completed	42.5	82	62 f	67.4

DEPARTMENT OF DESIGN AND CONSTRUCTION [850]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal 2001 Actual	Fiscal 2001 Plan
PROJECT MANAGEMENT				
o Number of Current Construction Contracts	1,261	1,200	942 g	960
o Total Dollar Value of Current Construction (000,000) Contracts (Original Maximum Contract Amount)	\$2,183	\$2,076	\$1,507 g	\$1,600
o Infrastructure Projects (\$000,000)	\$1,738.6	*	\$1,789.8	*
- Under \$500,000	NI	*	60	*
- Between \$500,000 and \$1 million	NI	*	55	*
- Between \$1 million and \$5 million	185	*	174	*
- Greater than \$5 million	99	*	105	*
o Structures Projects (\$000,000)	\$2,265.6	*	\$2,240.9	*
o Health and Human Services (\$000,000)	\$175	*	\$151.5	*
- Under \$500,000	NI	*	67	*
- Between \$500,000 and \$1 million	NI	*	21	*
- Between \$1 million and \$5 million	25	*	29	*
- Greater than \$5 million	7	*	7	*
o Schools (\$000,000)	\$221.1	*	\$414.9	*
- Under \$500,000	NI	*	55	*
- Between \$500,000 and \$1 million	NI	*	28	*
- Between \$1 million and \$5 million	70	*	114	*
- Greater than \$5 million	2	*	13	*
o Public Safety (\$000,000)	\$1,495.9	*	\$1,310.4	*
- Under \$500,000	NI	*	138	*
- Between \$500,000 and \$1 million	NI	*	18	*
- Between \$1 million and \$5 million	59	*	34	*
- Greater than \$5 million	65	*	52	*
o Cultural Institutions (\$000,000)	\$366.2	*	\$405.0	*
- Under \$500,000	NI	*	166	*
- Between \$500,000 and \$1 million	NI	*	42	*
- Between \$1 million and \$5 million	67	*	66	*
- Greater than \$5 million	13	*	15	*
o Average Percentage Increase/Decrease for All Completed Construction Contracts (Excluding Programmatic Scope Changes)	4.6%	7%	1.5% h	6%
o Number of Current Consultant Design and Construction Supervision Contracts	661	650	454 g	475
o Total Dollar Value of Current Consultant Design and Supervision Contracts (000,000)	\$285	\$280	\$935 g	\$990

DEPARTMENT OF DESIGN AND CONSTRUCTION [850]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal 2000 Annual Actual	Fiscal 2001 Plan
o Average Percentage Increase/Decrease for All Completed Consultant Design and Construction Supervision Contracts (Excluding Programmatic Scope Changes)	0.8%	7%	1% (i)	6%
o Number of Prequalified Consultants	823	810	675 j	664
- Architectural	464	455	393	385
- Engineering	272	272	217 j	217
- Construction Management	87	83	65	62
o Number of DDC Registered Architects	53	60	42 k	50
o Number of DDC Professional Engineers	184	185	175	186
o Percentage of Projects Audited	58%	60%	68%	65%

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 Board of Education began the classroom air conditioning program in Fall 1999, which added an additional 320 design and 238 construction projects.
- (b) Innovative contracting methods and improved project management and tracking through the use of the Department's Key Performance Indicators (KPIs) resulted in more projects completed early and less projects completed late.
- (c) Due to portfolio changes by client agencies, the number of projects in each monetary category that affect the number of completions vary from year to year.
- (d) Fewer projects than anticipated in this monetary category affected early and on-time performance of construction projects.
- (e) Aggressive management strategies and a better understanding of project duration by DDC contributed to overall reduction in project duration.
- (f) The number of projects is determined by the needs and priorities of client agencies.
- (g) A shift in contracting methods to Construction Manager/Build and Requirements Contracts implemented by DDC resulted in fewer construction contracts, but an increase in consultant contracts with a consequent higher Total Dollar Value.
- (h) An increase in the number of projects delivered within budget was due to a more stringent pre-award process and improved project management and tracking as a result of the Department's KPIs.
- (i) Better project management and improved coordination between design and construction staff have resulted in decreased budget variance.
- (j) DDC revised its existing list of prequalified consultants by re-evaluating contractors to ensure requirements were upheld and to eliminate duplicate listings.
- (k) Due to the strong construction market in the New York area, DDC has experienced difficulty in attracting and retaining experienced registered architects.

DEPARTMENT OF SANITATION [827]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	2000 Annual Actual	Fiscal 2001 Plan
COMMUNITY SERVICES				
o Complaints Received	6,846	8,000	7,203	8,000
o Average Response Time (Days)				
- Written Complaints	8	7.5	7.7	8
- Telephone Complaints	1.7	2	2.1	2
STREET CLEANING				
o Percent of Streets Rated Acceptably Clean	87.2%	80%	86.7%	83%
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	1	0
- Rated between 67.0-100.0	59	59	58	59
o Number of 230 DOS Sections Rated between 0.0-66.9	0	NI	7	0
o Streets Rated Filthy	1.1%	*	1.3%	*
o Mechanical Broom Routes Scheduled	47,975	*	46,341	*
o Mechanical Broom Operations Routes Completed	99.5%	99.5%	99.6%	99.5%
COLLECTION				
o Tons of Refuse Collected (000)	3,018	2,890	2,999	2,996
o Tons Per-Truck-Shift				
- Refuse (Curbside)	9.9	10.2	10.0	10.0
- Recycling (Curbside)	6.7	6.2	5.9	5.8
o Collections Made at Night	13.1%	13.4%	15.4%	15.1%
o Percent of Refuse Uncollected Daily (Normal Weeks)	0.9%	0.9%	1.2% a	1.2%
DERELICT VEHICLE OPERATIONS				
o Derelict Vehicles Removed	14,575	10,000	9,728	9,000

DEPARTMENT OF SANITATION [827]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	2000 Annual Actual	Fiscal 2001 Plan
o Percent of Tagged Vehicles Reached Within Three Workdays	99%	99%	99%	99%
VACANT LOT PROGRAM				
o Total Vacant Lots Cleaned	5,530	5,000	5,665	5,000
- City-owned	4,463	4,100	4,508	4,100
- Private	1,067	900	1,157 b	900
WASTE DISPOSAL				
o Percent of Tons Received for Disposal				
- Truckfills	9.4%	2.8%	5% c	1.9%
- Marine Transfer Stations	66.4%	46.3%	46.6%	25.6%
- Non-City Permitted Locations	24.2%	50.9%	48.4%	72.5%
o Tons Disposed (000)	3,702.3	3,569.6	3,720.6	3,661.4
- By the Department at Fresh Kills	2,548.6	1,523.1	1,624.2	799.5
- By Private Carters at Fresh Kills	3.4	3.4	3.6	1
- Other at Fresh Kills	255.4	226.2	292.6 d	207.9
- By the Department at Non-City Permitted Locations	894.9	1,817	1,800.1	2,652.9
RECYCLING				
o Total Tons Recycled per Day	4,748	4,459	6,401 e	4,755
Department Programs				
o Curbside Residential and Institutional Recycling				
- Metal, Glass, and Plastic	876	954	977	994
- Newspapers, Cardboard, and Paper Products	1,236	1,346	1,356	1,400
o City Agency Office Paper	12	13	11 f	13
o Indirect, Institutional, and Other	2,310	1,888	3,658 e	1,886
o Bulk Recycling	44	46	38 g	46
Private Sector Programs				
o Commercial Technical Assistance	270	212	361 h	416
o Total DOS Waste Stream Recycling Diversion Rate	29%	28%	35.1% (i)	28.8%
- Total Residential Recycling Diversion Rate	18.2%	19.9%	19.7%	20.2%

DEPARTMENT OF SANITATION [827]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal 2000 Annual Actual	Fiscal 2001 Plan
PROGRAMMATIC INDICATORS				
o Cleaning and Collection				
Vehicles Purchased	430	914	898	675
- Dollar Amount (000)	57,269	129,010	126,076	103,650
o Recycling Vehicle and				
Equipment Purchases	16	50	39 j	52
- Dollar Amount (000)	1,681	7,313	6,974	6,354
o Facility Construction				
- Dollar Amount (000)	19,638	61,001	39,363 k	24,576
- Design Started	4	5	5	4
- Construction Started	6	4	4	3
- Projects Completed	5	4	4	3
o Marine Transfer Station Reconstruction				
- Dollar Amount (000)	9,196	12,785	10,481 (l)	3,022
- Design Started	1	1	1	1
- Construction Started	1	1	1	1
- Projects Completed	4	3	3	2
o Solid Waste Management and				
Recycling Plant Construction				
- Dollar Amount (000)	2,407	2,950	304 m	3,595
- Design Started	1	1	1	1
- Construction Started	1	1	1	1
- Projects Completed	0	1	1	1
o Landfill Construction and Environmental				
Improvements Projects				
- Dollar Amount (000)	17,236	24,089	4,381 n	28,645
- Design Started	1	0	0	0
- Construction Started	0	1	1	1
- Projects Completed	2	1	1	1

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) The Percent of Refuse Uncollected Daily was greater than planned due to the snow days in January and February.
- (b) As a result of concerns related to the threat of the West Nile virus, more private lots were cleaned.
- (c) The percentage of tonnage disposed of at the Truckfills was greater than planned due to an increase in the amount of millings debris from the Department of Transportation.
- (d) Millings debris, landscaping refuse and school construction material contributed to the higher-than-anticipated waste disposal at Fresh Kills.
- (e) The increase over Plan can be attributed to the Department of Transportation's disposal of stockpiled millings.
- (f) Office paper was transferred from the "City Agency" program into the regular "Curbside Recycling Program." In addition, there has been a reduction in the number of sites participating in the program.
- (g) Lot Cleaning Dirt Reuse has decreased because a greater proportion of lots required manual cleaning rather than mechanical cleaning with front end loaders. As a result, less recycled material was generated.
- (h) A private contractor, approved by the Department, began delivering clean fill in Fiscal 2000.
- (i) As a result of the expansion of weekly recycling citywide and an increase in the amount of recycled millings, the Total DOS Waste Stream Diversion Rate was greater than planned.
- (j) Sifters for lot cleaning recycling, which were to be purchased in Fiscal 2000, will now be purchased in Fiscal 2001.
- (k) Demolition work at the East 73rd Street facility was deferred due to construction schedule changes for the replacement garage.
- (l) Contract costs for Marine Borer Protection work at the North Shore Marine Transfer Station were lower than anticipated.
- (m) The composting/tree mulching project, originally planned for Fiscal 2000, was moved to Fiscal 2001 and funded through rolling funds from Fiscal 2000 and advancing funds from Fiscal 2003.
- (n) Pursuant to the modified Woodbridge Consent Decree, construction of the Fresh Kills Enclosed Unloader was delayed.

DEPARTMENT OF PARKS AND RECREATION [846]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
OPERATIONS				
[002, 006]				
o Full-Time Employees	1,077	1,026	1,038	929
o Property Condition Survey				
- Total Sites Inspected	2,746	2,700	2,739	2,700
o Citywide Acceptability Rating for the Overall Condition of Parks, Playgrounds, and Sitting Areas	87%	75%	89% a	75%
o Citywide Acceptability Rating for the Cleanliness of Parks, Playgrounds, and Sitting Areas	96%	93%	96%	93%
o Acceptable by Feature				
- Litter	87%	87%	87%	87%
- Glass	97%	93%	97%	90%
- Graffiti	94%	95%	93%	90%
- Weeds	97%	88%	98%	90%
- Sidewalks	95%	86%	96%	85%
- Pavement	90%	75%	85%	75%
- Safety Surface	87%	80%	85%	80%
- Play Equipment	88%	80%	86%	80%
- Benches	94%	83%	96%	85%
- Fences	94%	84%	95%	85%
- Lawns	79%	75%	82%	75%
- Trees	94%	92%	92%	90%
- Athletic Fields	NI	*	63%	*
- Horticultural Areas	NI	*	93%	*
- Trails	NI	*	*	*
- Water Bodies	NI	*	*	*
o Comfort Stations	1,493	1,494	1,494	1,491
- In Service	75%	74%	76%	77%
o Tennis				
- Tennis Courts	550	551	551	563
- Number of Permits Sold	22,536	19,000	22,015 b	19,000
o Ice Skating				
- Skating Rinks	6	6	6	6
- Attendance at Skating Rinks	730,000	750,000	755,620	775,000
- Concession Revenue	\$1,178,000	\$1,288,420	\$1,364,599	\$1,423,375
o Ballfields				
- Total Ball Fields	614	616	617	615
o Swimming Pools				
- Total Pools	43	43	43	43
- Outdoor Pools	33	33	33	33

DEPARTMENT OF PARKS AND RECREATION [846]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	2000 Annual Actual	Fiscal 2001 Plan
- Attendance at Olympic and Intermediate Pools	1,408,682	*	1,204,200	*
o Public Complaints				
- Complaints Received	3,352	*	2,842	*
- Bronx	629	*	517	*
- Brooklyn	765	*	899	*
- Manhattan	892	*	877	*
- Queens	702	*	245	*
- Staten Island	364	*	304	*
- Complaints Resolved	3,062	*	2,607	*
o Abandoned Vehicles Removed	339	*	331	*
o Urban Park Services				
- Full-Time Employees	247	251	254	272
- Cost of Reported Vandalism (000)	\$767	*	\$711	*
FORESTRY				
[002, 006]				
o Full-Time Employees	73	81	73	80
o Public Service Requests Received	56,511	*	49,449	*
- Tree Removal	12,457	*	10,445	*
- Pruning	8,636	*	7,561	*
- Stump Removal	1,110	*	712	*
- Other	34,308	*	30,731	*
o Trees Removed	8,231	10,000	7,458 c	8,000
- Within 30 Days	92%	90%	99%	90%
o Trees Pruned	50,807	30,000	50,454 d	45,000
o Stumps Removed	7,869	5,500	10,046 e	4,500
o Cumulative Work Order Backlog	3,463	4,500	1,584 e	5,000
- Annual Tree Removal	0	0	0	0
- Pruning	0	0	0	0
- Stump Removal	3,463	4,500	1,584 e	5,000
RECREATION				
[004, 009]				
o Full-Time Employees	97	100	85 f	109
o Recreation Centers Total Attendance	2,694,042	2,000,000	2,896,185 g	2,000,000
- Bronx Attendance	290,026	*	291,801	*
- Brooklyn Attendance	539,763	*	634,088	*
- Manhattan Attendance	1,334,666	*	1,464,060	*
- Queens Attendance	372,147	*	391,336	*
- Staten Island Attendance	108,596	*	114,900	*

DEPARTMENT OF PARKS AND RECREATION [846]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
o Attendance at Recreation Centers				
- Adult	NI	*	51%	*
- Youth	NI	*	27%	*
- Senior	NI	*	9%	*
- Visitor	NI	*	8%	*
- Recreation Center Special Events	NI	*	6%	*
o Citywide Special Events and Tournaments Held by DPR				
	1,236	970	1,330 h	1,000
TECHNICAL SERVICES [002, 006]				
o Full-Time Employees				
	247	235	224	262
o Work Orders Completed				
- Facility Repair	85%	90%	84%	80%
- Fix-It Crews	95%	90%	99%	90%
PROGRAMMATIC INDICATORS [003, 010]				
o Trees Planted				
	14,319	12,000	19,235 (i)	12,000
o Neighborhood Park and Playground Reconstruction				
- Designs Started	57	*	65	*
- Construction Started	89	*	41 j	*
- Completed	68	*	66	*
- Construction Projects Completed Early	NI	*	1.52%	*
- Construction Projects Completed On-Time	NI	*	28.79%	*
- Construction Projects Completed Late	NI	*	69.70%	*
o Large, Major, and Regional Park Reconstruction				
- Designs Started	68	*	81	*
- Construction Started	142	*	45 j	*
- Completed	101	*	90	*
- Construction Projects Completed Early	NI	*	8.89%	*
- Construction Projects Completed On-Time	NI	*	45.56%	*
- Construction Projects Completed Late	NI	*	45.56%	*

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) Continued capital renovations and the use of requirements contracts have improved conditions, especially in small parks.
- (b) The popularity of DPR's application-by-mail option has risen more steadily than anticipated.
- (c) The decrease in the number of trees removed is due to a decrease in the number of tree removal requests received.
- (d) The Department pruned more small trees than expected. Smaller trees cost less to prune than larger ones. Consequently, a greater number of trees could be pruned.
- (e) Due to fewer storm emergencies, more contract funding was allocated for stump removal.
- (f) Fifteen full-time recreation employees have been rehired on a seasonal basis.
- (g) The renovation of the St. James, West Bronx and Mullaly Recreation Centers, along with the addition of computer resource centers and increased programming, attracted more people to the recreation centers.
- (h) DPR held more events for teens as a result of increased funding from private foundations and the Department's partnership with the Administration for Children's Services.
- (i) In Fiscal 2000 DPR doubled its number of fiscal year contracts, including tree-planting contracts, so that contract completion dates would coincide with the fiscal year calendar. As a result, DPR was able to plant more trees.
- (j) Between May 9 and June 19, 2000, as the City approached its constitutional debt limit and the ability to secure additional financing through State legislation remained uncertain, restrictions were placed on capital commitments. In a measure to conserve the City's existing financing authority, only contracts that were critical to public health and safety or legal mandates were advanced.

LANDMARKS PRESERVATION COMMISSION

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	2000 Annual Actual	Fiscal 2001 Plan
RESEARCH				
o Total Number of Designated Properties	NI	*	21,789	*
o Number of Buildings Heard at Public Hearings	NI	*	32	*
o Number of Buildings Designated	NI	25	25	25
- Requests for Evaluation Received	NI	*	137	*
- Requests for Evaluation Acknowledged	NI	*	137	*
o Records Access Requests Received	NI	*	142	*
o Records Access Requests Granted	NI	*	119	*
ENFORCEMENT				
o Warning Letters Issued	NI	*	800	*
o Responses Within 20-Day Grace Period	NI	*	363	*
o Applications to Legalize or Remedy	NI	*	299	*
o Number of Warning Letters Pending	NI	*	307	*
o Stop Work Orders Issued	NI	*	43	*
o Notices of Violation Issued	NI	*	154	*
o Warning Letters/Violations Cured	NI	*	64	*
HISTORIC PRESERVATION GRANT PROGRAM				
o Inquiries Received	NI	*	193	*
o Applications Received	NI	*	34	*
- Grants Awarded	NI	*	20	*
PRESERVATION				
o Work Permit Applications Received	NI	*	7,933	*
- Actions Taken	NI	*	7,617	*
- Work Permit Applications Approved	NI	*	6,789	*
- Work Permit Applications Denied	NI	*	3	*
- Work Permit Applications Withdrawn	NI	*	825	*

PUBLIC LIBRARIES [035, 037, 038, 039]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
LIBRARY OPERATIONS				
o Attendance (000)				
- Brooklyn Public Library	9,717	10,000	8,989	9,000
- New York Public Library -- Branch	13,146	13,500	12,291	13,500
- New York Public Library -- Research	1,975	1,900	1,910	1,900
- Queens Borough Public Library	16,670	17,000	16,948	17,000
o Circulation (000)				
- Brooklyn Public Library	10,078	10,700	10,917	11,650
- New York Public Library	12,653	12,700	12,842	12,900
- Queens Borough Public Library	17,534	17,800	17,239	17,500
o Circulation Per Capita				
- Brooklyn Public Library	4.4	4.7	4.7	5.1
- New York Public Library	4.1	4.1	4.2	4.2
- Queens Borough Public Library	8.9	9.1	8.8	9.0
o Items Purchased				
- Brooklyn Public Library	895,345	950,000	1,052,485	1,000,000
- Books	770,076	800,000	900,236	850,000
- Periodicals	53,114	50,000	56,892	55,000
- Non-print	72,155	100,000	95,357	95,000
- New York Public Library	870,474	970,000	963,347	1,000,000
- Books	787,508	884,400	868,442	907,000
- Periodicals	20,602	20,600	23,652	21,000
- Non-print	62,364	65,000	71,253	72,000
- Queens Borough Public Library	1,018,095	1,018,000	964,172	867,800
- Books	930,008	930,000	878,210	790,400
- Periodicals	14,022	14,000	10,348 a	9,400
- Non-print	74,065	74,000	75,614	68,000
o Programs Conducted				
- Brooklyn Public Library	27,441	34,000	41,777 b	35,000
- New York Public Library	25,934	26,000	26,748	26,000
- Queens Borough Public Library	25,550	25,600	27,702	27,700
o Program Attendance				
- Brooklyn Public Library	479,166	600,000	676,708	600,000
- New York Public Library	518,878	520,000	513,841	520,000
- Queens Borough Public Library	521,940	522,000	597,459	597,500
o Average Weekly Hours				
- Brooklyn Public Library	41.1	42.0	41.9	42.3
- New York Public Library -- Branch	41.2	41.2	41.3	41.5
- New York Public Library -- Research	46.0	46.0	46.0	46.0
- Queens Borough Public Library	42.5	42.5	42.5	42.5

PUBLIC LIBRARIES [035, 037, 038, 039]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
o Reference and Information Queries (000)				
- Brooklyn Public Library	6,032	5,800	5,918	5,800
- New York Public Library -- Branch	6,740	6,700	6,419	6,500
- New York Public Library -- Research	257	250	200 c	250
- Queens Borough Public Library	2,524	2,560	2,960 d	3,100
o Computers and Terminals Internet Connected				
- Brooklyn Public Library	629	800	825	850
- New York Public Library -- Branch	844	1,009	1,055	1,100
- New York Public Library -- Research	196	200	314 e	200
- Queens Borough Public Library	660	710	790	790
- Computers and Terminals Not Internet Connected				
- Brooklyn Public Library	0	0	0	0
- New York Public Library -- Branch	498	454	516	495
- New York Public Library -- Research	159	150	34 e	0
- Queens Borough Public Library	0	0	0	0
o Agency Revenues (000)				
- Brooklyn Public Library	\$1,472	\$1,600	\$1,725	\$1,700
- New York Public Library	\$2,254	\$2,300	\$2,340	\$2,200
- Queens Borough Public Library	\$3,106	\$3,150	\$3,252	\$3,250
CONNECTING LIBRARIES AND SCHOOLS PROJECT (CLASP)				
o Brooklyn Public Library				
- Students Reached	72,899	200,000	217,998	200,000
- Schools	124	200	362 f	300
- School Districts	4	13	13	13
o New York Public Library				
- Students Reached	81,123	100,000	91,764	125,000
- Schools	315	490	490	490
- School Districts	8	13	13	13
o Queens Borough Public Library				
- Students Reached	81,109	100,000	133,074 g	145,000
- Schools	141	220	227	280
- School Districts	3	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) Queens Borough Public Library (QBPL) has reduced the number of subscriptions to periodicals in print format. In their place, QBPL has substituted subscriptions to electronic databases that contain full text articles from the previously purchased print periodicals.
- (b) During Fiscal 2000 the Brooklyn Public Library (BPL) made all programs available at all branch locations.
- (c) The figure reported represents telephone inquiries. The New York Public Library (NYPL) has experienced an increase in the number of patrons e-mailing queries to Reference staff.
- (d) During Fiscal 2000 QBPL reviewed and revised the process of collecting reference statistics resulting in more accurate reporting.
- (e) In Fiscal 2000 NYPL received additional funding from private sources to install additional computers for public use and decrease the number of non-Internet connected computers.
- (f) In Fiscal 2000 BPL instituted the policy of assigning each public and private elementary and junior high school to a specific BPL branch. This process helped facilitate a clear connection between the neighborhood branch and the local schools, which resulted in CLASP reaching more schools than anticipated.
- (g) Through planned efforts, QBPL was able to exceed its original estimate of students reached by CLASP.

DEPARTMENT OF BUSINESS SERVICES [801]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	2000 Annual Actual	Fiscal 2001 Plan
ENERGY COST SAVINGS PROGRAM				
o Projects Approved	143	130	144	130
o Dollar Value of Annual Estimated Savings (000)	\$3,479	\$3,500	\$4,023	\$3,500
o Projected Jobs Affected	9,051	6,000	11,078 a	6,000
CITY BUSINESS ASSISTANCE/EMERGENCY RESPONSE UNIT				
o Businesses Reached	8,790	8,000	5,350 b	7,000
o Cases Opened	1,921	1,600	1,927 c	1,900
o Businesses Assisted	1,879	1,500	1,911 c	1,900
NEIGHBORHOOD DEVELOPMENT DIVISION				
o Local Development Corporations Funded	63	66	66	72
- Dollar Value (000)	\$3,750	\$4,415	\$4,580	\$4,326
o Business Improvement Districts (BIDs)				
- Authorization to Initiate BID	5	1	0 d	1
- BID Proposals Entering Public Hearing Approval Process	1	3	0 d	5
- BIDs Established	0	1	1	4
DIVISION OF ECONOMIC AND FINANCIAL OPPORTUNITY				
o Locally Based Enterprise Program				
- Companies Newly Certified	35	25	15 e	20
- Total Certified LBEs	210	244	240	240
o Minority/Women-Owned Business Enterprise Program				
- Companies Newly Certified	150	*	200	225
- Total Certified M/WBEs	1,646	*	1,200	1,300
- Citywide Contract Dollars Eligible for M/WBE (000,000)	DNA f	*	DNA f	DNA f
- Citywide Contract Dollars Awarded to M/WBEs (000,000)	DNA f	*	DNA f	DNA f
- Number of M/WBE/LBE Program Outreach Activities	32	*	20	25
o Procurement Outreach Program				
- Request for Bids Disseminated	2,086	1,500	1,898 g	1,700
- Bids Submitted	387	420	351 h	375
- Firms Receiving Contracts	26	36	22 (i)	30
- Contract Awards Reported	39	36	40	36
- Dollar Value (000,000)	\$12.3	\$12.0	\$16.8 j	\$12.0

DEPARTMENT OF BUSINESS SERVICES [801]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year Annual Plan	2000 Annual Actual	Fiscal 2001 Plan
o Bid-Match Program				
- Total Number of Firms in Database	4,050	800	680 k	800
- Number of Bid Notifications Disseminated	4,138	5,500	785 k	1,000
- Total Dollar Value of Bids Awarded (000,000)	\$8.7	\$12.5	DNA	DNA
- Total Dollar Value of Bids Awarded to Bid-Match Firms (000,000)	\$2.8	\$2.5	\$0.7 k	\$1.0
o Construction Permit Plan Examination				
- New Permit Applications Filed (Total)	176	180	182	182
- New Structures	19	20	20	22
- Alterations	157	160	162	160
- Examinations Performed	554	550	573	600
o Permit Applications Approved	155	150	152	150
- New Structures	21	20	19	22
- Alterations	134	130	133	128
- Examinations per Person-Day	1.89	1.85	2.75 (I)	2.00

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) In Fiscal 2000 the number of large businesses with high numbers of employees applying for the Energy Cost Savings program increased from the prior fiscal year.
- (b) The Department of Business Services (DBS) focused on outreach projects including the Mayor's anti-graffiti task force and the Department of Sanitation dumpster law initiative. Inclement summer and winter weather also reduced the number of businesses reached. DBS will be conducting additional outreach in Fiscal 2001.
- (c) Emergencies in commercial districts and requests from BIDs, LDCs, and Internet users for DBS services increased the number of cases opened and businesses assisted.
- (d) The establishment of new BIDs was temporarily halted. In July 2000 the City approved four BIDs.
- (e) Response by construction or related companies to the potential opportunity of certification declined. DBS is increasing outreach to attract a higher response.
- (f) The legislation implementing this program has lapsed and the indicator will no longer be reported.
- (g) The implementation of the new Bid-Match database increased the number of bids disseminated.
- (h) The increase in bids disseminated did not generate additional submissions.
- (i) The number of firms receiving contracts depends on the nature of the contacts solicited and other factors beyond the control of DBS.
- (j) An unanticipated \$7 million contract was awarded.
- (k) The decrease reflects companies in the new upgraded Bid-Match system, which was implemented in December 1999. Actual Fiscal 2000 performance represents activity only between December 1999 and June 2000.
- (l) The increase is due to the loss of one staff person.

NYC ECONOMIC DEVELOPMENT CORPORATION [801]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal 2001 Annual Actual	Fiscal 2001 Plan
BUSINESS DEVELOPMENT				
o Financing Initiatives				
- Bond Applications Approved by IDA Board	37	30	36 a	25
- Dollar Value of Applications Approved (000)	\$345,618	\$300,000	\$1,664,913 a	\$200,000
- Bond Transactions Closed	36	17	19	15
- Dollar Value of Bonds Issued (000)	\$410,048	\$150,000	\$142,978	\$700,000
o Small Industry/Industrial Incentive Program				
- Applications Approved	21	21	37 b	21
- Dollar Value (000)	\$78,479	\$38,000	\$288,302 b	\$75,000
- Transactions Closed	25	18	31 b	20
- Dollar Value (000)	\$42,131	\$28,000	\$154,901 b	\$50,000
BUSINESS RECRUITMENT AND RETENTION				
o Business Retention Activity				
- Number of Companies Retained	11	*	27	*
- Number of Jobs Retained	13,961	*	13,605	*
- Projected Job Growth From Retention Deals	8,777	*	32,538	*
- Cost/Job Retained or Projected Through Retention Deals	\$1,754	*	\$2,229	*
- Proportion of Retention Deal Benefits Tied to Job Growth	NI	NI	62%	DNA
o Business Recruitment Activity				
- Number of Companies Recruited to NYC	35	28	68 c	40
- Number of Jobs Recruited to NYC	702	600	1,779 c	800
- Dollar Value (000)	\$5,400	\$4,570	\$10,946 c	\$6,154

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.

ECONOMIC DEVELOPMENT CORPORATION

- (a) More applications were approved because of the strong economy. One of the Industrial Development Agency-approved transactions estimated at \$1.3 billion involves a major project with an established airline.
- (b) An increased number of incentive transactions with higher dollar values were approved and closed for a larger number of companies seeking to secure benefits and properties in the competitive New York City real estate market.
- (c) The Business Recruitment Unit's client base has grown due to increased participation in various trade shows, conferences and sales missions, leading to the recruitment of additional companies.

DEPARTMENT OF HEALTH [816]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal 2000 Annual Actual	Fiscal 2001 Plan
DISEASE INTERVENTION				
[102, 112]				
o Acquired Immunodeficiency Syndrome (AIDS)				
- New Adult Cases Reported Citywide (a)	7,352	*	6,259	*
- New Pediatric Cases Reported Citywide (a)	76	*	25 b	*
- Cumulative Adult Cases Reported Citywide	111,598	*	114,753	*
o Laboratory Tests for Human Immunodeficiency Virus Performed by DOH				
- Average Turnaround Time (Days) Negative Reports HIV-1 Tests	1.0	1.1	1.0	1.1
- Average Turnaround Time (Days) Positive Reports HIV-1 Tests	2.1	2.1	2.1	2.1
o Calls Responded to by All AIDS Hotline Services				
	71,491	60,000	51,840	60,000
o Visits to DOH Testing Sites				
	46,544	49,500	43,776	49,500
o People Attending HIV/AIDS Prevention Education Training by DOH				
	2,416	2,300	2,729 c	1,820
o Tuberculosis				
- New Cases Citywide (Reported and Confirmed) (a)	1,558	*	1,460	*
o TB Patients Completing Treatment (Drug Sensitive)				
- DOH-Treated	91%	90%	93.2%	90%
- Citywide	92%	90%	92.3%	90%
o TB Patients Completing Treatment (Drug Resistant)				
- DOH-Treated	87%	80%	100% d	80%
- Citywide	78%	80%	100% d	80%
o TB Clinic Visits				
	144,441	138,000	139,564	140,200
o TB Directly Observed Therapy Caseload (Suspected or Confirmed)				
- Eligible Patients Treated by DOH	70%	75%	70% e	70%
- High Risk Patients Treated and Monitored by DOH	68%	80%	88% e	75%
o Prevalence of Multiple Drug Resistant (MDR) TB Cases (Reported and Confirmed)				
	64	*	54 f	*
o Sexually Transmitted Disease (STD)				
- New STD Cases Citywide (Reported and Confirmed)	75,490	*	70,721	*
- New Gonorrhea Cases Citywide (Reported and Confirmed)	12,676	*	11,226	*

DEPARTMENT OF HEALTH [816]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal 2001 Actual	Fiscal 2001 Plan
- Primary and Secondary Syphilis Cases (Reported and Confirmed)	107	*	139	*
o STD Cases Treated by DOH	38,224	38,200	38,575	36,800
o STD Clinic Visits	71,389	71,800	68,626	70,640
o Birth and Death Certificate Receipts Generated	248,935	240,000	241,207	240,000
- Average Response Time for Mailed Requests (Days)				
- Birth Certificates	6	5	7 g	5
- Death Certificates	9	8	10 g	8
o Birth and Death Certificate Corrections Applications Processed	35,973	43,000	32,005 g	43,000
- Average Response Time (Days), All Corrections	20	30	32	30
FAMILY AND COMMUNITY HEALTH SERVICES				
o Early Intervention Program				
- Children Referred	13,622	14,578	15,789	17,368
- Children Qualified for Evaluation	11,859	12,537	14,359	15,120
- Children Evaluated	11,137	11,283	9,086 h	14,200
- Children Found Eligible	10,231	10,380	8,315 h	13,044
- Children Qualified for Service Plan	8,678	9,446	7,739 h	11,064
- Initial Service Plans Developed	8,677	8,785	6,418 h	11,063
- Children w/Active Service Plans	11,634	10,826	11,946	12,304
o Maternity Services and Family Planning				
- Calls to Women's Healthline	31,911	32,000	34,548	33,000
- Initial Prenatal Care Appointments Made Within 3 Weeks of Initial Contact	718	800	1,838 (i)	1,800
- Active Caseload for All Field Services	1,249	1,400	1,095 j	1,200
o Child Health Clinical Visits	162,666	163,000	181,706	163,200
o Immunizations Given at				
- Child Health Clinics	104,596	102,000	by 1/01	102,000
- Immunization Walk-In Clinics	82,140	83,000	84,420	83,000
o Entering Students Completely Immunized	89%	92%	92%	90%
o School Children's Health Program				
- New Admission Exams				
- Performed by DOH School Health Staff	14,470	14,000	5,119 k	4,000
- Collected and Reviewed by DOH School Health Staff	118,582	140,000	126,484	140,000

DEPARTMENT OF HEALTH [816]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
o Day Care Services				
- Total Day Care Services Known to DOH at End of Reporting Period	17,830	18,500	18,621	19,720
- Group Day Care Permits Issued	1,174	1,000	1,118	1,000
- Family Day Care/School Age Program Registrations and Group Family Day Care Permits Issued	5,487	4,800	4,857	4,830
o Dental Program				
- Dental Visits	61,909	60,000	51,097 (l)	60,000
CORRECTIONAL HEALTH SERVICES [105, 115]				
o Direct Services				
- Medical Visits	87,573	87,600	92,505	94,010
- Mental Health Visits	14,404	13,500	15,069	13,590
- Dental Visits (Initial)	4,505	4,000	3,890	3,800
o Contracted Services				
- Medical Visits	526,697	543,100	500,570	533,440
- Mental Health Visits	219,293	193,300	210,917	194,300
- Dental Visits (Initial)	12,445	7,500	15,120 m	11,000
REGULATORY AND ENVIRONMENTAL HEALTH SERVICES [104, 114]				
o Immediate Critical Complaints Received				
- Average Time to Inspect (Days)	382	360	342	360
	1.26	1.00	0.57 n	1.00
GENERAL COUNSEL [101, 111]				
o Administrative Tribunal				
- Total Number of Cases Processed	43,614	42,000	44,510	42,000
- Hearings	35,006	34,000	31,167	34,000
HEALTH CARE ACCESS				
- Medicaid Managed Care (HMO) Enrollment	378,102	401,800	394,244	by 1/01

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DEPARTMENT OF HEALTH

- (a) This number reflects Calendar Year data.
- (b) The number of new pediatric AIDS cases has declined because fewer HIV-infected women are giving birth and the proportion of HIV-infected women receiving antiretroviral therapy has increased.
- (c) The increase in attendance at prevention training when compared to Fiscal 1999 and the planned Fiscal 2000 number is the result of additional events held by the HIV Training Institute (HTI).
- (d) The number of patients with drug resistant TB represented by these indicators is very small, and therefore statistical inferences are difficult to draw.
- (e) Due to a computer database problem, the percentage reported in Fiscal 2000 reflects only the percentage of confirmed cases and cannot be compared with data from the previous year when the percentage reflected both suspected and confirmed cases.
- (f) The reduction in multi-drug resistant TB (MDRTB) cases is attributed in part to the Department's intensive case management and monitoring of every case of TB, whether or not the patient is receiving treatment at a DOH chest clinic; performing reviews of every patient's medical record; conducting monthly laboratory and pharmacy audits to ensure appropriate treatment and compliance; and interviewing all patients to identify contacts, who are then evaluated for infection and/or disease and placed in a treatment program if necessary.
- (g) Response time increased because of a greater than anticipated reduction in staff. In Fiscal 2001 the Department will continue its recruitment efforts. The staffing issue also affected the number of corrections applications processed.
- (h) Indicators are below target because of an average three-month lag between submission of documentation by provider agencies and the final data entry into the statewide Kids Integrated Data System (KIDS). When a complete data set is available, the Department expects to show that targets were either met or exceeded. Final data will be available in the Preliminary Fiscal 2001 Mayor's Management Report.
- (i) Beginning in Fiscal 2000 the definition of this indicator was expanded to include appointments made through case managers and by the clients, in addition to appointments made through the Women's Healthline as had been previously reported. The Fiscal 2001 target reflects the revised definition.
- (j) The planned decline in enrollment is due to the continued shift to an intensive clinical nurse-directed case management model that focuses only on moderate-, high- and very high-risk women and provides comprehensive services, including social workers and nutritionists. Lower-risk women are referred to community-based organizations for needed services.
- (k) The decrease in new admissions exams performed by DOH staff is the result of ongoing efforts to refer children to primary care providers to receive ongoing direct health care. These efforts are reflected in the revised plan number of 4,000 exams for Fiscal 2001.
- (l) The decrease in dental visits is attributed to the closing of 10 dental clinics in October 1999. The children seen in these clinics have been referred to and are being seen by other dental clinics in HHC networks and community dental clinics.

DEPARTMENT OF HEALTH

- (m) Although the target was increased from the previous fiscal year to reflect the expanded services provided by a new contractor, a greater than anticipated number of inmates required dental services.
- (n) Immediate critical complaints were responded to within the Department's 24-hour standard. The response time improved due to heightened focus on the Department's activities related to the West Nile virus and pest control.

OFFICE OF CHIEF MEDICAL EXAMINER [106, 116]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
OFFICE OF CHIEF MEDICAL EXAMINER				
o Deaths Reported	23,696	23,500	23,874	23,031
- Deaths Certified	9,128	9,250	9,194	9,225
o Scene Visit Cases	5,222	5,100	5,158	5,169
o Cases Transported to OCME	7,695	7,800	7,942	7,908
- Average Time From Receipt of Body to Body Ready for Release (Hours)	18.2	17.0	19.0 a	17.0
- Autopsies Completed	5,187	5,200	5,625	5,544
- External Examinations Completed	2,381	2,232	2,229	2,283
- Average Days From Autopsy to Completion of the Autopsy Report	82.4	75.0	74.9	75.0
- Percent of Autopsy Reports Completed Within 90 Days	62%	85%	72% b	80%

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OFFICE OF CHIEF MEDICAL EXAMINER

- (a) The increase is due to reconstruction of the Manhattan mortuary, which limited the number of autopsies that could be performed at one time.
- (b) See Narrative.

HEALTH AND HOSPITALS CORPORATION [819]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000		Fiscal 2001 Plan
		Annual Plan	Annual Actual	
WORKLOAD				
[819]				
INPATIENT				
[001]				
o Total Hospital				
- Bed Complement	7,604	7,444	7,451	7,451
- Average Daily Census	6,869	6,527	6,811	6,410
- Occupancy Rate	87.9%	81.7%	91.4%	91.8%
- Average Length of Stay (Days)	11.7	11.7	11.7	11.7
- Discharges (000)	213.7	213.6	212.6	211.5
o General Care				
- Bed Complement	3,073	2,989	2,994	2,994
- Average Daily Census	2,704	2,776	2,637	2,695
- Occupancy Rate	84.3%	81%	88.1%	90%
- Average Length of Stay (Days)	5.5	5.5	5.4	5.5
- Discharges (000)	178.3	184.4	177.5	177.6
o Psychiatric Care -- Adult				
- Bed Complement	1,095	1,097	1,097	1,097
- Average Daily Census	1,020	1,055	1,039	1,036
- Occupancy Rate	93.1%	95.6%	92.9%	94.4%
- Average Length of Stay (Days)	21	20	19.9	21.5
- Discharges (000)	17.8	16.4	18.5	18.2
o Psychiatric Care -- Child and Adolescent				
- Bed Complement	113	93	95	95
- Average Daily Census	88	85	97	82
- Occupancy Rate	77.9%	75.2%	102.1% a	86.3%
- Average Length of Stay (Days)	36	35.2	37	36
- Discharges (000)	0.9	0.8	0.9	0.9
o Psychiatric Care -- Forensic				
- Bed Complement	69	64	64	64
- Average Daily Census	61	60	54	52
- Occupancy Rate	83.4%	79.3%	84.5%	81.3%
- Average Length of Stay (Days)	20.2	21	19.2	21
- Discharges (000)	1.1	1.1	1.1	1
o Skilled Nursing Care				
- Bed Complement	2,159	2,130	2,199	2,199
- Average Daily Census	2,166	2,066	2,153	2,170
- Occupancy Rate	97.1%	97%	97.9%	98.6%

HEALTH AND HOSPITALS CORPORATION [819]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000		Fiscal 2001 Plan
		Annual Plan	Annual Actual	
- Average Length of Stay	367.5	450	434.6	389.5
- Discharges (000)	2	1.3	1.7 b	1.8
o Chronic Care				
- Bed Complement	517	542	467	467
- Average Daily Census	413	418	462	430
- Occupancy Rate	78.3%	77.1%	98.9% c	92%
- Average Length of Stay (Days)	180.5	182	171.1	162.0
- Discharges (000)	0.9	1	1	1
o Drug Abuse				
- Bed Complement	62	66	66	66
- Average Daily Census	56	60	52	55
- Occupancy Rate	84.4%	88.2%	78.8%	83.3%
- Average Length of Stay (Days)	7	6	6.1	6
- Discharges (000)	2.9	2.9	2.9	2
OUTPATIENT [001]				
Managed Care Enrollees	112,871	100,000	142,787 d	150,000
Ambulatory Care				
o Patient Visits				
- General Care (000)	3,317.1	3,490	3,289.4	3,142.5
- Psychiatric Care (000)	489.8	532	497.1	453.9
- Substance Abuse Treatment (000)	581.6	635	545.2	528
- Other (000)	394.1	473	420	389
- Total Visits (000)	4,782.6	5,130	4,751.7	4,513.4
Communi-Care				
o Total Clinic Visits at Communi-Care Sites				
	768.6	780	811.2	765.8
Emergency Room				
o Patient Visits				
- General Care (000)	923.7	867	944.1	942.9
- Psychiatric Care (000)	41.9	38	40.9	37.9
- Total Visits (000)	965.6	905	985	980.8
Home Care				
o Visits (000) (e)				
	296.6	296.6	NA	NA
o Caseload (e)				
	NI	NI	14,568	15,296

HEALTH AND HOSPITALS CORPORATION [819]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000		Fiscal 2001 Plan
		Annual Plan	Annual Actual	
PSYCHIATRY				
[001]				
o Psychiatry Transfers to State Hospitals	1,056	1,100	1,064	1,100
o Homeless Mentally Ill				
- Evaluations on Street	6,582	6,600	6,568	6,600
- Admissions to Hospital	170	160	130 f	115
AIDS SERVICES				
[001]				
o Inpatient Services				
- Average Daily Census	123	150	114 g	107
- Total HIV/AIDS Discharges	3,493	3,000	3,307	3,138
- Total Patients Discharged	2,453	2,400	2,431	2,094
- Average Length of Stay (Days)	12.9	11	12.6	12.5
o Outpatient Services				
- HIV Primary Care Visits	57,387	60,000	49,267 g	52,971
- Ambulatory Care Visits	333,423	350,000	315,926	300,000
- Male Patients Receiving HIV Counseling	6,900	7,000	6,893	6,552
- Patients Tested	6,454	6,500	6,414	6,186
TUBERCULOSIS SERVICES				
o Inpatient Services				
- Number of Patients	705	735	578 h	550
- Average Length of Stay (Days)	21.2	23	21.96	22
- Total Discharges	818	785	667 h	650
- Number of Patients Readmitted	113	50	89 (i)	50
o Outpatient Services				
- Number of Patients	5,345	2,500	4,990 j	4,500
- Number of Patient Visits	15,552	14,732	14,717	13,000
- Number of Patients Completing Directly Observed Therapy	154	100	238 j	175
WOMEN'S HEALTH				
[001]				
o Prenatal Care Visits	205,553	245,000	211,999	215,000

HEALTH AND HOSPITALS CORPORATION [819]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000		Fiscal 2001 Plan
		Annual Plan	Annual Actual	
o Women Receiving Initial Prenatal Care by Trimester				
- 1st	64%	60%	66%	60%
- 2nd	26%	30%	25% k	30%
- 3rd	10%	10%	9%	10%
o Adolescent Pregnancy Services				
- New Registrants	6,024	NA	4,867	NA
- Prenatal Visits	21,160	20,000	47,554 (l)	40,000 (l)
o HIV Education, Counseling and Testing Program (Family Planning and OB Clinics)				
- Women Receiving Counseling	21,450	22,000	24,039	21,906
- Women Tested	18,323	19,500	22,057	20,007
o HIV Education, Counseling and Testing Program (All Other Clinics)				
- Women Receiving Counseling	18,384	18,000	19,385	17,820
- Women Tested	16,433	15,000	18,051 m	16,533
o Waiting Time for Initial Prenatal Care Appointment (Days)				
	5	5	6 n	5
AMBULATORY CARE [001]				
o Waiting Time for First Nonurgent Appointments (Days)				
	5	10	5 (o)	10
o Appointment Waiting Time (Minutes)				
	41	45	39	45
o Walk-in Waiting Time (Minutes)				
	52	48	52	48
FINANCIAL AFFAIRS				
COLLECTIONS (000,000) (Includes Bad Debt and Charity Care)				
o Inpatient Services				
	\$2,547.6	\$2,803.6 p	\$2,671.1	\$2,434.1
o Outpatient Services				
	\$421.3	\$403.8 p	\$424.3	\$352.2
o Other (Miscellaneous and Bond Interest)				
	\$38.6	\$41.4 p	\$48.1 q	\$37.8

HEALTH AND HOSPITALS CORPORATION [819]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
o Appeals and Settlements	\$38.5		\$67.0 p	\$90.8 r
				\$71.9
CAPITAL BUDGET PERFORMANCE INDICATORS				
Programmatic Indicators				
o Contracts for Major/Partial Hospital Reconstruction				
- Designs Started	0	1	1	1
- Construction Started	0	0	0	1
- Construction Completed	0	0	0	0
o New Facility Construction				
- Designs Started	0	1	1	0
- Construction Started	2	0	0	0
- Construction Completed	0	1	1	0
STAFFING				
[001]				
Grand Total	35,297	38,856	39,320	by 1/01
o Corporate Staff				
- General Care/Mental Health	33,716	33,858	33,214	by 1/01
- Central Office	460	452	422	by 1/01
- Nursing	6,604	6,584	6,531	by 1/01
o Grants	1,581	1,534	1,825 s	by 1/01
o Affiliation Staff	4,452	4,400	4,281	by 1/01
- FTE Physicians	2,079	2,079	2,235	by 1/01
- FTE Other	2,373	2,320	2,046	by 1/01

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HEALTH AND HOSPITALS CORPORATION

- (a) The increase in occupancy rate is attributed to a corresponding increase in average daily census.
- (b) The Fiscal 2000 Plan number was understated and Fiscal 2001 Plan number increased to reflect the increase in discharges from skilled nursing facilities.
- (c) There was an increase in admissions at Coler/Goldwater Memorial Hospital during Fiscal 2000.
- (d) The increase in managed care enrollees is largely due to the growth in the Child Health Insurance Program enrollment. In addition, this number does not include Citicaid members or HHC employees who are enrolled in MetroPlus. See Narrative.
- (e) Use of home care services will be measured on a caseload basis beginning in Fiscal 2001. HHC's certified home health agencies (CHHA) are in the process of consolidating into one administrative structure. In addition, Health Care Financing Administration (HCFA) moved toward a prospective payment system (PPS) where CHHAs are compensated on a per-case basis rather than a per-visit basis.
- (f) The decrease between the Plan and Actual for the number of patients who were hospitalized in Fiscal 2000 is primarily due to Project Help. The program, Gouvernuer Skilled Nursing Facility and Diagnostic Treatment Center's psychiatric mobile unit for the homeless mentally ill, works with clients outside the hospital who are very difficult to engage and not likely to voluntarily agree to psychiatric inpatient stay.
- (g) HHC continues to improve integration of HIV primary care services, resulting in decreases in average daily census and HIV primary care visits.
- (h) The decrease in TB inpatient patients as compared to Fiscal 1999 Plan is due to a general decrease of TB in the city.
- (i) Although the number of TB inpatients readmitted has increased compared to Plan, the number compared to Fiscal 1999 decreased by 21 percent.
- (j) The increase in the number of patients in outpatient services and the number of patients who completed their DOT program from the Plan number is a result of a more concentrated focus on these services. All Brooklyn Department of Health (DOH) TB clinics contracted with Woodhull Medical and Mental Health Center for the provision of services to DOH's TB patients.
- (k) The extensive outreach to women in their first trimester of pregnancy has reduced the number of women entering prenatal care during the second trimester. In Fiscal 2000 HHC recruited culturally diverse obstetrics physicians to enhance outreach to pregnant women.
- (l) The number of adolescent prenatal visits has increased as a result of an expansion of the population threshold from age 18 to age 21 and under.
- (m) Due to aggressive HIV outreach, HHC increased the number of women counseled and tested.
- (n) The increase in wait time is because of an increase in the number of new patients.
- (o) The waiting time for first nonurgent appointments was substantially lower than planned due to efficiencies in expediting the screening of new patients through the use of additional providers and enhanced management of appointment scheduling.

- (p) The Fiscal 2000 Annual Plan numbers reflect data provided by HHC at the Fiscal 2001 Adopted Budget in June, and differ from those in the Preliminary Fiscal 2000 Mayor's Management Report.
- (q) The increase in cash balances is attributed to higher interest earnings on investments.
- (r) The variance is primarily attributed to a Medicaid appeal that was anticipated but did not occur.
- (s) The Fiscal 2000 Actual number includes Community Health Partnership Full-Time Equivalents (FTEs) while the Fiscal 2000 Plan number did not.

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

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year Annual Plan	2000 Annual Actual	Fiscal 2001 Plan
CONTRACT PERFORMANCE MONITORING				
o Total Number of Voluntary Agency Contracts	302	320	333	356
o Total Number of Voluntary Agency Programs	790	815	840	875
- Manhattan	304	*	327	*
- Bronx	115	*	123	*
- Staten Island	64	*	67	*
- Brooklyn	152	*	171	*
- Queens	155	*	152	*
o Fiscal Audits Completed	361	299	174 a	375
o Comprehensive Program Audits Completed	461	400	491 b	445
o Unannounced Site Visits	338	320	353	374
o Follow-ups to Comprehensive Program Audits	24	*	30	*
o Contracts Canceled Due to Evaluation or Audit	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) Due to the late start of certified public accountant (CPA) contracts, the planned number of completed fiscal audits was not met. During the first two months of Fiscal 2001 the Department began 295 fiscal audits and expects to meet its Fiscal 2001 target.
- (b) The increase in the registration of new and amended program contracts during the fiscal year was higher than expected, resulting in greater program audit activity than planned.

HUMAN RESOURCES ADMINISTRATION [069]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
JOB CENTER PROGRAMS AND OPERATIONS				
[203,101,103]				
o Persons Receiving Public Assistance (000)	675.5	580.7 a	572.8 b	551.1 a
- Manhattan	111.7	*	96.9	*
- Bronx	216.1	*	187.4	*
- Staten Island	15	*	13	*
- Brooklyn	239.7	*	199.9 c	*
- Queens	89.3	*	72.7 c	*
o Public Assistance Caseload (000)	307.9	275.1	266.9 b	262.1
- Manhattan	57.9	*	51.6	*
- Bronx	93.9	*	82.7	*
- Staten Island	6.5	*	5.8	*
- Brooklyn	106	*	90.2	*
- Queens	41	*	34.6 c	*
o PA Recipients by Category (000)				
- Family Assistance Program (FAP)	562.3	487.6 a	479.6	463.7 a
- Safety Net Assistance (SNA)	113.2	93.1 a	93.3	87.4 a
o Total Funds Dispersed (000)	\$1,672,895	*	\$1,447,126	*
- City Tax Levy Portion	\$484,668	*	\$431,006	*
o Number of PA Applications (000)	197.2	*	203.2	*
- Rejections	40.0%	*	41.5%	*
- Applicant Withdrawals	4.4%	*	3.2%	*
- Grant Reductions	7.4%	*	6.9%	*
o Persons Receiving Food Stamps (End of Period) (000)	991.3	902.8	896.7	821.6
- Manhattan	165	*	145.7	*
- Bronx	263.4	*	237.8	*
- Staten Island	23.3	*	21.8	*
- Brooklyn	387	*	357.6	*
- Queens	152.6	*	133.8	*
- PA Recipients	648.2	582.3	552.7	476.5
- Non-PA Recipients	343.1	320.5	344.1	345.1
o Value of Food Stamps Issued (000)	\$959,240	*	\$884,242	*
o Payment Error Rate for Federally Supported Food Stamps	13.9%	*	12.3%	*
o Total Number of Cases (FAP and SNA) Engaged in Work Activities	120,149	*	109,086	*
- Employed	29,263	*	28,891	*
- Work Experience	33,833	*	32,790	*
- Education/Training/Job Search	3,875	*	4,188	*
- Teens in High School	6,780	*	4,251 c	*
- Substance Abuse Treatment	12,867	*	12,917	*
- Called in for Assessment/Assignment	24,182	*	17,794 c	*
- Other	9,349	*	8,255	*
o Total Number of Cases (FAP and SNA) Not Engaged in Work Activities	30,944	*	0 d	*
o Participation Rates				
- All FAP Families Participating in Work Activities as Calculated in Accordance With Federal Guidelines	38%	40%	47% d	45%

HUMAN RESOURCES ADMINISTRATION [069]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	2000 Annual Actual	Fiscal 2001 Plan
- Safety Net Clients Participating in Work Activities as Calculated in Accordance With State Guidelines	94.1%	90%	92.2%	90%
o Total Number of Cases Participating in Work Activities In Accordance With Federal Guidelines: Family Assistance Program (FAP)	59,057	40,000	57,880 d	70,000
- Work Experience	14,949	*	18,578 d	*
- Employed	26,668	*	25,592	*
- Education/Training	3,080	*	3,004	*
- Community Service	7,786	*	6,514 e	*
- Teens in High School	6,574	*	4,192 c	*
o Total Number of Clients Participating in Work Activities In Accordance With State Guidelines: Safety Net Assistance	20,387	18,000	17,584	22,000
- Work Experience	18,336	*	13,964 c	*
- Employed	1,949	*	2,095	*
- Training	102	*	1,525 f	*
o Total Reported Job Placements	48,830	70,000	62,174 g	100,000
- FAP	38,940	47,000	42,651 g	67,000
- Safety Net	9,890	23,000	19,523 g	33,000
o Total Fair Hearings Requested (000) (PA, PA Food Stamps, and OES)	138.2	*	142.9	*
o Dispositions of Fair Hearing Requests (PA, PA Food Stamps, and OES)	226,670	*	242,699	*
- Client Withdrawals	31,104	*	45,976 h	*
- Client Defaults	87,586	*	96,044	*
- Adjourned Hearings	25,022	*	25,521	*
- Hearings Held	82,958	*	75,158	*
o Issues Decided at Fair Hearings (PA, PA Food Stamps, and OES)				
- Agency Affirmations	27,452	*	20,387 (i)	*
- Agency Reversals	66,781	*	42,880 j	*
- Agency Withdrawals	69,122	*	56,445 j	*
o Timely Implementations of Decisions				
- Public Assistance and OES	89.6%	90%	70.5% k	90%
- Food Stamps (PA and Non-PA)	73.8%	90%	86.7%	90%
MEDICAL ASSISTANCE PROGRAMS/HOME CARE SERVICES PROGRAM				
[204, 104]				
o Persons Certified Eligible for MA (000) (a)	1,629.2	1,624.8	1,593.5	1,578.9
- Manhattan	281.6	*	277.2	*
- Bronx	407.9	*	395.8	*
- Staten Island	40.1	*	39.2	*
- Brooklyn	591.0	*	572.8	*
- Queens	291.2	*	288.7	*
o Persons Eligible for MA Only (000) (a)	524.7	597.5	585.5	668.3
- Manhattan	85.6	*	96.2	*
- Bronx	99.4	*	115.4	*
- Staten Island	11.8	*	12.8	*
- Brooklyn	198.2	*	217.7	*
- Queens	119.1	*	130.9	*

HUMAN RESOURCES ADMINISTRATION [069]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
o MA Applications Completed Within Required Time Frames				
- Community Eligibility Division	97.5%	95%	97.7%	95%
- Hospital Eligibility Division	100%	95%	99.9%	95%
- Nursing Home Division	82.3%	95%	81.4%	95%
o MA Recertifications Completed Within Required Time Frames				
- Community Eligibility Division	100%	95%	99.9%	95%
- Nursing Home Division	100%	95%	99.9%	95%
o Cases Receiving Home Care Services	63,938	64,550	64,050	66,200
- Home Attendant	46,695	47,000	46,568	48,200
- Housekeeper	7,644	7,600	7,693	8,000
- Long-Term Home Health Care	8,245	8,500	8,103	8,200
- AIDS Home Care	1,354	1,450	1,776 b	1,800
- AIDS Cases Referred to Vendor Within 48 hours	85.7%	85%	87.2%	85%
- AIDS Cases Served by Vendor Within 48 Hours of Referral	94%	90%	88.9%	90%
o Average Days to Initiate Home Attendant and Housekeeper Services	27.1	30	25.1 c	30
- Active MA Cases	23.2	26	21.9 c	26
- Pending MA Cases	44	43.7	40.7	43.7
- Serious Complaints of Home Care Clients	629	660	641	660
- Complaints Resolved Within Required Time Frame	97.9%	95%	95.3%	95%
o Number of Home Attendant and Housekeeper Contracts in Effect	89	89	89	89
o Value of Agency Contracts (000,000)	\$1,099.8	\$1,344	\$1,344.1	\$1,359
- Vendor Agencies In Compliance With Review Areas	99%	95%	100%	95%
HIV/AIDS SERVICES ADMINISTRATION [205, 105]				
o Total Number of AIDS Serviceline Contacts Received	37,517	*	33,973	*
o New Applicants for Services	7,990	*	7,367	*
o Ineligible or Withdrawn Applications	1,143	*	913 a	*
o New Cases	6,835	7,849	6,543 b	6,835
o Total Number of Recipients (End of Period)	26,284	*	27,648	*
- Women	8,988	*	9,836	*
- Men	16,642	*	17,141	*
- Children	654	*	671	*
o Total Number of Open Cases (End of Period)	25,692	28,557 c	27,183	30,621
- Manhattan	7,175	*	7,244	*
- Bronx	7,704	*	8,612	*
- Staten Island	513	*	500	*
- Brooklyn	8,181	*	8,731	*
- Queens	2,119	*	2,096	*
o Cumulative Cases During Period	30,243	*	32,235	*

HUMAN RESOURCES ADMINISTRATION [069]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year Annual Plan	2000 Annual Actual	Fiscal 2001 Plan
o Cases Receiving Housing Services				
- Cases Provided Housing and Support Services (End of Period)	5,009	6,059	5,383	6,059
- Clients Moved into Housing (During Period)	7,596	*	9,000 d	*
- Cases Provided Rent Payment Assistance (End of Period)	16,150	19,160	17,151	19,981
o Homemaking Contracts in Effect				
Value of Contracts (000)	\$28,138	\$28,689	\$28,041	\$29,946
- Vendor Agencies in Compliance With Review Areas	100%	100%	100%	100%
- Cases Receiving Homemaker Services	573	779	567 e	698
PROTECTIVE SERVICES FOR ADULTS				
PROTECTIVE SERVICES				
o Active Cases End of Period	3,968	3,900	4,000	4,042
o Total Referrals	6,662	*	6,215	*
o Total Referrals Accepted for Assessment	4,856	4,800	4,375	4,620
o Cases Accepted After Assessment	1,993	*	1,649 a	*
EVICITION SERVICES				
o Total Referrals Received	3,058	3,100	3,276	3,280
o Referrals Eligible for PSA Services	2,517	*	3,027 b	*
o Evictions Prevented for Those Eligible for PSA Services	640	*	303 c,d	*
o Evictions Of Households Eligible for PSA Services	370	*	168 c,d	*
- Rehoused	226	*	109 c,d	*
- Institutionalized	26	*	15 c,d	*
- Other	118	*	44 c,d	*
HOME ENERGY ASSISTANCE PROGRAM (HEAP)				
o Total Households Served	301,367 a	*	by 1/01 b	*
- Total Funds Allocated (000)	\$27,859 a	*	by 1/01 b	*
- Base Grant Amount	\$50	*	by 1/01 b	*
o Human Resources Administration				
- Households Served	227,480 a	*	by 1/01 b	*
- Funds Allocated (000)	\$22,308 a	*	by 1/01 b	*
o Department of Youth and Community Development				
- Households Served	60,158 a	*	by 1/01 b	*
- Funds Allocated (000)	\$5,551 a	*	by 1/01 b	*
o Department for the Aging				
- Applications Approved	13,729 a	*	by 1/01 b	*
HOMELESSNESS PREVENTION PROGRAM				
o Total Families	28,704	*	32,647	*
- Active Cases	3,172	*	3,953 a	*
- Closed Cases	27,641	*	31,591	*

HUMAN RESOURCES ADMINISTRATION [069]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
o Cases Closed With Outcomes	17,400	*	16,455	*
- Families Diverted	10,139	*	10,293	*
- Families Not Diverted	7,261	*	6,162 b	*
- Diversion Rate (%)	58.3%	*	62.5%	*
o Families at Imminent Risk	7,130	*	7,563	*
- Imminent Risk Families For Whom Housing Was Found	6,552	*	6,996	*
- Imminent Risk Diversion Rate (%)	91.9%	*	92.5%	*
DOMESTIC VIOLENCE AND EMERGENCY INTERVENTION SERVICES [205, 105]				
o Domestic Violence Shelter Program				
- Average Number of Families Served per Day	388	390	390 a	400
- New Cases (Families)	1,802	1,520	1,600 a	1,800
- Number of Domestic Violence Emergency Beds (Capacity)	1,298	1,298	1,365	1,463
o Total Domestic Violence Nonresidential Programs	11	*	11	*
- Nonresidential Program Active Caseload	NI	*	1,453	*
o Total Nonresidential Program Hotline Calls	12,869	*	15,794 b	*
o Services Provided by Domestic Violence Nonresidential Programs				
- Counseling	NI	*	9,554	*
- Safety Planning	NI	*	3,511	*
- Information and Referrals	NI	*	1,785	*
- Advocacy	NI	*	5,651	*
- Community Education	NI	*	1,362	*

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

Job Center Programs and Operations

- (a) This figure was revised in the City's Fiscal 2001 Executive Budget.
- (b) In January 1999 the Agency began using an unduplicated count of public assistance (PA) recipients. Borough counts do not add up to the citywide total because 2,877 recipients representing 2,045 cases live outside the City in facilities such as substance abuse treatment programs and therefore could not be assigned to a specific borough.
- (c) The decrease is due to the continued decline in the number of PA cases and recipients.
- (d) See Narrative.
- (e) The 16.3 percent decrease is due to HRA's development of more specialized programs that allow these individuals to participate in work activities. See Narrative.
- (f) The increase is due to HRA's development of more employment training programs that serve individuals who also participate in Work Experience Programs (WEP) or who have just completed WEP.
- (g) This figure reflects 10-month Wage Reporting System data, from July 1999 to May 2000; 12-month data will be available in the Preliminary Fiscal 2001 Mayor's Management Report.
- (h) HRA attributes the increase in client withdrawals to better pre-hearing mediation efforts begun in Fiscal 1999, which resolve client issues prior to hearings, thereby causing clients to withdraw their fair hearing requests or causing the State to cancel the fair hearings. In addition, the number of fair hearings held decreased by 9.4 percent, from 82,958 in Fiscal 1999 to 75,158 in Fiscal 2000.
- (i) See footnote H. The decrease is due to the rise in client withdrawals.
- (j) HRA attributes the decrease to improved review and delivery of evidence to document case actions at fair hearings.
- (k) HRA is currently reviewing this issue and expects to meet the plan in Fiscal 2001.

Medical Assistance Program/Home Care Services Program

- (a) Borough counts do not include recipients who live outside the City, are homeless, or are in hospitals; therefore borough counts do not add up to the citywide total.
- (b) MAP attributes the rise to the increase in the life expectancy of AIDS cases and increased need for service.
- (c) See Narrative.

HIV/AIDS Services Administration (HASA)

- (a) HASA attributes the decrease to improved coordination between its central intake unit and to increased familiarity with program medical eligibility criteria by referral sources.
- (b) See Narrative.

HUMAN RESOURCES ADMINISTRATION

- (c) This figure was revised in the City's Fiscal 2001 Executive Budget.
- (d) The increase is due to both a greater demand for emergency housing and an increase in the in the available permanent supportive congregate housing and New York City Housing Authority units.
- (e) As a result of an administrative review at the end of December 1998, HASA identified cases that no longer needed a continuation of homemaker services.

Protective Services for Adults

- (a) Greater consistency in applying eligibility criteria resulted in fewer cases accepted after assessment.
- (b) The rise is due to increased familiarity with program eligibility and criteria by referral sources.
- (c) This figure represents actual data for July 1999 through May 2000. Due to a data collection system upgrade, Fiscal 2000 actual data will be available in the Preliminary Fiscal 2001 Mayor's Management Report.
- (d) PSA attributes the decrease to more uniformity in program reporting.

Home Energy Assistance Program (HEAP)

- (a) Home Energy Assistance Program data is reported based on the federal fiscal year. This figure reflects data for federal fiscal 1999, which runs from October 1998 through September 1999.
- (b) Data for federal Fiscal 2000 will be reported in the Preliminary 2001 Mayor's Management Report after reconciliation with the State.

Homelessness Prevention Program

- (a) Some families have multiple cases open due to the complexity of their housing situations.
- (b) The decrease is a result of the increased number of families successfully diverted.

Domestic Violence and Emergency Intervention Services

- (a) This figure represents estimated data. Due to the Shelter Occupancy System upgrade, actual data will be available in the Preliminary Fiscal 2001 Mayor's Management Report.
- (b) The increase is due to community outreach efforts by the programs.

ADMINISTRATION FOR CHILDREN'S SERVICES [068]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
CHILD WELFARE				
[202, 102]				
Protective Services				
o Abuse or Neglect Reports				
- Reports	54,673	57,708	53,540	55,000
- Children	83,447	85,211	81,673	83,000
o Reports Responded to Within One Day Following Report to State Central Register (ACS Internal)	97.1%	100%	97.8%	100%
o Reports Founded	36.9%	*	36.4%	*
o High-Risk Reports	18,753	17,500	19,489	20,350
o Compliance With High-Risk Response Protocol	95.2%	99%	95.7%	95%
o Child Protective Specialist	979	1,050	837 a	1,050
o New Cases per Worker per Month (Pending Rate)	7.8	5	6.7 a	5
o Average Child Protective Specialist Caseload	12.8	20	13.3 a	13
o Article X Petitions Filed in Family Court	11,703	13,000	11,456	11,000
Preventive Services				
o Families Receiving ACS Direct Preventive Services				
- Active Cases	3,266	3,500	3,445	3,200
- Cumulative Cases	8,188	7,800	7,512	7,800
o Average Field Office Family Service Worker Caseload	12.8	11.4	13.8 b	11
o Families Receiving Contract Preventive Services				
- Active Cases	9,899	9,800	8,546	9,800
- Cumulative Cases	18,936	18,000	18,052	18,000
o Percent of Contract Preventive Caseload Referred by ACS	43.2%	45%	50%	45%
o Homemaking Services				
- Vendor Agencies In Compliance with Review Areas	100%	100%	100%	100%
- Active Cases	1,116	1,200	1,116	1,200
- Cumulative Cases	1,504	1,400	1,601	1,400
o Families Receiving Housing Subsidies				
- New Cases	378	550	512	550
- Active Cases	852	900	989	900
- Cumulative Cases	1,242	1,700	1,364 c	1,500

ADMINISTRATION FOR CHILDREN'S SERVICES [068]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal 2000 Annual Actual	Fiscal 2001 Plan
Teenage Services Act (TASA)				
o Pregnant/Parenting Clients Receiving Services				
- Active Cases	1,392	1,827	1,449 d	1,500
- Cumulative Cases	2,786	3,218	2,539 d	3,000
o Contract Use for Preventive Services	97.1%	98%	95.8%	98%
o Preventive Services Program Assessment				
- Number of Contract Agencies	66	66	63	81
- Performance Evaluations Completed	66	*	63	*
o Number Requiring Improvement Plans	43	*	4	*
o Contracts Canceled/Not Renewed	0	*	3	*
Foster Care				
o Children in Foster Care (Average)	38,440	39,076	34,354	36,692
- Children in Kinship Homes (Relatives) (Average)	11,507	12,144	9,354 f	10,000
- Children in Nonrelative Care (Average)	26,932	26,962	25,000	26,962
- Foster Boarding Homes	22,388	22,648	20,499	22,648
- Congregate Care	4,544	4,314	4,501	4,314
o Children in Placement With Foster Care Contract Agencies	81%	*	86%	*
o New Children Entering Foster Care	10,418	*	9,390	*
- Children Placed in Foster Care While Receiving				
- Direct Preventive Services	484	*	351	*
- Contract Preventive Services	1,089 e	*	947	*
o Children Discharged From Foster Care	12,854	*	12,954	*
o Average Length of Foster Care (Years)	4.01	*	4.04	*
o Foster Care Program Assessment				
- Number of Contract Agencies	61	62	60	59
- Performance Evaluations of Contract Agencies Completed	61	*	60	*
- Number Requiring Improvement Plans	33	*	9	*
- Contracts Canceled/Not Renewed	2	*	4	*
Adoptions				
o Children Awaiting Adoption Finalization Living with Adoptive Parents	2,931	3,000	3,013	3,000
o Children Adopted	3,800	4,500	3,148 g	4,500
- Contract Agency Services Adoptions	2,809	3,200	2,178 g	3,200
- ACS Direct Care Services Adoptions	991	1,300	970 g	1,320

ADMINISTRATION FOR CHILDREN'S SERVICES [068]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year Annual Plan	2000 Annual Actual	Fiscal 2001 Plan
o Average Length of Time to Complete Adoptions (Years)	4	2	3.9 h	2
- Contract Agency Services	3.7	2	3.4 h	2
- ACS Direct Care Services	5	2	4.9 h	2
AGENCY FOR CHILD DEVELOPMENT [203, 103]				
o Total Enrollment in Publicly Subsidized Child Care	77,152	82,661	73,905	MD
o Total Enrollment in ACD Subsidized Day Care	59,008 e	64,200	56,549	65,059
o Group Day Care				
- Enrollment	48,500 e	47,390	46,225	52,283
- Publicly Subsidized Capacity	46,810 e	44,768	45,542	50,602
- Vacancies	473	*	395	*
- Children on Waiting Lists	12,556	*	5,812	*
o Family Day Care				
- Enrollment	9,306 e	9,100	9,190	11,486
- Publicly Subsidized Capacity	9,151	9,100	8,892	11,486
- Vacancies	198	*	206	*
- Children on Waiting Lists	4,437	*	5,067	*
o Number of Children Enrolled in Vouchers	14,224	16,000	12,710 (i)	15,000
o Head Start				
- Enrollment	17,409	19,579	17,356	19,388
- Collaborative Enrollment	1,684	1,904	1,934	1,922
- Regular Enrollment	15,725	17,675	15,422	17,466
- Capacity	19,309	19,579	18,590	19,388
- Head Start Vacancies	563	*	1,250	*
OFFICE OF CHILD SUPPORT ENFORCEMENT [203]				
o Child Support Collected (000)	\$351,697	\$396,000	\$403,647	\$450,000
- Public Assistance (TANF) (000)	\$97,849	\$100,000	\$99,673	\$100,000
- Nonpublic Assistance (Non-PA) (000)	\$253,848	\$296,000	\$303,974	\$350,000
o Child Support Ordered by Court (000)	\$482,354	\$562,000	\$529,035	\$592,000
- Public Assistance (TANF) (000)	\$88,845	\$115,000	\$101,024	\$114,000
- Non-PA (000)	\$393,509	\$447,000	\$428,011	\$478,000
o New Support Orders Obtained	23,156	28,500	23,389 j	25,000
- Public Assistance (TANF)	11,746	15,000	11,164 j	11,000
- Non-PA	11,410	13,500	12,225	14,000
o Total Cases with Active Orders (End of Period)	188,648	201,000	199,279	216,000
o Percentage of Out-of-Wedlock Births with Paternities Established at Time of Birth	NI	65%	61%	65%

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) The decrease in the number of Child Protective Specialists is a result of delays in hiring. At the end of Fiscal 2000, 87 new trainees entered the ACS training academy. They will begin working in field offices in September 2000. The decrease in Child Protective Specialists also resulted in an increase, over Plan, of new cases per worker per month and an Average CPS caseload increase over Fiscal 1999.
- (b) The increase in the Average Field Office Family Service Workers caseload is due to an increase in Court referrals.
- (c) Although the cumulative number of cases for Families Receiving Housing Subsidies is lower than Plan, it is higher than in Fiscal 1999. The continued increase in new cases, combined with the increase in active cases, will enable ACS to achieve the Fiscal 2001 Plan number.
- (d) TASA clients are pregnant and/or parenting teens on Public Assistance and referred by the Human Resources Administration. The continued trend of decline in the Public Assistance caseload is reflected in the lower than planned active and cumulative numbers for TASA.
- (e) This number was incorrectly reported in the Preliminary Fiscal 2000 Mayor's Management Report.
- (f) The decrease in the average number of children in kinship homes is a result of the aging out and adoptions of these children as well as fewer removals overall.
- (g) See Narrative.
- (h) Although the Average Length of Time Needed to Complete Adoptions is higher than Plan, it is lower than in Fiscal 1999. See Narrative.
- (i) The decrease in Voucher Enrollment is primarily due to processing that occurred to ensure that vouchers go to those low-income families with the highest priorities for care. ACD anticipates that the target of 15,000 children in voucher care will be met in Fiscal 2001. ACD issued 8,680 expansion vouchers in July 2000, of which 2,528 had expired or been cancelled and 4,564 remained outstanding.
- (j) The decrease from Plan in the total number of new support orders and new orders obtained on behalf of children receiving Public Assistance is a direct result of a decrease in the number of public assistance cases.

DEPARTMENT OF HOMELESS SERVICES [071]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
SERVICES FOR FAMILIES [500]				
Intake				
o Families per Day Requesting New START Center Housing (a)				
At the Emergency Assistance Unit (EAU)	65	*	57	*
- Families at EAU Over 24 Hours	3	*	8 b	*
- Families Placed in Overnight Accommodations	NI	*	78	*
- Families at EAU Overnight	NI	*	0	*
o Eligibility Investigation Unit (EIU)	23,777	24,000	20,841	22,000
- Left Before Investigation is Completed	5,968	*	6,790	*
- Found Ineligible for Temporary Housing	11,463	*	8,294	*
o Families Entering New START Centers (a)	6,342	*	5,757	*
- Not Previously Lodged in New START Center Housing	3,354	*	2,940	*
- Returning/Lodged Within One Year	283	*	238	*
Population				
o Families In New START Centers (Avg. per Day) (a)	4,802	4,843	5,029	5,075
- Hotels	652	711	913 c	914
- Residences For Adult Families	315	306	332	338
- Tier II Facilities	3,573	3,544	3,570	3,598
- Reception Centers	262	282	214 d	225
o Average Days In New START Centers (a) (All Families)	257	*	285	*
o New START Centers (Overnight Facilities, Reception Centers, Tier IIs and Residences For Adult Families) Operated (a)	80	80	80	80
- By City Staff	7	6	6	6
- By Private Organizations	73	74	74	74
o Families Relocated to Permanent Housing	3,569	3,930	3,787	4,230
- Emergency Assistance Rehousing Program	2,182	2,700	2,428	3,000
- Department of Housing Preservation and Development	250	70	202 e	70
- Housing Authority	853	*	990	*
- Citywide Agreement	719	910	920	1010
- Other	134	*	70	*
- Other (Mitchell - Lama/Non-EARP Section 8)	284	250	167 f	150

DEPARTMENT OF HOMELESS SERVICES [071]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
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	6,775	6,847	6,792	7,013
- Men	5,339	5,315	5,266	5,379
- Women	1,436	1,532	1,526	1,634
o Clients Entering Assessment (g)	5,539	NA	NA	NA
- Placed into General New START Center Beds (a)	1,454	NA	NA	NA
- Placed into Program New START Center Beds (a)	3,415	NA	NA	NA
- Placements Outside the New START Center System (a)	670	NA	NA	NA
o Clients Placed (g)				
- From Assessment into Program Beds	3,459	*	3,802	*
- From General Beds into Program Beds	534	*	470	*
- From Assessment into Long-Term Placements Outside the New START Center System (a)	523	*	505	*
o Percent of New START Center Beds Capacity (a)				
- Assessment	13.4%	13%	13.7%	13.7%
- Program	55.1%	75%	67.0%	67.0%
- General	31.4%	12%	19.4% ^h	19.4%
o New START Centers Operated (a)	44	44	42	42
- By City Staff	8	7	7	7
- By Private Organizations	36	37	35	35
o Average Beds Available per Night Through Church and Synagogue Program (i)	563	620	235	230
- Average Beds per Night During Peak Month (i)	708	640	338	340
Housing Placement				
o Placements of New START Center Clients in Publicly Supported Permanent Housing (a)	1,847	1,270	1,341	1,350
o New START Center Clients Placed in Outside Employment (a)	617	770	727	771

DEPARTMENT OF HOMELESS SERVICES [071]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Annual Actual	Fiscal 2001 Plan
CAPITAL BUDGET PERFORMANCE INDICATORS				
Programmatic Indicators				
o Beds Developed for Homeless Individuals				
- Designs Started	0	850 j	873 j	0
- Construction Started	0	0	0	873
- Construction Completed	200	0	0	0
o Units Developed for Homeless Families				
- Designs Started	0	0	0	*
- Construction Started	0	0	0	*
- Construction Completed	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 HOMELESS SERVICES

- (a) The Department's shelters have been renamed "New START Centers" to better reflect the range of services they provide. See Narrative.
- (b) This indicator reflects the average number of families per day for whom it took more than 24 hours to process an application. It does not represent families sleeping at EAU, which was zero. See Narrative.
- (c) Hotels and Reception Centers accommodate families prior to an eligibility determination from EIU and those eligible families awaiting placement into Tier II facilities. More families were placed in Hotels in Fiscal 2000 because one Reception Center was converted to an overnight facility to comply with Local Law 19 of 1999.
- (d) Fewer families were housed in Reception Centers in Fiscal 2000 because one Reception Center was converted to an Overnight Facility to comply with Local Law 19 of 1999. (see footnote C.)
- (e) The number of families relocated to the Department of Housing and Preservation Development (HPD) housing increased from the Annual Plan because HPD identified more units.
- (f) The number of families relocated through "Other" housing programs was lower than expected due to the discontinued processing of new Section 8 applications for non-EARP families.
- (g) The indicators labeled "Clients Entering Assessment" will be replaced by the indicators labeled "Clients Placed." These new indicators reflect placements indicating positive movement through the DHS system toward the client goal of independent living.
- (h) Although the percentage of General Beds is higher than planned, the trend in decreasing the percentage of General Beds and increasing the percentage of Program Beds year to year continues.
- (i) The indicators "Average Beds Available per Night through Church and Synagogue Program" and "Average Beds per Night during Peak Month" have been redefined to include only those beds available to the Department's outreach teams and drop-in centers. Many churches and synagogues have additional beds for the homeless that are not included here. The Fiscal 2000 number is not comparable to the numbers reported in prior years because the indicator has been redefined.
- (j) These beds were funded through the Department's expense budget rather than its capital budget.

DEPARTMENT OF EMPLOYMENT [094]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
ADULT and YOUTH PROGRAMS [773]				
Adult Participants (a)				
o Value of Agency Contracts (000) (b)	\$24,346 c	NI c	\$16,607 c	18,400 c
- Number of Contracts (b)	NI c	NI c	NI c	11 c
o Enrollment	5,014 c	5,417 c	5,681 c	16,200 c
- Public Assistance Recipients	43.8% c	50% c	58.2% c	20% c
o Participant Outcomes	3,646 c	3,924 c	4,292 c	3,900 c
- Placements into Employment	2,316 c	2,492 c	2,598 c	2,535 c
- Percentage Placed into Employment	63.5% c	63.5% c	60.5% c	65% c
o Participants Working at 90 Days	50% c	50% c	51% c	79% c
Youth Participants				
o Value of Agency Contracts (000) (b)	\$14,087	\$15,297	\$15,672	\$11,817
- Number of Contracts (b)	15	23	23	23
o Enrollment	1,443	2,947	2,456 d	2,259
- High School Dropouts	62%	65%	70.1%	70%
o Participant Outcomes	955	2,400	2,048 d	1,824 e
- Placements into Employment	490	1,558	1,136 d	422
- Percentage Placed into Employment	51.3%	65%	55.5% d	65%
- Placements (f)	NI	NI	NI	1,470
- Percentage Placed (f)	NI	NI	NI	75%
- Credentials Attained (g)	NI	NI	NI	1,035 g
- Percentage of Credentials Attained (g)	NI	NI	NI	50.0% g
- Employability Enhancements (g)	745	1,819	1,240 d	NA
- Percentage of Employability Enhancements (g)	78%	75%	60.5% d	NA
o Participants Placed Remaining on the Job at 30 days (f)	60%	60%	59.3%	NA
o Participants Placed Remaining on the Job at 90 days (f)	NI	NI	NI	75%
Dislocated Workers (EDWAAA)				
o Value of Agency Contracts (000)	NI	\$24,592	\$37,375 h	\$11,921 (i)
- Number of Contracts	NI	24	24	16 (i)
o Enrollment	NI	6,835 j	5,557 k	2,812 (i)
o Participant Outcomes	NI	5,428 j	6,279	2,920 (i)

DEPARTMENT OF EMPLOYMENT [094]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
- Placements into Employment	NI	3,962 j	4,365	2,370 (i)
- Percentage Placed into Employment	NI	70% j	69.5%	70% (i)
o Participants Working at 90 Days	NI	3,139 j	3,143	1,695 (i)
SUMMER YOUTH PROGRAMS				
o Total Enrollment (l)	44,724	40,500	50,499 m	44,000
- SYEP (n)	35,912	34,000	40,247 m	36,300 (n)
- JOY (CTL)	8,812	6,500	10,252 m	7,700
o Value of Contracts (000)	\$8,812	\$11,554	\$11,313	\$11,313
o Contracts in Effect	51	68	68	51
Job Testing, Assessment, and Placement (TAP) Centers				
o Value of Agency Contracts	\$6,332	NA (o)	NA (o)	NA (o)
o Enrollment	5,448	NA (o)	NA (o)	NA (o)
o Participant Outcomes	4,784	NA (o)	NA (o)	NA (o)
o Total Positive Outcomes	2,923	NA (o)	NA (o)	NA (o)
Refugee Entrant Targeted Assistance Program (RETAP)				
o Value of Agency Contracts (000)	NI	NI	by 1/01 p	by 1/01 p
- Number of Contracts	NI	NI	by 1/01 p	by 1/01 p
o Enrollment	NI	NI	by 1/01 p	by 1/01 p
- Public Assistance Recipients/Individuals at Public Assist:	NI	NI	by 1/01 p	by 1/01 p
o Participant Outcomes	NI	NI	by 1/01 p	by 1/01 p
- Placements into Employment	NI	NI	by 1/01 p	by 1/01 p
- Percentage Placed into Employment	NI	NI	by 1/01 p	by 1/01 p
o Participants Working at 90 Days	NI	NI	by 1/01 p	by 1/01 p
CONTRACT PERFORMANCE MONITORING				
o Contracts in Effect	165	164	164	105 (i)
o Value of Agency Contracts	\$80,950	\$55,745	\$73,882	\$37,255 (i)
- City Funds	\$4,187	\$5,095 q	\$5,633	\$4,479
- Federal Funds (r)	\$75,079	\$40,854	\$62,530 s	\$31,097 (i)
- Other	\$5,285	\$5,467	\$5,719	\$1,679
o Contractor Assessments Completed	88	*	74 t	*
- Assessments Resulting in				

DEPARTMENT OF EMPLOYMENT [094]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal 2001 Plan
Technical Assistance	18	*	23 u *

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

DEPARTMENT OF EMPLOYMENT

- (a) Responsibility for adult program contracts was transferred to the Human Resources Administration (HRA) beginning in July 1999.
- (b) This revised indicator reflects the expected or actual value and number of contracts during the specified period.
- (c) Data for this indicator includes information on adult training programs administered by HRA. (See footnote A).
- (d) This figure was below plan due to late startup of contracts.
- (e) Data for these indicators reflects planned outcomes for 1,807 participants enrolled under the Workforce Investment Act (WIA) and 17 participants enrolled under the Job Training Partnership Act (JTPA) during Fiscal 2000.
- (f) This new indicator reflects a required participant outcome under WIA, which is effective July 2000. Placements are into unsubsidized employment, post-secondary education or advanced training and retention is for 90 days rather than 30 days.
- (g) The new indicator for attainment of credentials reflects a required participant outcome under WIA. Older youth are now required to attain credentials, including high school diplomas, GEDs, post-secondary degrees/certificates, recognized skill standards, licensure, or industry-recognized certificates recognized by the State Education Department, rather than employability enhancements.
- (h) The increase in the value of dislocated worker contracts is due to an increase in the number of tuition vouchers issued during this period.
- (i) Data for this indicator reflects plans for the first six months of Fiscal 2001.
- (j) Data for these indicators have been revised to reflect participant enrollment, outcomes, and retention for all of the Department's dislocated worker programs during this period.
- (k) Planned enrollment was not met due to a change in enrollment policy and a contractor who closed operations during Calendar 2000. See Narrative.
- (l) This indicator reflects the total enrollment in the Summer Youth Employment Program (SYEP).
- (m) Increased funding and the Department's emphasis on performance and administrative efficiency ensured that all participant slots were filled and more youth were served.
- (n) This indicator has been renamed to reflect the replacement of federal JTPA funds with federal WIA funds as the Department's primary funding source beginning in Fiscal 2001. Under WIA the Summer Youth Employment Program is no longer a stand-alone program. The Fiscal 2001 Annual Plan also includes Temporary Assistance to Needy Families (TANF) funds received in May 2000. See Narrative.
- (o) This program was transferred to HRA. (See footnote A). The program model was reconfigured.
- (p) The program period for the Department's Refugee Entrant Target Assistance Program (RETAP) is from November 1999 to October 2000. Information on these indicators will be presented in the Preliminary Fiscal 2001 Mayor's Management Report.

DEPARTMENT OF EMPLOYMENT

- (q) Data for this indicator has been updated to reflect the receipt of additional City funds in Fiscal 2000.
- (r) This indicator has been renamed to reflect the replacement of federal JTPA funds with federal WIA funds as the Department's primary funding source beginning in Fiscal 2001. See Narrative.
- (s) Data for this indicator includes federal JTPA funding received for HRA adult training programs during the specified period, which was not included in the plan number. (See footnote A).
- (t) The decrease in contractor assessments completed is due to the transfer of adult programs to HRA. (See footnote A).
- (u) Several contractors received technical assistance because they were unable to meet proposed enrollment goals due to revised State eligibility regulations for RETAP.

DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT [260]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
YOUTH SERVICES				
o Youth Programs				
- Number of Programs	1,237	1,278	1,184	1,270
- Number of Youth Served	998,594	960,000	914,511	970,000
- Percent Achieving Positive Outcomes	75	75	75	75
o Neighborhood Youth Alliance (a)				
- Number of Youth Served	6,324	NA	NA	NA
o YOUTHLINK (a)				
- Number of Youth Served	8,749	NA	NA	NA
o Street Outreach Initiative (a)				
- Number of Youth Served	16,124	NA	NA	NA
o BEACONS				
- Number of Programs	76	81	81	81
- Number of Youth and Adults Served	152,856	150,000	183,700 b	185,000
- Percent Achieving Positive Outcomes	80	80	80	80
o Runaway and Homeless Youth Programs				
- Number of Youth Served	2,046	2,200	1,476 c	5,000
- Number of Crisis Beds	34	46	40	66
- Number of Independent Living Transitional Beds	75	75	75	75
o NYC Youthline				
- Total Calls Received	65,252 d	84,000	64,797 e	68,000
- Calls for Crises	10,050 d	10,500	7,875 f	8,000
- Calls for Information	18,080 d	16,000	23,683 g	25,000
- Other Calls	37,122 d	57,500	33,239 h	35,000
COMMUNITY DEVELOPMENT PROGRAMS				
Neighborhood Development				
Area Programs (NDAs)				
o Value of NDA Contracts (000)	390	397	392	431
o Total Participants	\$19,798	\$19,748	\$19,982	\$20,000
o Positive Outcomes	92,858	88,350	92,320	71,633
o Youth Programs	DNA	21,616	19,950	24,429
o Youth Programs	129	128	126	155
- Participants	16,163	19,139	18,331	17,136
- Positive Outcomes	DNA	4,325	4,703	5,028
o Children & Family Programs				
- Participants	27	26	26	27
- Positive Outcomes	6,048	5,729	5,622	6,663
- Positive Outcomes	DNA	716	1,489 (i)	1,743

DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT [260]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
o Adult Education/Employment Programs	28	28	28	32
- Participants	6,895	6,782	6,592	6,316
- Positive Outcomes	DNA	1,446	851 j	2,019
o Senior Citizens Programs	73	72	70	67
- Participants	16,065	11,387	17,923 k	7,067
- Positive Outcomes	DNA	3,148	3,357	2,186
o Neighborhood Development Programs	46	46	46	54
- Participants	21,282	16,631	24,350 (l)	16,002
- Positive Outcomes	DNA	3,425	3,895	7,442
o Citywide Immigration				
- Programs	34	34	33	33
- Participants	11,786	9,808	8,624	7,600
- Positive Outcomes	DNA	4,466	3,909	2,900
o Other DYCD Projects	53	63	63	69
- Participants	14,619	18,874	16,840	10,849
- Positive Outcomes	DNA	4,090	2,762 m	3,111
New York City Adult Literacy Initiative:				
o English for Speakers of Other Languages				
- Number of Programs	29	29	29	29
- Number of Students Served	7,678	7,500	8,269	8,000
- Number of Positive Outcomes	6,930	6,750	7,193	7,200
o Adult Basic Education				
- Number of Programs	20	20	19	20
- Number of Students Served	2,588	2,500	2,927 n	2,930
- Number of Positive Outcomes	1,608	1,500	1,823 n	1,830
o Basic Education in a Native Language				
- Number of Programs	7	7	6	6
- Number of Students Served	693	650	604	610
- Number of Positive Outcomes	418	390	421	400
Contract Performance Monitoring and Evaluation				
o Contracts Funded	1,302	1,330	1,501	1,800
o Value of Agency Contracts (000)	\$100,285	\$87,000	\$110,056 (o)	\$100,000
o Value of Intracity Agreements (000)	\$4,942	\$6,471	\$4,075 p	\$4,000
o Expenditure Report Reviews	10,146	10,000	13,042 q	10,100

DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT [260]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
o Programmatic Reviews/Contract Monitoring	1,726	1,775	1,708	1,700
o Contracts Terminated	0	*	1	*
o Agency Assessments Completed	758	875	689 r	875

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) These indicators will no longer appear in the Mayor's Management Report because the number of youth served is incorporated in the indicator "Youth Programs."
- (b) The increase in the number of youth and adults served at Beacons is a result of five new Beacon sites opening in Fiscal 2000 and additional services being offered at each site.
- (c) The decrease in the number of youth served in Runaway and Homeless Youth (RHY) programs can be attributed to program closings. DYCD resolicited for additional RHY program services and contracts. See Narrative.
- (d) This figure was inaccurately reported in the Preliminary Fiscal 2000 Mayor's Management Report.
- (e) See Narrative.
- (f) The decrease in the number of calls for crisis services received by YOUTHLINE can be attributed to YOUTHLINE not being the primary crisis hotline.
- (g) The increase in the number of calls for information is a result of service providers, government programs and educational institutions calling YOUTHLINE for specific information on community based programs and services.
- (h) The decrease in the number of other calls received by YOUTHLINE compared to plan is a result of the inclusion of hang up calls in the Fiscal 2000 Plan number. Fiscal 2001 Plan has been updated to provide a more accurate comparison in the future.
- (i) Fiscal 2000 is the first year the Department is producing outcome data in accordance with the federal Results Oriented Management and Accountability (ROMA) requirements. As the Department develops a greater history with outcome data from this system, it will be able to project outcome data with enhanced certainty.
- (j) The number of positive outcomes for Adult Education/Employment Programs was below plan due to programs using the attainment of a GED as the only outcome measurement. DYCD has expanded possible program outcomes to include gains in scores for pre- and post-testing and other measures in addition to the acquisition of a GED.
- (k) The increase in the number of participants in Senior Citizen Programs is a result of funds from two closed programs being reallocated and improved outreach by remaining programs to serve a greater number of participants.
- (l) The increase in the number of participants in Neighborhood Development Programs can be attributed to an increased demand for social services and advocacy.
- (m) See footnote I.
- (n) The increase in the number of students served and positive outcomes for Adult Basic Education (ABE) is a result of younger students with better educational backgrounds who achieved educational gains more quickly.
- (o) The value of Agency Contracts was above plan due to an increase in the Agency's budget of \$44.6 million, including \$32.7 million City funds, \$9.1 million federal, \$.5 million in State and \$2.3 million in intracity funds.

**DEPARTMENT OF YOUTH AND
COMMUNITY DEVELOPMENT**

- (p) DYCD had an intracity agreement with a City agency to develop a new computer system. The value of this agreement was mistakenly included in the Fiscal 2000 plan.
- (q) The increase in the number of expenditure reports reviewed in Fiscal 2000 was a result of an approximately 13 percent increase of contracts with community-based organizations.
- (r) The decrease in the number of Agency Assessments Completed is a result of DYCD staff engaging in contract development activities rather than conducting agency assessments. DYCD plans to increase the number of monitoring activities for Fiscal 2001.

DEPARTMENT FOR THE AGING [125]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
PROGRAM SERVICES				
o Senior Citizen Rent Increase Exemption Program (SCRIE)				
- Initial Applications Received	7,382	7,300	6,622	6,600
- Applications Approved	5,596	5,500	5,709	4,950
- Applications Denied	4,188	*	3,703	*
- Senior Citizen Biennial Recertifications Processed	27,886	25,600	33,160 a	22,000
o Senior Citizen Employment Programs - Title V Services				
- Positions Authorized	746	746	746	746
- Enrollees	703	735	708	735
- Applicants Trained for Unsubsidized Employment	305	300	313	300
- Applicants Placed in Unsubsidized Employment	205	211	235	221
o Nutrition Services				
- Meals Served per Day	48,854	50,250	48,493	50,115
- Meals Served	12,213,623	12,562,692	12,123,221	12,528,693
HOME CARE SERVICES				
o Hours of Regular Home Care Services Provided (b)	1,191,970	1,231,766	1,327,952	1,806,536
CONTRACT PERFORMANCE MONITORING				
o Contracts in Effect	544	544	541	541
o Program Assessments and Contract Audits				
- Program Assessments	534	500	560	500
- Programs on Conditional Status and Receiving Technical Assistance	11	*	1 c	*
- Fiscal Audits Performed	331	302	290	302
- Programs with Serious Fiscal Deficiencies Identified	27	*	1 d	*
- Programs with Serious Fiscal Deficiencies Corrected on Time	27	*	1 d	*
- Program Contracts Terminated or Not Renewed as a Result of Fiscal or Programmatic Deficiencies	6	*	2 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 Department processed more recertifications than anticipated because tenants residing in rent controlled apartments received rent increases in Calendar 2000. Due to enhancements to the computerized processing system, SCREEN, the SCRIE Unit was able to globally process Rent Control recertifications, thus expediting the process for all pending recertifications.
- (b) This new indicator reflects homemaker/personal care, housekeeping and chore services provided to clients on an ongoing basis; it does not include emergency home care.
- (c) This decrease is due to technical assistance provided by DFTA in previous years, which resulted in improved performance by programs this year. In addition, several programs that had demonstrated deficiencies in the past lost their contracts when they were competitively rebid.
- (d) These decreases are due to the success of the Department's efforts to identify and follow up on fiscal deficiencies in Fiscal 1999. The previous year's efforts resulted in improved performance or terminations of problematic programs.
- (e) This decrease is due to fewer programs placed on conditional status because of programmatic deficiencies and fewer programs with fiscal deficiencies identified.

BOARD OF EDUCATION [040]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
FULL-TIME/FULL-TIME EQUIVALENT ANNUAL EMPLOYEES				
o Total Full Time/ Full-Time Equivalent Employees	131,683	*	136,885	*
- City-Funded	110,096	*	114,171	*
- Percent City-Funded	84%	*	83%	*
- Community School District (CSD) Instruction (301)	40,917	*	42,460	*
- CSD Special Education Instruction (303)	13,579	*	14,701	*
- CSD Administration (305)	7,258	*	7,455	*
- High School Instruction (311)	15,385	*	15,737	*
- High School Special Ed. Instruction (313)	4,067	*	4,219	*
- High School Administration (315)	3,730	*	3,921	*
- Special Education Citywide Instruction (321)	10,409	*	10,206	*
- Special Education Support Services (323)	3,767	*	3,888	*
- Special Education Administration (325)	657	*	726	*
- Special Education School Based Adm. (327)	1,082	*	1,196	*
- School Facilities-custodial/maint (335)	2,042	*	1,984	*
- School Food Services (339)	5,668	*	5,989	*
- School Safety (341)	55	*	NA a	*
- Central Administration (353)	1,425	*	1,629 a	*
- Special Commissioner of Investigations	55	*	60	*
- Reimbursable-Categorical Programs (381)	21,587	*	22,714	*
- Percent Reimbursable from State and Federal Sources	16%	*	17%	*
o All Central Administration	3,068	*	3,132	*
- Percent City-Funded	76%	*	76%	*
o Number of Full-Time Teachers (b)	74,569	*	77,020	*
AGENCYWIDE INDICATORS				
o Budgeted Cost per Pupil (Average)	\$8,997	\$9,291	\$9,573	\$9,820
- Elementary	\$8,365	*	\$9,150	*
- Intermediate/Jr. High	\$8,391	*	\$9,088	*
- High School	\$7,734	*	\$8,433	*
- Special Education	\$24,313	*	\$26,589	*
o Total Pupil Enrollment (October Registers)	1,093,071	1,107,472	1,100,312	1,116,421
- Pre-Kindergarten	23,982	36,982	34,043	44,174
- Elementary	511,346	510,700	509,620	506,688
- Intermediate/Jr. High	184,862	186,825	189,504	196,090
- High School enrollment	286,035	286,000	282,162	284,964
- High School (Regents diploma)	253,661	253,575	250,377	by 1/01
- Alternative Programs (GED and Non-Diploma)	32,326	32,375	31,785 c	by 1/01 c
- Second Opportunity Schools	48	50	* c	NA c
- Home Instruction	858	915	875	875
- Special Education	85,988	86,000	84,108	83,630

BOARD OF EDUCATION [040]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
o Summer School Enrollees	232,640	*	301,408	*
o Pupil Attendance	88%	89%	88.1%	90%
- Elementary	90.9%	91%	91.5%	91.6%
- Intermediate/Jr. High	88.4%	89%	90.2%	90.5%
- High School	81.7%	81.8%	80.1%	81%
- High School (Regents Diploma)	83.3%	*	82.2%	*
- Alternative Programs (GED and Non-Diploma)	78.4%	*	75.4%	*
- Special Schools	79.6%	77.2%	79.6%	79.7%
o Pupils - Racial/Ethnic Composition				
- Black	35.7%	*	35.2%	*
- Hispanic	37.6%	*	37.7%	*
- White	15.5%	*	15.4%	*
- Asian/Pacific Islander	10.8%	*	11.3%	*
- American Indian	0.3%	*	0.4%	*
COMMUNITY SCHOOL DISTRICTS				
Elementary and Intermediate/Junior High Schools [301, 302, 303, 304, 305, 306]				
o Average Class Size (October 31, 1999) (d)				
- Kindergarten (e)	23.6	23	22.2	22
- Grade 1 (e)	24.1	23	22.5	22
- Grade 2 (e)	24.1	23	22.7	22
- Grade 3 (e)	24.5	23	23	22
- Grade 4	27.6	28	27	28
- Grade 5	28.2	28	27.6	28
- Grade 6	27.8	29	27.2	29
- Grade 7	28.5	29	27.7	29
- Grade 8	28.7	29	27.4	29
- Grade 9	28.7	29	27.5	29
o Percent of Classes with 29 or More Students (October 31, 1999) (f)	13.4%	NA	8.3%	NA
- Grade 1	13.3%	NA	7.8%	NA
- Grade 2	12.9%	NA	7.5%	NA
- Grade 3	14.2%	NA	9.6%	NA
o General Education and Resource Room (g)				
Pupils At or Above Grade Level in Reading (CTB-R)				
- All Grades, District Schools	48.5%	50%	NA	NA
- Grade 3	43.9%	45%	NA	NA
- Grade 5	51%	52%	NA	NA
- Grade 6	52.2%	53%	NA	NA
- Grade 7	47.1%	49%	NA	NA

BOARD OF EDUCATION [040]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
o General Education and Resource Room				
Pupils Achieving Basic Proficiency or Above in English Language Arts (g)				
- All Grades, District Schools	35.1%	NI	by 1/01	39%
- Grade 3	40.5%	NI	42.2%	44%
- Grade 4	32.7%	NI	41.7%	42.5%
- Grade 5	45.6%	NI	40.8%	42%
- Grade 6	28.6%	NI	43.9%	45%
- Grade 7	26.6%	NI	35.8%	37%
- Grade 8	35.3%	NI	by 1/01	36%
o Average Scale Score State Tests English Language Arts (g)				
- Grade 4 (Average Scale Score)	627	637	636	NA
- Grade 8 (Average Scale Score)	690	695	NA	NA
o Reading Progress for Low Performing Students				
- Elementary Schools: Percent of Students in Proficiency				
Level 1 Progressing into a Higher Proficiency Level	NI	NI	44.0% h	45.0% h
- Middle Schools: Percent of Students in Proficiency				
Level 1 Progressing into a Higher Proficiency Level	NI	NI	44.8% h	46.0% h
o General Education and Resource Room				
Pupils at or Above Grade Level in Mathematics (CTB-M) (g)				
- All Grades, District Schools	50%	51%	NA	NA
- Grade 3	47.7%	50%	NA	NA
- Grade 5	51%	52%	NA	NA
- Grade 6	50.7%	52%	NA	NA
- Grade 7	50.8%	52%	NA	NA
o General Education and Resource Room				
Pupils Achieving Basic Proficiency or Above in Mathematics (g)				
- All Grades, District Schools	33.7%	NI	by 1/01	34.5%
- Grade 3	41.7%	NI	38.7%	40%
- Grade 4	49.6%	NI	by 1/01	50.5%
- Grade 5	31.4%	NI	37.3%	39%
- Grade 6	26.6%	NI	26.5%	27%
- Grade 7	26.1%	NI	27.7%	29%
- Grade 8	22.8%	NI	by 1/01	23.5%
o Average Scale Score State Tests Mathematics (g)				
- Grade 4 (Average Scale Score)	635	645	NA	NA
- Grade 8 (Average Scale Score)	684	689	NA	NA
o Mathematics Progress for Low Performing Students				
- Elementary Schools: Percent of Students in Proficiency				
Level 1 Progressing into a Higher Proficiency Level	NI	NI	27.6% h	28.6% h
- Middle Schools: Percent of Students in Proficiency				
Level 1 Progressing into a Higher Proficiency Level	NI	NI	20.3% h	21.3% h

BOARD OF EDUCATION [040]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
o Students Promoted (Regular Classes)				
- All Levels	92.3%	*	by 1/01 (i)	by 1/01 (i)
- Kindergarten	99.2%	*	by 1/01 (i)	*
- Grade 1	92.6%	*	by 1/01 (i)	*
- Grade 2	94.2%	*	by 1/01 (i)	*
- Grade 3	88%	*	by 1/01 (i)	*
- Grade 4	95.9%	*	by 1/01 (i)	*
- Grade 5	95%	*	by 1/01 (i)	*
- Grade 6	88.4%	*	by 1/01 (i)	*
- Grade 7	91.5%	*	by 1/01 (i)	*
- Grade 8	92.6%	*	by 1/01 (i)	*
- Grade 9	94.1%	*	by 1/01 (i)	*
o Schools Under Registration Review (SURR)				
Elementary/Middle Schools				
- Number of Schools Added	17	*	by 1/01 j	*
- Number of Schools Removed	17	*	by 1/01 j	*
-Total Number of SURR schools	88	*	by 1/01 j	*
HIGH SCHOOLS				
[311, 312, 313, 314, 315, 316,]				
o Average Instructional Class Size (Grades 9-12)				
- Fall	30.2	31	31	31
- Spring	1,337	1,350	1,347	1,350
	778	790	872	790
o Number of Students Enrolled in Courses Ending in Regents				
- English Language Arts	72,766	*	68,404	by 1/01
- Mathematics	120,327	*	147,173	by 1/01
o Number of Students Taking Regents Examination				
- English Language Arts	61,672	*	50,917	by 1/01
- Mathematics	113,898	*	109,916	by 1/01
o Number of Students Passing Regents Examination				
- English Language Arts	32,781	*	27,038	by 1/01
- Mathematics	58,596	*	55,259	by 1/01
o Percent of Students Passing Regents				
- English Language Arts	53.2%	*	53.1%	53.5%
- Mathematics	51.4%	*	50.3%	51.4%
o Percent of Students in Cohort Receiving a Score of 65 or Higher				
- English Language Arts	40.1%	*	47.7%	49%
- Mathematics	40.7%	*	46.9%	47.5%

BOARD OF EDUCATION [040]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
o Number of Students Meeting Graduation Requirements				
- English Language Arts	47,508	*	41,554	by 1/01
- Mathematics	71,031	*	67,840	by 1/01
o Percent of Students Meeting Graduation Requirements				
- English Language Arts	77%	*	81.6%	83%
- Mathematics	62.4%	*	61.7%	62.5%
o Percent of Students in Cohort Meeting Graduation Requirements				
- English Language Arts	55.2%	*	70.5%	72%
- Mathematics	46.6%	*	80.8%	81.5%
o Annual Regents Diplomas Rate	20%	21%	by 1/01	22%
o High School Graduates				
- 4-Year Cohort Rate (Class of 1999)	50.1%	50.6%	by 1/01	51.1%
- 7-Year Final Cohort Rate (Class of 1996)	69.4%	69.9%	by 1/01	70.4%
o High School Dropouts				
- 4-Year Cohort Rate (Class of 1999)	17.5%	17%	by 1/01	16.5%
- 7-Year Final Cohort Rate (Class of 1996)	30.6%	30.1%	by 1/01	29.6%
o Annual High School Dropout Rate	6.7%	6%	by 1/01	5.5%
o Total High School Dropouts	20,416	20,200	by 1/01	20,000
o School to Career Education (k)				
- High School Occupational Programs, Students Enrolled	143,994	144,000	135,848	136,000
o Guidance and Career Education Program				
- Occupational Education and Guidance for Handicapped Youths	16,157	16,100	15,296	16,000
o Schools Under Registration Review (SURR)				
- Number of Schools Added	2	*	by 1/01 j	*
- Number of Schools Removed	2	*	by 1/01 j	*
- Total number of SURR schools	9	*	by 1/01 j	*
ADULT AND CONTINUING EDUCATION (k)				
[311, 312, 313, 314, 353, 354 381, 382]				
o Adult Basic Education Enrollment				
- Basic Education	8,925	8,600	10,820 (l)	10,000
- English as a Second Language	12,527	12,500	13,309	12,300
- GED Preparation	5,000	4,500	4,988	4,000

BOARD OF EDUCATION [040]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal 2000 Annual Actual	Fiscal 2001 Plan
o EDGE Enrollment				
- Orientation/Career Development	4,859	4,800	5,176	4,500
- Educational Services	4,851	4,800	5,176	4,500
SPECIAL EDUCATION				
[321, 322, 323, 324, 325, 326, 327, 328, 370]				
o Enrollment	166,401	*	168,172	*
- Less Restrictive Environment (LRE)	67,369	*	69,362	*
- Percent in LRE	40.4%	*	41.2%	*
- Related Service	14,817	*	15,765	*
- Consultant Teacher Program	1,442	*	1,746	*
- Resource Rooms	47,854	*	46,985	*
- Integrated Program Pre-School	615	*	581	*
- Integrated Programs School Age	2,641	*	4,285 m	*
- More Restrictive Environment (MRE)	80,429	*	79,257	*
- Percent in MRE	48.3%	*	47.1%	*
- Regional Self-Contained	60,799	*	59,345	*
- Citywide Self-Contained	16,665	*	17,001	*
- Home Instruction	1,967	*	2,138	*
- Hospital/Agency programs	998	*	773 n	*
- Nonpublic Programs	18,603	*	19,553	*
- Percent in Nonpublic Programs	11.1%	*	11.6%	*
- Pre-school	13,458	*	14,154	*
- School age	5,145	*	5,399	*
o Case Referrals/Evaluations Due	127,273	*	143,626	*
- Current Year Total (referrals)	117,968	*	131,803	*
- Initial (June - July)	30,056	*	34,222	*
- Reevaluations (June - July)	43,619	*	48,533	*
- Triennial (September - August)	44,293	*	49,048	*
- Carryover from Prior Year	9,305	*	11,823 (o)	*
o Number of Cases Completed	107,856	*	121,018	*
- Percent of Cases Completed	84.7%	*	84.3%	*
- Program Recommendations	94,860	*	106,415	*
- Percent of Program Recommendations Within 30 Days	66.3%	*	60.3%	*
- Initial	23,011	*	25,737	*
- Reevaluations	44,065	*	49,306	*
- Triennial	27,784	*	31,372	*
- Case Closings (Withdrawals)	12,996	*	14,603	*
o Number of Students with Disabilities Moved Through the Continuum of Educational Services	17,544	*	19,051	*
- Less Restrictive Environment	10,607	*	11,188	*
- More Restrictive Environment	6,937	*	7,863	*

BOARD OF EDUCATION [040]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
o Actual Decertifications (1997-98)	5,186	*	5,190	*
o Graduate Rates for Students in Special Education				
- 4-Year Cohort Rate (Class '99)	6.7%	7%	by 1/01	7.3%
- 7-Year Final Cohort Rate (Class '96)	30.9%	31.4%	by 1/01	32%
o Dropout Rates for Students in Special Education				
- 4-Year Cohort Rate (Class '99)	22.7%	22.2%	by 1/01	21%
- 7-Year Final Cohort Rate (Class '96)	42.4%	41.9%	by 1/01	41%
BILINGUAL EDUCATION				
[301, 302, 303, 304, 311,312, 313, 314, 353, 354]				
o Entitled Limited English Proficiency (LEP)				
Students (1-40th Percentile)	148,399	142,000	139,709	133,500
- Community School Districts Total	105,846	100,800	100,339	96,200
- High Schools Total	42,553	41,200	39,370	37,300
o Entitled LEP Students Receiving				
Services (General Education)	141,116	133,400	132,442	126,800
- Bilingual/English as a Second				
Language (ESL) Instruction	73,113	68,000	65,386	62,100
- ESL Instruction Only	68,003	65,400	67,056	64,700
o Community School Districts Total	103,569	98,700	97,664	93,800
o High Schools Total	37,547	34,700	34,778	33,000
o Entitled Students Receiving Services	95.1%	95%	94.8%	95%
o Students Served by the English Language Learners Programs (p)				
- 3 Years or Less	63.5%	65.5%	63.8%	65.5%
- 4 Years	11.6%	12%	10.4%	11%
- 5 Years	8.8%	8%	8.4%	8%
- 6 Years	5.4%	5%	6.3% q	5.4%
- 7 Years or More	10.7%	9.5%	11.1% q	10.5%
o Teachers Providing Bilingual and ESL Instruction	6,985	7,000	6,716	6,500
o Students Achieving ELL Progress Standards				
Elementary Schools				
- Language Assessment Battery Test				
(English Lab)	60.5%	61%	63%	63.5%
- Math Progress (Translated Math) (r)	6.7% r	NI r	8% r	8.5% r
- CTB-M (Math) (r)	13% r	NA r	NA r	NA r
- Native Language Reading (Spanish)	61.1%	62%	61.8%	62.5%
- Students Exiting ELL Programs	25.5%	26%	26.8%	27.5%

BOARD OF EDUCATION [040]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
o Student Achieving ELL Progress Standards				
Middle Schools				
- Language Assessment Battery Test (English Lab)	54.4%	55%	51.4%	53%
- Math Progress (Translated Math) (r)	4.3% r	NI r	4.2% r	4.4% r
- CTB-M (Math Progress)	15% r	NA r	NA r	NA r
- Native Language Reading (Spanish)	53.8%	54.5%	54%	55%
- Students Exiting ELL Programs	14.4%	15%	11.6% q	14.5%
SCHOOL SAFETY (s)				
Police Department				
o Murder	1 s	*	NA t	NA t
o Rape	13 s	*	NA t	NA t
o Sex Offenses (u)	61 s	*	NA t	NA t
o Robbery	236 s	*	NA t	NA t
o Assault (v)	895 s	*	NA t	NA t
o Kidnapping	0 s	*	NA t	NA t
o Burglary	156 s	*	NA t	NA t
o Grand Larceny	89 s	*	NA t	NA t
o Arson	37 s	*	NA t	NA t
o Menacing	204 s	*	NA t	NA t
o Reckless Endangerment	79 s	*	NA t	NA t
o Suicide	1 s	*	NA t	NA t
o Attempted Suicide	62 s	*	NA t	NA t
o Criminal Mischief	218 s	*	NA t	NA t
o Petty Larceny	452 s	*	NA t	NA t
o Riot	6 s	*	NA t	NA t
o False Alarm	92 s	*	NA t	NA t
o Bomb Threats	596 s	*	NA t	NA t

BOARD OF EDUCATION [040]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
o Weapons Possession (w)	2,953 s	*	NA t	NA t
o Controlled Substance	24 s	*	NA t	NA t
o Marijuana	391 s	*	NA t	NA t
o Harassment	2,185 s	*	NA t	NA t
o Disorderly Conduct	1,019 s	*	NA t	NA t
o Trespassing	471 s	*	NA t	NA t
o Loitering	80 s	*	NA t	NA t
o Grand Total	10,321 s	*	NA t	* t
o Reported Incidents by Location				
- High Schools	4,594 s	*	NA t	NA t
- Middle Schools	3,143 s	*	NA t	NA t
- Elementary Schools	2,160 s	*	NA t	NA t
- Special Education	424 s	*	NA t	NA t
SCHOOL FOOD SERVICES				
[339, 340, 353, 354]				
o Average Lunches Served Daily	652,069	645,000	655,576	657,000
- Free	551,626	553,000	548,330	* x
- Reduced Price	37,191	33,600	38,978 y	* x
- Full Price	63,252	58,400	68,268 y	* x
o Average Breakfasts Served Daily	158,099	152,500	156,455	157,000
- Free	143,896	140,400	141,653	* x
- Reduced Price	5,979	5,100	5,821 y	* x
- Full Price	8,224	7,000	8,981 y	* x
o Total Number of Eligibility Applications on File (1041 Forms)	810,234	806,000	814,013	815,000
- Free	734,376	735,000	734,445	735,000
- Reduced Price	75,858	71,000	79,568	80,000
PUPIL TRANSPORTATION				
[338, 353, 354]				
o Contract Bus Riders	169,333	175,000	176,128	177,000
- Special Education	59,333	64,000	63,128	64,000
- General Education	110,000	111,000	113,000	114,000
o Summer Services Contract Bus Riders	15,787	16,000	19,602 z	25,000
- Special Education - Full Day	15,787	16,000	19,602 z	25,000

BOARD OF EDUCATION [040]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
SCHOOL FACILITIES				
o School Buildings	1,165	1,174	1,179	1,184
- Net Square Feet (000,000)	121.3	121.9	122.6	123.1
- Average (Custodial) Plant Operation Cost per Net Square Foot	\$4.10	\$4.10	\$4.26	\$4.35
- Average (Contracted Out) Plant Operation Cost per Net Square Foot	\$4.52	\$4.74	\$5.04	\$5.10
o Leased Sites				
- Total Lease Cost (Tax Levy in Millions)	\$46.2	\$69.2	\$55.2 aa	\$69.6
- Number of Sites	174	174	173	178
o Utilization of School Buildings (Percentage of Schools)				
- Elementary Schools (927 Schools) 100 Percent or More Utilized	59.6%	*	63.5%	*
- Middle/Junior High Schools (211 Schools) 100 Percent or More Utilized	28.3%	*	26.5%	*
- High Schools (190 Schools) 100 Percent or More Utilized	61.3%	*	62.6%	*
o Maintenance/Activities				
- Average Maintenance Cost per Net Square Foot	\$1.37	\$1.37	\$1.42	\$1.45
o Maintenance/Repair				
- Total New Work Orders Requested	37,258	*	53,945 bb	*
- Total New Work Orders Accepted				
- Percent	93.9%	*	96.0%	*
- Number	34,974	*	51,800 bb	*
- New Work Orders Responded to in 30 Days	100%	*	by 1/01 cc	*
- Total Work Orders Completed	35,229	*	28,645 bb	*
- Completed in 90 Days				
- Percent	46.7%	*	by 1/01 cc	*
- Number	164,459	*	by 1/01 cc	*
- Net Work Order Backlog at End of Period	21,014	*	32,691 bb	*
o Building Dept. Violations (Hazardous)				
- Number of Violations Received	1,064	*	756 dd	*
- Violations Pending Dismissal	67	*	94 ee	*
- Violations Dismissed	151	*	164	*
- Net Backlog	955	*	1,520 ff	*
o New Seats Provided				
- BOE's Capital Task Force	3,013	1,000	3,026 gg	1,000
- Leasing	300	2,750	650 hh	1,930
- Other	0	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) Responsibility for School Safety was transferred from the Board of Education to the New York City Police Department (NYPD) in Fiscal 1999. Board of Education staff assigned to related administrative functions are now included in Central Administration.
- (b) The figures included under this heading are also counted under the individual division/departments.
- (c) Second Opportunity Schools enrollment is now included under Alternative Programs, and will no longer be reported separately.
- (d) This indicator does not include Special Education classes.
- (e) This indicator does not include bridge classes or overcrowded classes. Bridge classes are established when there are not enough pupils in a particular grade to form a class; they include children in two consecutive grades. The maximum citywide average class size for kindergarten through grade 3 is 25 students; classes over 29 students are assigned a paraprofessional to assist the teacher.
- (f) This indicator represents the percentage of classes that have 29 students or more. It includes bridge classes and overcrowded classes that receive additional personnel under the early grade class reduction program.
- (g) Indicators that reflect pupil achievement at grade level are being replaced by pupil proficiency achievement. See Narrative.
- (h) This is preliminary data and will be updated in the Preliminary Fiscal 2001 Mayor's Management Report, after results become available from State tests for English Language Arts in grade 8 and mathematics in grades 4 and 8.
- (i) The Board is in the process of analyzing student performance on the summer citywide math and reading tests; performance on the tests is a factor in determining student promotion. Data will be reported in the Preliminary Fiscal 2001 Mayor's Management Report.
- (j) In Fall 2000 the State Education Department will identify the 1999-2000 Schools Under Registration Review. Data will be reported in the Preliminary Fiscal 2001 Mayor's Management Report.
- (k) These new School to Career Education indicators replace the Occupational and Career Education indicators. The data reported under High School Occupational Programs and Guidance and Career Education Program applies to high school students and as such is now reported in that section. The Adult Basic Education Enrollment and EDGE enrollment are adult programs and are now reported separately under the new Adult and Continuing Education section.
- (l) The Plan figure was reported incorrectly in the Preliminary Fiscal 2000 Mayor's Management Report.
- (m) The increase is consistent with the Board's objective to educate more students with disabilities in settings with nondisabled peers.
- (n) The decrease is due to the movement of students from Hospital/Agency programs to Citywide Self-Contained.
- (o) The number of case referrals carried over from the prior year increased due to changes in the Individuals with Disabilities Education Act (IDEA) that affected Individualized Education Plan (IEP) development and conferencing requirements.

BOARD OF EDUCATION

- (p) The indicator has been renamed from Students Served by the Limited English Proficiency Program to reflect a more positive terminology. This is the preferred terminology at the Board.
- (q) These figures are not according to Plan due to a greater number of students in the middle grades whose schooling had been interrupted.
- (r) The new Math Progress indicators replace the CTB-M (Math) indicators. The new indicators report data in terms of achievement of basic and proficiency levels and parallels data for English proficient students. Data for Fiscal 1999 was recalculated using equating tables to permit comparisons with performance in Fiscal 2000.
- (s) Fiscal 1999 annual data reflects incidents from December 20, 1998 through June 30, 1999. These indicator categories are based upon the State Penal Law categories.
- (t) Starting in Fiscal 2000 the NYPD School Safety Division began reporting on school safety data for these indicators, and data is reported in the NYPD section of this report.
- (u) This indicator includes incidents of sodomy, sexual abuse and sexual misconduct.
- (v) This indicator includes both felonies and misdemeanors.
- (w) This indicator includes incidents of weapons obtained both by observation and through metal detectors. Weapons include noncriminal instruments, such as pocket knives, razors and nail clippers.
- (x) In Fiscal 2001 the Board will only report the actual number for this indicator because outcomes depend on parents completing an application.
- (y) The average reduced price and full price breakfasts and lunches served daily were above Plan because Plan figures were estimated based on data through December 1999.
- (z) This includes both Special Education District 75 and Community School District special education students attending summer programs. The Fiscal 2000 Plan only included District 75 students.
- (aa) Total lease costs were below Plan because of delays in the opening of new leased properties.
- (bb) A new computerized maintenance/repair tracking system known as PassPort was introduced in Fiscal 2000. These figures reflect preliminary report data as of August 2000. Actual figures for Fiscal 2000 will be reported in the Preliminary Fiscal 2001 Mayor's Management Report.
- (cc) Fiscal 2000 data is not available due to the new computerized maintenance/repair tracking system. These indicators will be available in the Preliminary Fiscal 2001 Mayor's Management Report.
- (dd) In Fiscal 1999 the Department of Buildings began annual inspections of every school building. These figures include 261 violations issued during Fiscal 1999 that were not received by the Board's Department of School Facilities until after July 1999.
- (ee) The increase is due to an additional \$11 million in Community Development and City funds given to the Board in Fiscal 2000 for the correction of violations.
- (ff) This increase is due to the annual inspections of every City school by the Department of Buildings. As of June 30, 2000, 78 of these violations were stabilized and the hazardous conditions no longer exist.
- (gg) The increase in seats is due to the availability of additional school sites for room portioning.

BOARD OF EDUCATION

- (hh) Fewer seats were created due to the delay of new lease property openings resulting from either expanded site preparation work or an alternative site selection.

CITY UNIVERSITY OF NEW YORK

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal 2000 Annual Actual	Fiscal 2001 Plan
ENROLLMENT (a)				
o Enrollment at Senior Colleges (Fall)				
- Undergraduate Degree	103,770	*	101,735	98,717
- Graduate Degree	17,933	*	18,236	17,492
- Non-Degree	9,570	*	8,965	9,533
- Total	131,273	*	128,936	125,742
- First-time Freshmen (b)	13,776	*	13,541	14,353
- SEEK First-time Freshmen (b)	2,605	*	2,334	*
o Enrollment at Community Colleges (Fall)				
- Undergraduate Degree	54,072	*	52,701	53,404
- Non-Degree	9,393	*	9,371	9,312
- Total	63,465	*	62,072	62,716
- First-time Freshmen (b)	11,041	*	10,503	11,133
- College Discovery First-time Freshmen (b)	1,394	*	1,374	*
o Enrollment at Graduate School and Law School (Fall)				
- Total	3,999	*	3,986	3,986
o Total University Enrollment (Fall) (c)				
	198,737	*	194,994	192,444
INCOMING STUDENTS				
o Percentage Taking the SAT (d)				
- Baccalaureate Degree Granting Programs	92% e	*	92.9% e	100.0%
- Associate Degree Granting Programs	80% e	*	77% e	*
o Average SAT of Regular Baccalaureate Program Students Admitted (f)				
	1,051	*	1,043	1,049
o College Admissions Average of Regular Baccalaureate Program Students Admitted (g)				
	84.5	*	84.6	84.8
o Percentage of Freshmen Accepted in Baccalaureate Programs Who Enroll				
	42.1%	*	42.5%	*
o College Now Program (h)				
- High Schools Participating	*	*	110	161
- Participants (Fall)	*	*	11,000	20,000
o One Year Retention (i)				
- Regularly Admitted Baccalaureate Entrants	78.8%	*	80.3%	82.3%
- Regularly Admitted Associate Entrants	64.9%	*	64.9%	66.9%
REMIEDIATION (j)				
o Percent of Total Entering Students Passing All 3 Placement Tests by the Start of the Fall Semester (k)				
- Baccalaureate Degree Programs	58.2%	*	63%	*
- Associate Degree Programs	16.1%	*	20.8%	*

CITY UNIVERSITY OF NEW YORK

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
o Percent of Regularly Admitted Entering Students Passing All 3 Placement Tests by the Start of the Fall Semester (k)				
- Baccalaureate Degree Programs	63.6%	*	68.1%	80%
- Associate Degree Programs	16.8%	*	20.9%	24%
o Percent of Total Entering Baccalaureate Degree Candidates Required to Take Remedial Courses (l)	37.4%	*	28.4%	*
o Percent of Regularly Admitted Entering Baccalaureate Degree Candidates Required to Take Remedial Courses (l) (m)	32.5%	*	23%	7.1%
o Percent of Total Associate Degree Candidates Required to Take Remedial Courses (l)	69.1%	*	69.7%	*
o Percent of Regularly Admitted Entering Associate Degree Candidates Required to Take Remedial Courses (l) (m)	71.6%	*	69.3%	*
DEGREES				
o Total Degrees Granted				
- Baccalaureate Degrees	13,332	*	by 1/01 n	*
- Associate Degrees	9,129	*	by 1/01 n	*
- Certificates	173	*	by 1/01 n	*
o Percent of Total Baccalaureate Entrants Receiving a Degree (o)				
- In Four Years	9.1%	*	by 1/01 n	*
- In Five Years	23.1%	*	by 1/01 n	*
- In Six Years	32.3%	*	by 1/01 n	*
o Percent of Regularly Admitted Baccalaureate Entrants Receiving a Degree (o)				
- In Four Years	10.2%	*	by 1/01 n	*
- In Five Years	26.5%	*	by 1/01 n	*
- In Six Years	35.7%	*	by 1/01 n	38% p
o Percent of Total Associate Entrants Receiving a Degree (q)				
- In Two Years	1.5%	*	by 1/01 n	*
- In Four Years	17.6%	*	by 1/01 n	*
- In Six Years (r)	25.4%	*	by 1/01 n	*
o Percent of Regularly Admitted Associate Entrants Receiving a Degree (q)				
- In Two Years	1.5%	*	by 1/01 n	*
- In Four Years	16.9%	*	by 1/01 n	*
- In Six Years (r)	25.5%	*	by 1/01 n	28% p

CITY UNIVERSITY OF NEW YORK

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	2000 Annual Actual	Fiscal 2001 Plan
POST-GRADUATION EMPLOYMENT & EDUCATION				
o Employment Status of Baccalaureate Degree Recipients				
(Percent) (s)				
- Employed	90.5%	*	by 9/01	*
- Not Employed, Still in School	6%	*	by 9/01	*
- Not Employed and Not in School	3.5%	*	by 9/01	*
o Employment Status of Associate Degree Recipients				
(Percent) (s)				
- Employed	84.8%	*	by 9/01	*
- Not Employed, Still in School	10.6%	*	by 9/01	*
- Not Employed and Not in School	4.6%	*	by 9/01	*
o Employment Status of Vocational Associate Degree Recipients				
(Percent) (t)				
- Employed	79.8%	*	by 9/01	81%
- Not Employed, Still in School	10.7%	*	by 9/01	*
- Not Employed and Not in School	9.6%	*	by 9/01	*
PROFESSIONAL LICENSING				
o New York State Teacher Certification Examination (NYSTCE)				
- Students Taking Exam	by 1/01 u	*	by 9/01 u	*
- Percent of Students Passing	by 1/01 u	*	by 9/01 u	80%
o National Council Licensure Examination for Registered Nurses (NCLEX-RN)				
- Students Taking Exam	1,201	*	by 9/01	*
- Percent of Students Passing	72%	*	by 9/01	81%
o Uniform CPA Examination				
- Students Taking Exam	679 v	*	by 1/01	*
- Percent of Students Passing	14.6% v	*	by 1/01	*

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 section has been redesigned to reflect CUNY's Executive Compensation Plan (ECP). The indicators now reflect enrollment based on college setting rather than type of degree granting program. Enrollment in noncredit adult and continuing education courses is not included. See Narrative.
- (b) This new indicator reports the number of students who enter CUNY as freshmen for the first time in the Fall. Search for Education, Elevation and Knowledge (SEEK) and College Discovery are special admissions programs.
- (c) The name of this indicator was revised from Total Enrollment (Fall) to Total University Enrollment (Fall).
- (d) Students admitted via the special admissions programs SEEK and College Discovery are not included.
- (e) This indicator has been updated to reflect new information.
- (f) This new indicator reflects the average SAT score (from 0 to 1600) of students who were regularly admitted and who graduated from high school in the same year in which they were admitted. This does not include SEEK or College Discovery Students.
- (g) This new indicator is an average score (from 0 to 100) of students who were regularly admitted and who graduated from high school in the same year in which they were admitted. The College Admissions Average is the students' average in high school courses that are preparatory for college. This does not include SEEK or College Discovery Students.
- (h) These new indicators reflect the number of public high schools and students participating in the College Now program. See Narrative.
- (i) This new indicator reflects first-time freshmen who return the following Fall.
- (j) This section has been revised to reflect the University's remediation policy.
- (k) These new indicators replace Percent of Total Entering Students Passing All 3 Placement Tests on 1st Attempt and Percent of Regularly Admitted Entering Students Passing All 3 Placement Tests on 1st Attempt. Data reflect results as of the beginning of the Fall term. These new indicators reflect college readiness at the beginning of the Fall term rather than remediation. Rates do not include students exempted based on SAT and Regents tests.
- (l) Math, writing and reading percentages have been combined to reflect CUNY's ECP.
- (m) Students admitted through the SEEK and College Discovery programs are not included in this indicator.
- (n) Data on degrees conferred during the 1999-2000 school year will be compiled by CUNY in late Fall 2000.
- (o) Four-year, five-year and six-year rates reported in Fiscal 1999 are computed by tracking groups of full-time first-time freshman entering CUNY in Fall 1995, 1994 and 1993 respectively.
- (p) Data reflects the group of freshmen entering in Fall 1994.
- (q) Two-year, four-year and six-year rates reported in Fiscal 1999 are computed by tracking groups

of full-time, first-time freshman entering CUNY in Fall 1997, 1995 and 1993 respectively.

- (r) This indicator was revised to reflect a six-year graduation rate rather than a five-year rate to be consistent with ECP targets.
- (s) Fiscal 1999 data are derived from a one-time survey of CUNY graduates from the 1996-1997 academic year. In Fiscal 2001, CUNY plans to implement a new annual survey of graduates each academic year. The first results are expected to be reported in the Fiscal 2001 Mayor's Management Report.
- (t) This new indicator reflects data based on an annual survey of the employment status of Vocational Associates degree graduates. Results will be reported on a one-year basis. Fiscal 1999 data reflects graduates from the 1997-1998 academic year. Fiscal 2001 data is for 1999-2000 graduates.
- (u) In Fiscal 2000 New York State Education Department began using a new data collection methodology to reflect passing rates on the Teacher Certification Examination. Test results based on this new methodology are not yet available.
- (v) These figures have been revised to reflect updated data.

DEPARTMENT OF CONSUMER AFFAIRS [866]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
ENFORCEMENT				
o Full-Time Inspectors	81	88	84	88
o License Law and Padlock Law				
- License Inspections Performed	59,459	51,500	59,897 a	55,000
- Inspections per Person-Day (Average)	11.97	9.5	14 a	9.50
- License Violations Issued	35,770	15,500	27,985 a	23,000
- Padlock Citations Issued	2,808	2,700	2,299	2,700
- Padlock Closings	288	280	286	280
o Weights and Measures Law and Consumer Protection Law				
- Inspections Performed	43,641	35,000	41,042 b	36,000
- Inspections per Person-Day (Average)	8.07	7.8	7.4	7.8
o Weights and Measures Law				
- Violations Issued	11,440	*	13,798	*
o Consumer Protection Law				
- Violations Issued	8,201	*	4,396	*
- Compliance Ratio (Inspections to Violations)	1.4:1	2.1:1	1.5:1	2.1:1
o Select Enforcement Initiatives				
- HIC Inspections Performed	2,343	*	4,924	*
- HIC Citations Issued	424	*	253	*
- HIC Confiscation	35	*	55	*
- Public Pay Telephone Inspections Performed	15,027	18,400	6,599 c	NA c
- Public Pay Telephone Inspections per Person-Day (Average)	22.34	33	15.2 c	NA c
- Stoopline Stands Violations	19,122	*	11,202	*
- Sale of Tobacco to Minors (Inspections)	7,857	*	6,522	*
- Tobacco Violations Issued	2,442	*	1,723	*
- Tobacco Fines Collected (000)	\$654	*	\$398	*
ADJUDICATION				
o Total Dispositions	12,998	10,800	10,059	10,800
o Hearable Dispositions				
- License Law	2,614	2,300	2,226	2,300
- Padlock Law	3,001	2,700	2,400	2,700
- Consumer Protection Law	3,084	2,400	1,401 d	2,400
- Weights and Measures	2,411	2,300	2,692 e	2,300
o Non-Hearable Dispositions				
- Consumer Protection Law	1,677	900	1,078 f	900
- Weights and Measures	211	200	262 e	200
o Appeals				
- Hearable Dispositions	679	*	414	*

DEPARTMENT OF CONSUMER AFFAIRS [866]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
LEGAL AFFAIRS				
o Total Cases Opened	1,193	970	1,182 g	970
- License Law	370	370	465 g	370
- Padlock Law	436	265	424 g	265
- Consumer Protection Law	351	300	256	300
- Weights and Measures Law	36	35	35	35
LICENSE ISSUANCE				
o Current Number of Licenses	86,272	90,000	88,974	90,000
o Licenses and Permits Issued	30,782	22,000	29,312 h	28,000
- New Applications Accepted	11,004	11,500	10,165	11,500
- New Applications Processed	97%	98%	98%	98%
o Business-Related Inquiries Answered	116,772	90,000	115,733 (i)	105,000
o Average Applicant Waiting Time (Minutes)	9.23	15	9.13 j	15
COLLECTIONS				
o Total Agency Collections (000)	\$3,852	\$2,900	\$3,069	\$2,900
- In-House Collections (000)	\$1,518	\$1,300	\$1,364	\$1,300
CONSUMER SERVICES				
o Requests for Information	192,389	175,000	233,445 k	190,000
- Inquiries Answered	163,357	150,000	193,922 k	165,000
- Referrals	29,015	25,000	32,734 (l)	28,000
o Valid Complaints in Mediation	7,906	7,000	7,039	7,000
o Complaints Closed	8,307	7,500	7,394	7,500
- Percent of Valid Complaints Closed	96%	95%	97%	95%
- Resolved in Favor of Consumer	5,233	4,250	5,136 m	4,500
- Other Resolution (Court, Invalid, Withdrawn, Hearing, Out of Business)	3,074	3,250	4,258 n	3,250
o Average Complaint Processing Time (Days)				
- Parking Lots	23	45	26 (o)	35
- Furniture Stores	32	40	35	40
- Electronics Stores	28	40	29 (o)	35
- HICs - Unlicensed	22	30	26	30
- HICs - Licensed	30	45	29 (o)	35
o Consumer Restitution (000)	\$1,992	*	\$1,982	*

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DEPARTMENT OF CONSUMER AFFAIRS

- (a) The variance is due to an increased focus on survey inspections for unlicensed activity as well as increased inspections in high-complaint categories such as Electronics Stores, Parking Lot/Garages and Secondhand Dealers licensees (General and Auto).
- (b) The variance is due to an enforcement initiative focusing on deceptive trade practices in electronic stores, secondhand auto dealers and gasoline stations as well as increased compliance checks on Agriculture & Markets packaging codes.
- (c) Pursuant to a New York State Supreme Court decision regarding the Department's jurisdiction for writing public pay telephone summonses, the responsibility for performing inspections related to the operability and appearance of public pay telephones has been transferred to the Department of Information Technology and Telecommunications (DoITT). The Department will no longer report on this indicator.
- (d) This variance exists due to a decrease in Tobacco Program violations issued that resulted in fewer dispositions.
- (e) The increase is due to a special initiative targeting Declaration of Responsibility packaging violations.
- (f) The variance from Plan is due to an electronics store enforcement initiative.
- (g) The variance is due to inspection sweeps directed at unlicensed home improvement contractors and electronic stores.
- (h) The variance from Plan is due to the inclusion of street fairs, which were not previously included in license counts, as well as many companies across all license categories that chose to convert to limited liability companies and reapply for new licenses.
- (i) The variance is due to reprogramming of the Interactive Voice Response system (IVR), which allowed the IVR to give a more accurate number of calls received.
- (j) The decrease is due to a customer service re-engineering that eliminated the need for applicants to wait on two separate queues before being served.
- (k) The increase is due to expanding the scope of the citywide hotline to include licensing inquires as well as general consumer concerns.
- (l) The variance is due to continued improved training of mediators to help them more readily identify vendors and make appropriated referrals.
- (m) The variance is due to continued improved training of mediators and earlier action with vendors.
- (n) The variance is due to effective referral and resolution of the increased volume of e-mail complaints. Most e-mail complaints do not warrant lengthy action on the part of mediators.
- (o) The variance from Plan 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 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal 2001 Actual	Fiscal 2001 Plan
PLAN EXAMINATION				
[001, 002]				
o New Applications Filed	51,790	51,790	55,295	55,295
- New Buildings	3,879	3,879	4,624 a	4,624
- Alteration 1	5,654	5,654	5,847	5,847
- Alteration 2 & 3	42,257	42,257	44,824	44,824
o Applications Examined for First Time	52,112	52,112	55,153	55,153
- New Buildings	3,907	3,907	4,552 a	4,552
- Alteration 1	5,694	5,694	5,859	5,859
- Alteration 2 & 3	42,511	42,511	44,742	44,742
o Average Days to First Examination	8.2	5.5	6.1	5.5
- New Buildings	14.3	13.6	10.9 b	13.6
- Alteration 1	15.0	8.2	10.9 c	8.2
- Alteration 2 & 3	6.1	2.7	4.8 c	2.7
- Builders' Pavement Plans	8.0	6.5	2.9 d	6.5
- Sewer, Drainage, and Septic Work	0.6	2.0	0.7 e	2.0
o Average Wait Time	NI	NI	28:04 f	NI
- Number of Sewer Design 1 & 2 Reviews Completed	572	572	368 g	368
- Number of Site Connection Proposal Reviews Completed	388	388	132 h	132
o Examinations Performed	177,789	*	187,287	*
o Applications Approved	50,295	*	53,443	*
o Building Permits Issued	65,063	65,063	68,702	68,702
- New Buildings	4,432	4,432	4,825	4,825
- Alteration 1	4,981	4,981	5,076	5,076
- Alteration 2 & 3	55,650	55,650	58,801	58,801
o Building Permits Renewed	10,833	10,833	13,004 (i)	13,004
- New Buildings	2,618	2,618	3,245 (i)	3,245
- Alteration 1	1,863	1,863	1,923	1,923
- Alteration 2 & 3	6,352	6,352	7,836 (i)	7,836
CERTIFICATE OF OCCUPANCY (CO)				
o Applications Filed	8,551	8,551	8,580	8,580
o Applications Approved	9,267	9,267	9,847	9,847
o Applications Canceled	0	0	0	0
o Applications Pending Due to Objections	8,516	*	7,860	*

DEPARTMENT OF BUILDINGS [810]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal 2000 Annual Actual	Fiscal 2001 Plan
ENFORCEMENT				
o Violations Issued				
- DOB	15,027	*	14,956	*
- ECB	36,179	*	36,339	*
o Violations Removed				
- DOB	9,072	*	9,294	*
- ECB	22,498	*	23,318	*
o DOB Summonses Issued	215	*	533	*
AGENCYWIDE				
o Complaints Registered	36,303	*	41,077	*
o Complaints Resolved	37,435	*	47,270	*
o Number of Inspections	299,656	*	329,068	*
- Construction	107,202	*	133,931	*
- Elevators	74,092	*	68,855	*
- Plumbing	44,135	*	58,096	*
- Boilers	19,358	*	15,527	*
- Electrical	47,364	*	45,121	*
- Crane and Derrick	7,505	*	7,538	*
o Professional Certifications Received				
- Plumbing	16,728	16,728	16,451	16,451
- Inspections Self-Certified	32.5%	*	27.4%	*
- Elevators	38,155	38,155	37,034	by 9/00
- Boilers	79,731	79,731	82,810	82,810
o Professional Certifications Audited				
- Plumbing	21.6%	20%	23.1% j	20%
- Elevators	30.5%	20%	24.7% k	20%
- Boilers	14.4%	5%	10% (l)	5%

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DEPARTMENT OF BUILDINGS

- (a) The number of new building applications fluctuates from year to year based on the overall state of the construction industry, which was more active in Fiscal 2000 than Fiscal 1999.
- (b) DOB decreased its review time through the use of overtime and weekend workdays by Plan Examiners.
- (c) DOB was unable to reach its target due to an increase in the number of applications filed in Fiscal 2000.
- (d) This decrease is attributed to the increased use of professional certification.
- (e) This decrease is attributed both to the increased use of professional certification and a decrease in the total number of these types of filings.
- (f) The queuing system in DOB's borough offices was not fully implemented in all boroughs during Fiscal 2000. The Department will report the numbers in the Preliminary Fiscal 2001 Mayor's Management Report.
- (g) The Department reviewed all Sewer Design 1 & 2 proposals received. Fewer proposals were received than planned. The number of proposals received is related to the overall state of the construction industry, which is beyond the Department's control.
- (h) The Department reviewed all Site Connection proposals received. The implementation of the professional self-certification program for this type of filing decreased the overall number of proposals reviewed by the Department's examiners. The number of proposals received is related to the overall state of the construction industry, which is beyond the Department's control.
- (i) The number of building permits renewed for New Buildings and Alteration Types 2 & 3 is related to the overall state of the construction industry, which is beyond the Department's control.
- (j) An increase in plumbing inspector staff during Fiscal 2000 and the use of professional self-certification of plumbing work has increased the rate at which the Plumbing Division performs audits.
- (k) Although there was a decrease in the total number of elevator certifications audited in Fiscal 2000 compared to Fiscal 1999, the Department exceeded the 20 percent annual plan.
- (l) The New York State Department of Labor reduced the audit requirement for boiler inspections from 15 percent to 5 percent in 1998.

TAXI AND LIMOUSINE COMMISSION [156]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
CONSUMER RELATIONS				
o Medallion Complaints Received	13,081	12,000	22,085 a	14,000
- Service Refusals	2,317	*	4,835	*
- Driver Rudeness	4,763	*	5,926	*
- Abusive Behavior by Driver	1,793	*	2,823	*
- Physical Abuse by Driver	443	*	474	*
- Overcharges	1,795	*	2,064	*
- Traffic Rules	4,159	*	5,867	*
- Air-Conditioning	232	*	96	*
o FHV Complaints Received	868	800	1,022 a	800
o Number of Completed Cases	14,681	11,000	16,627 b	12,000
o Average Time to Resolve Complaint (Days)	25.0	22.0	26.6 c	22.0
o Average Time to Adjudicate Complaint (Days)	25.0	31.0	26.6	31.0
ADJUDICATIONS				
o Hearings to Final Disposition	81,430	80,000	77,025	80,000
- Generated from Complaints	3,312	2,500	4,070 d	3,500
- Generated from Summonses	78,118	77,500	72,955	76,500
LEGAL AFFAIRS				
o License Revocations	251	*	758	*
LICENSING				
o Medallion Driver Licenses Issued	50,812	43,500	35,160 e	19,750
- New Licenses Issued	2,384	4,000	2,127 e	2,500
- Licenses Renewed	48,428	39,500	33,033 e	17,250
o For-Hire Vehicle Driver Licenses Issued	34,764	35,000	45,262 f	24,100
- New Licenses Issued	12,747	13,000	11,405	12,000
- Licenses Renewed	22,017	22,000	33,857 f	12,100
o For-Hire Base Licenses Issued	704	620	453	320
- New Licenses Issued	23	20	28 g	20
- Licenses Renewed	244	600	425 h	300
- License Renewals Pending (i)	437	NA	NA	NA
o For-Hire Vehicle Licenses Issued	45,904	37,000	48,271 j	29,000
- New Licenses Issued	17,309	15,000	17,231	15,000
- Licenses Renewed	28,595	22,000	31,040 j	14,000

TAXI AND LIMOUSINE COMMISSION [156]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal 2000 Annual Actual	Fiscal 2001 Plan
INSPECTIONS				
o Summonses Issued for Non-Inspection	2,603	*	2,825	*
- Generated from Failure to Inspect	1,868	*	2,161	*
- Generated from Failure to Reinspect	735	*	664	*

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 increase is a result of greater public awareness of TLC's Consumer Hotline due to TLC outreach efforts and enhanced call center technology.
- (b) The variance is due to an overall increase in the number of complaints received.
- (c) The variance is due to an increase in number of complaints received and increased workload.
- (d) The variance is a result of an increase in the total number of complaints and productivity enhancements in the Consumer Relations Unit.
- (e) The variance is due to a decrease in medallion driver license applications received and the extension of the valid term for new and renewed licenses from one to two years.
- (f) The variance is due to an increase in FHV driver renewal applications received and greater efficiency within the FHV licensing unit.
- (g) The variance is due to an increase in base applications received.
- (h) The decrease from Plan is due to a large number of licensees that have yet to meet the licensing renewal requirements of Local Law 51 of 1996.
- (i) This indicator will no longer be reported. Anticipated renewal activity will be reflected under the plan for that indicator.
- (j) The variance is due to productivity enhancements for processing vehicle licensing transactions and greater compliance with vehicle licensing requirements.

DEPARTMENT OF FINANCE [836]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
AUDIT AND TAX ENFORCEMENT				
o Desk Audits				
- Desk Examined Returns	261,372	343,000	323,001	244,175
- Desk Audits Completed	22,802	36,500	26,620 a	23,566
- Audit Revenue Collected (000)	\$23,441	*	\$30,210	*
Field Audits (Major Taxes)				
o Corporate Taxes				
- Audits Completed	555	600	554	527
- Audit Revenue Collected (000)	\$291,796	*	\$200,045	*
o Income Tax				
- Audits Completed	546	600	552	519
- Audit Revenue Collected (000)	\$27,519	\$25,000	\$21,614	\$24,326
o Sales Tax				
- Audits Completed	919	850	752	873
- Audit Revenue Collected (000)	\$18,336	*	\$16,595	*
o Commercial Rent and Hotel Tax				
- Audits Completed	445	600	481 b	423
- Audit Revenue Collected (000)	\$24,412	*	\$18,107	*
REVENUE OPERATIONS				
Tax Processing				
o Delinquent Tax Collections				
- Telephone Dunning (000)	\$11,798	\$7,600	\$6,775	\$7,600
- Field Collections (000)	\$7,179	\$8,200	\$7,634	\$8,200
- Collections Processing (000)	\$46,535	\$42,000	\$39,414	\$42,000
PROPERTY				
o Real Property Tax Delinquency Rate	3.5	*	2.96	*
PLANNING AND COMPLIANCE				
o Real Property Refunds and Transfers Processed				
- Amount of Refunds Issued (000)	\$33,422	\$39,420	\$26,046 c	\$34,350
	\$245,638	\$200,000	\$169,434 c	\$210,000
o Real Property Tax Refund Turnaround Time (Days)	23	20	22	20
o Office of the City Collector				
Average Waiting Time (Minutes)	4.7	5.0	4.5	DNA d
o Inquiries Addressed by Taxpayer Assistance Unit				
	389,928	409,566	417,567	482,004
o Tax Lien Ombudsman Inquiries				
- General Inquiries	NI	NI	22,553	23,680
- Senior Inquiries	NI	NI	10,451	10,974
o Neighborhood Payment Center Activity				
- Number of Transactions	NI	NI	301,598	320,000

DEPARTMENT OF FINANCE [836]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
- Dollars Collected				
- Parking Violations (000)	NI	NI	\$15,345	\$16,200
- Real Estate (000)	NI	NI	\$22,940	\$28,000
- Water (000)	NI	NI	\$252	\$500
o Electronic Parking Violations Payments Received				
- Number of Transactions				
- IVR	NI	NI	111,798	153,000
- Internet	NI	NI	10,868	108,000
- Dollar Value of Transactions (000)	NI	NI	\$7,541	\$20,286
LEGAL				
Conciliations Bureau				
o Starting Inventory	370	260	260	221
o Requests Received	321	450	327 e	300
o Requests Closed	431	450	366 f	300
o Ending Inventory	260	260	221 e	260
o Cases Consented	87%	85%	85%	85%
PARKING VIOLATIONS				
o Summonses Received (000)	8,868	10,005	8,611	8,500
o Summonses Satisfied (Dismissed or Paid) (000)	8,032	8,150	7,665	8,262
o Summonses Processable	82%	82%	80%	83%
Customer Service				
o Help Center				
- Average Daily Respondent Volume	3,938	4,500	3,558 g	3,765
- Average Time in Help Center (Minutes)	29	30	28	28
- Walk-In Summonses Adjudicated (000)	1,163	1,459	1,025 g	1,084
o Help Mail				
- Correspondence Processed (000)	1,078	1,100	845 g	894
- Number of Hearings By Mail (000)	524	574	477 g	504
- Hearings By Mail Turnaround Time (In Business Days)	10	7	18 h	11
o Help Lines				
- Calls Received (000)	1,393	1,500	1,481	1,245
- Calls Completed in IVR System (000)	538	644	632	579
- Calls Answered by Operator (000)	558	675	554 (i)	566
- Average Waiting Time for Operator (Minutes)	3.5	3.2	3.4	2.0
Adjudications				
o Hearings Held (000)	1,220	1,200	1,034	1,094

DEPARTMENT OF FINANCE [836]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
o Summonses Adjudicated (000)	2,369	2,610	2,339	2,475
Enforcement				
o Vehicles Restrained				
- NYPD Towing and Marshal Programs	91,075	85,800	80,190	79,760
- Sheriff Scofflaw Program	48,211	75,000	51,915 j	66,763
Stolen Vehicle Recovery Program				
o Vehicles Recovered				
- Brooklyn	402	*	926	972
- Manhattan	65	*	144	144
- Queens	723	*	1,266	1,332
- Bronx	646	*	1,038	1,080
- Staten Island	6	*	55	72
- Total Vehicles Recovered	1,842	*	3,429	3,600
o Vehicles Returned				
- Brooklyn	299	*	678	702
- Manhattan	60	*	110	113
- Queens	581	*	1,020	1,067
- Bronx	502	*	821	870
- Staten Island	5	*	42	56
- Total Vehicles Returned	1,447	*	2,671	2,808

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

DEPARTMENT OF FINANCE

- (a) The number of returns deemed audit-worthy were less than anticipated. A number of audit issues have been eliminated by recent changes in tax laws and rules which clarify, simplify or eliminate some of the more complex tax requirements or calculations.
- (b) A number of tenants are no longer subject to taxation due to recent changes in Commercial Rent Tax law.
- (c) More taxpayers than anticipated allowed their credit to be rolled over to the next tax period rather than have it refunded.
- (d) With the ongoing consolidation of functions in the Borough Payment Centers, wait times will be reported uniformly, regardless of payment type. Beginning in Fiscal 2001, wait times at the City Collector and the Parking Violations Help Centers will be reported uniformly.
- (e) Inventory received was lower than expected due to reduction in cases forwarded from the Audit Division as a result of the continued effect of 1996 and 1997 legislative changes. These legislative changes reduced the number of taxpayers in the alternative General Corporation Tax (GCT) base, eliminated the regular place of business requirement for allocation and eliminated mortgages from consideration for transfers of residential properties. These factors also affected ending inventory.
- (f) Fewer cases were closed than expected due to the transfer of two conciliators to the Audit Division in February and staff attrition in May.
- (g) The variance is due to decreased ticket issuance and the impact of alternative payment methods such as credit card payments at NPCs and via the Internet and the telephone.
- (h) The number of staff available to process hearings by mail decreased in January 2000.
- (i) The decrease in parking summons issuance contributed to the decrease in calls answered by an operator and more callers use the Interactive Voice Response (IVR) for answers to routine calls.
- (j) This figure is down from Plan due to the decline in tickets issued and continued contract-related issues.

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES [856]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
FACILITIES MANAGEMENT AND CONSTRUCTION				
o Area of Buildings Maintained (Square Feet) (000,000)	11.4	11.4	11.4	11.4
- Court	6.1	6.1	6.1	6.1
- Non-Court	5.3	5.3	5.3	5.3
o Annual Cost of Cleaning per Square Foot	\$1.02	\$1.02	\$1.00	\$1.02
o Number of Custodial Staff	752	771	699	753
- Court	439	441	386	442
- Non-Court	313	330	313	311
o Square Footage per Custodian (000)	15.1	14.8	16.3	15.0
- Court	13.9	13.8	15.8	14.0
- Non-Court	17.0	16.0	16.9	17.0
o Square Feet of Graffiti Removed				
- City Buildings	60,486	*	12,020	*
REAL ESTATE SERVICES [300, 390, 500, 590]				
o Area of Leased Space (Square Feet) (000,000)	22.0	*	23.0	*
o Commercial Properties Managed (Vacant Lots)				
- Manhattan	697	*	466	*
- Bronx	1,498	*	1,070	*
- Brooklyn	2,909	*	2,301	*
- Queens	1,903	*	1,794	*
- Staten Island	832	*	684	*
o Rents Collected as a Percentage of Rents Billed	93%	*	106%	93%
o Public Auctions				
- Number Held	3	3	2 a	2
- Number of Parcels Sold	534	450	390	364
- Average Sales Price	\$87,257	\$42,000	\$87,265 b	\$31,043
- Total Auction Bids (000)	\$46,595	\$21,500	\$34,033 b	\$11,300
MUNICIPAL SUPPLY SERVICES [400, 490]				
o Purchase Requisitions Received from Agencies	3,598	3,300	N/A c	3,300
o Bids Issued	707	700	670	700
o Purchase Orders Issued	26,156	28,900	NA c	28,900
o Requirements Contracts Awarded	739	800	636 d	800

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES [856]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
o Direct Orders Processed Against Requirements Contracts	24,092	25,000	NA c	25,000
o Cost of Goods Purchased (000,000)	\$638	\$550	NA c	\$550
o New Vendors Registered	915	500	579 e	500
o Value of Inventory Charged (000,000)	\$16.5	\$17	NA c	16
o Inventory Management - Backorders	4.5%	8%	NA c	8%
o DMSS Procurement Cycle Time (Days)	NA	NA	NA c	NA
o Fleet - Hours Unavailable (Downtime)	2.5%	3%	2.5% f	3%
CITYWIDE PERSONNEL SERVICES				
o Civil Service Exams Administered	102	100	138 g	95
o License Exams Administered	39	36	36	30
o Redeployment - Hiring Pools	0	*	*	*
- Job Fairs	0	*	*	*
- Employees Redeployed	0	*	*	*
o Employees Trained - Procurement	1,994	1,900	1,866	1,900
- Technology Skills	2,943	2,700	2,840	2,500
- Audit	753	700	680	500
- Mgrl. & Prof. Development	2,886	2,200	3,878 h	2,600
EQUAL EMPLOYMENT OPPORTUNITY				
o Training Sessions	87	80	72	80
o Agencies Monitored - On-Site visits	52	38	44 (i)	38
- Desk Reviews	153	152	151	152

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) The number of auctions held was less than planned in order to use planning and logistical resources more efficiently.
- (b) The strong real estate market had a positive impact on the average sales price and revenue generated.
- (c) The Financial Management System (FMS) is not yet able to provide this information.
- (d) The number of requirements contracts awarded is dependent upon City agencies' procurement needs, and therefore is largely beyond the control of DCAS.
- (e) More vendors were registered as a result of concerted efforts to identify new food vendors.
- (f) Preventive maintenance has resulted in a decrease in vehicle downtime.
- (g) More examinations were administered in response to the increased hiring needs of several City agencies.
- (h) An expanded series of open enrollment courses and the introduction of a new customer service training series provided training opportunities for a greater number of employees.
- (i) The Office of Citywide Equal Employment Opportunity (OCEEO) conducted more on-site visits than planned in order to assist agencies that required extensive technical assistance.

DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS [858]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
CONSUMER CABLE COMPLAINTS [001,002]				
o Billing				
- Starting Inventory	17	*	24	N/A
- Complaints Received	289	*	305	N/A
- Complaints Resolved	282	*	322	N/A
- Ending Inventory	24	*	7	N/A
o Service				
- Starting Inventory	3	*	5	N/A
- Complaints Received	105	*	104	N/A
- Complaints Resolved	103	*	102	N/A
- Ending Inventory	5	*	7	N/A
o Real Estate				
- Starting Inventory	68	*	53	N/A
- Complaints Received	40	*	20	N/A
- Complaints Resolved	55	*	30	N/A
- Ending Inventory	53	*	43	N/A
o Miscellaneous				
- Starting Inventory	2	*	4	N/A
- Complaints Received	132	*	122	N/A
- Complaints Resolved	130	*	123	N/A
- Ending Inventory	4	*	3	N/A
TELECOMMUNICATIONS CONTROL				
o Existing DoITT Managed Telephone Lines				
- Centrex	829	700	723	450
- Intellipath	29,463	30,329	32,425	34,414
- PBX	22,313	22,840	22,311	22,420
o Newly Installed Telephone Lines				
- Intellipath	133	387	232 a	637
- PBX	1,999	1,565	1,195 a	215
o Converted Lines				
- Centrex to Intellipath (Civic Center Project)	3,140	3,005	1,950 a	2,805
- Centrex to Intellipath (Citywide Project)	147	300	116 b	215
o PBX Exchanges				
- Troubles Reported to DoITT	3,221	3,414	2,921	3,100
- Troubles Cleared	3,221	3,414	2,921	3,100
- Cleared Under 24 Hrs.	81%	82%	70%	75%
- Cleared 24 - 48 Hrs.	11%	10%	14% c	15%
- Cleared Over 48 Hrs.	8%	8%	16% c	10%
o Centrex/Intellipath Exchanges				
- Troubles Reported to DoITT	6,565	6,630	6,289	6,400
- Troubles Cleared	6,565	6,630	6,289	6,400
- Cleared Under 24 Hrs.	87%	88%	76%	80%
- Cleared 24 - 48 Hrs.	8%	8%	11% c	12%
- Cleared Over 48 Hrs.	5%	4%	13% c	8%

DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS [858]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
o Sites Connected to I-NET	46	50	52	55
o Crosswalks				
- Original Programs Produced	574	1,150	1,225	1,400
- Aired Government Proceedings & Forums Covered	1,184	1,350	1,148	1,300
o CITYNET				
- Data Lines Implemented	823	475	498	450
- Terminals Connected	59,373	60,000	54,500	50,000
- Inter-Agency Messages Exchanged via CityMail	1,441,805	2,000,000	3,178,835	N/A (d)
o Public Pay Telephone Enforcement				
- Percent of Phones Determined Inoperable	6%	6%	6%	6%
- Percent of Phones that Failed Appearance Standards	9%	9%	9%	9%
- Illegal Phones Removed	51	51	100 e	100
o NYC.GOV				
- Page Views	16,838,100	23,000,000	33,637,385 f	55,000,000
- Messages Sent to Agency Heads via NYC.GOV	21,186	27,000	35,149 f	50,000

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 decrease from Plan is a result of agency relocations, system upgrades, and construction delays. Their scheduling and installations are determined outside the control of DoITT.
- (b) The number reflects the vendor's inability to meet its target. However, DoITT reached a financial settlement that recovers all lost savings from the conversion.
- (c) The increase in troubles cleared over 24 hours was due to poor performance by one of the Department's vendors. A contract for repair services was awarded to a new vendor for Fiscal 2001.
- (d) Effective Fiscal 2001, DoITT and City agencies have begun an effort to migrate CityMail to a native Simple Mail Transport Protocol (SMTP). This upgrade in technology does not support the ability to centrally track data for this indicator.
- (e) The Department exceeded its target due to an increased enforcement effort.
- (f) The figure reflects increased services and the City's increased publication of information on the Internet.

CITY COMMISSION ON HUMAN RIGHTS [220]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
LAW ENFORCEMENT BUREAU				
[001, 002, 004]				
o Full-Time Staff	38	37	37	37
- Number of Investigators	8.5	10.0	7.5 a	10.0
- Number of Attorneys	5.5	5.5	6.0	6.0
o Investigations Closed per Investigator per Month	6.96	5.75	6.01	5.75
- Substantive Closures	3.38	*	2.95	*
- Administrative Closures	3.58	*	3.06	*
o Total Caseload (Beginning of Period)	3,062	*	3,165	*
- Notarized Complaints	974	*	1,002	*
- Investigations Completed				
- Substantive Closures	346	*	264	*
- Administrative Closures	367	*	274	*
- Cases Closed by Attorneys				
- Substantive Closures	82	*	71	*
- Administrative Closures	109	*	85	*
o Total Caseload (End of Period)	3,165	*	3,500	*
o Cases referred by LEB to OATH	11	*	11	*
OFFICE OF MEDIATION AND CONFLICT RESOLUTION				
[001, 002]				
o Full-Time Employees	3	5	5	5
- Mediators	2	3	3	3
o Cases Settled per Mediator per Month	3.21	3.50	2.93 b	3.50
o Total Caseload (Beginning of Period)	91	*	68	*
- Cases Received				
- From LEB	198	*	226	*
- Other Source	0	*	0	*
- Cases Settled through Mediaton	77	126	85 b	126
o Total Caseload (End of Period)	68	*	78	*
COMMUNITY RELATIONS BUREAU				
[001, 002, 003, 004]				
o Full-Time Employees	62	66	61	65
- Central Office Staff	18	21	18	18
- Field Staff	44	45	43	47

CITY COMMISSION ON HUMAN RIGHTS [220]

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year Annual Plan	2000 Annual Actual	Fiscal 2001 Plan
Community Education, Public Outreach and Fair Housing				
o Individuals Served	267,697	*	223,293	*
o Conferences, Workshops, and Training Sessions Conducted	437	350	288 c	350
o Merchant and Community Organizations Technically Assisted	967	1,100	908 c	1,100
o School-Based Training Sessions	369	325	408 d	325
Crime Prevention				
o Bias Complaints	1,110	*	1,163	*
o Bias Investigations Completed	519	*	476	*
Program Administration and Research				
o Number of Internal Studies of Bias, Housing, Real Estate, and Banking Practices	69	60	52	60

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

CITY COMMISSION ON HUMAN RIGHTS

- (a) This indicator represents an average of all the investigators available to conduct investigations of complaints during the reporting period. Several investigators were on long-term medical leave and were not available to investigate complaints during Fiscal 2000.
- (b) This decrease is attributed to the continued training of a new staff mediator and continued medical problems of another mediator.
- (c) This is attributed to an increase in requests from schools for School Partnership and other youth-based trainings, and one conference that CCHR organized in cooperation with the Conference of Non-Governmental Organizations (CONGO) in consultative relationship with the United Nations. Both of these activities required considerable time on the part of all seven field offices.
- (d) There were more requests from schools for School Partnership and other youth-based trainings.

A. AGENCY EXPENDITURES

(All numbers in thousands)

INDICATORS	Fiscal 1999 Actual	Fiscal Year 2000		Fiscal 2001 Plan
		Annual Plan	Annual Actual	
POLICE DEPARTMENT	\$2,902,846	\$3,139,154	\$3,206,860	\$3,166,293
FIRE DEPARTMENT	\$1,028,446	\$1,069,845	\$1,079,843	\$1,065,661
DEPARTMENT OF CORRECTION	\$834,579	\$852,978	\$843,488	\$865,464
DEPARTMENT OF PROBATION	\$76,319	\$85,061	\$85,508	\$85,080
DEPARTMENT OF JUVENILE JUSTICE	\$99,382	\$102,303	\$102,610	\$101,901
CIVILIAN COMPLAINT REVIEW BOARD	\$7,144	\$7,711	\$7,754	\$9,014
DEPARTMENT OF TRANSPORTATION	\$450,301	\$491,583	\$511,137	\$468,302
DEPARTMENT OF ENVIRONMENTAL PROTECTION	\$571,561	\$647,895	\$642,040	\$666,250
DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT	\$386,774	\$443,119	\$444,794	\$407,179
NEW YORK CITY HOUSING AUTHORITY	\$1,851,559	\$1,843,185	\$1,869,228	\$1,922,235
DEPARTMENT OF SANITATION	\$715,634	\$858,401	\$839,522	\$979,181
DEPARTMENT OF PARKS AND RECREATION	\$186,301	\$185,831	\$192,912	\$191,229
LANDMARKS PRESERVATION COMMISSION	\$2,934	\$3,302	\$3,479	\$3,074
PUBLIC LIBRARIES (CITY FUNDING)				
o BROOKLYN PUBLIC LIBRARY	\$59,144	\$65,901	\$66,107	\$68,589
o NEW YORK PUBLIC LIBRARY				
- Branch Libraries	\$81,871	\$88,091	\$89,047	\$93,011
- Research Libraries	\$14,051	\$14,660	\$14,660	\$15,594
o QUEENS BOROUGH PUBLIC LIBRARY	\$57,177	\$62,003	\$62,710	\$65,197
DEPARTMENT OF BUSINESS SERVICES	\$32,955	\$51,482	\$54,214	\$51,242
DEPARTMENT OF CULTURAL AFFAIRS	\$105,194	\$117,978	\$120,468	\$127,871
DEPARTMENT OF HEALTH	\$502,365	\$721,830	\$819,867	\$850,582

A. AGENCY EXPENDITURES

(All numbers in thousands)

INDICATORS	Fiscal 1999 Actual	Fiscal Year 2000		Fiscal 2001 Plan
		Annual Plan	Annual Actual	
HEALTH AND HOSPITALS CORPORATION	\$3,219,329	\$3,515,998 a	\$3,473,577	\$3,507,353
-Labor (PS)	\$1,516,312	\$1,606,000 a	\$1,601,762	\$1,606,000
-Affiliation Payments	\$426,844	\$465,000 a	\$461,817	\$470,000
-OTPS, Fringe Benefits, and Other Charges	\$1,276,173	\$1,444,998 a	\$1,409,998	\$1,431,353
DEPARTMENT OF MENTAL HEALTH, MENTAL RETARDATION, AND ALCOHOLISM SERVICES	\$439,041	\$480,309	\$539,973	\$549,515
o State and Federal Aid Received	\$275,600	\$190,574	\$192,707	\$177,747
HUMAN RESOURCES ADMINISTRATION	\$5,181,230	\$5,340,074	\$5,471,131	\$5,397,608
ADMINISTRATION FOR CHILDREN'S SERVICES	\$2,054,810	\$2,227,745	\$2,240,212	\$2,233,219
DEPARTMENT OF HOMELESS SERVICES	\$392,910	\$434,481	\$443,955	\$448,754
DEPARTMENT OF EMPLOYMENT	\$132,317	\$146,920	\$174,455	\$160,904
DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT	\$113,518	\$142,708	\$143,158	\$138,929
- State Funds	\$12,627	\$12,577	\$13,250	\$12,984
- City Funds	\$73,297	\$81,893	\$84,954	\$90,834
- Other	\$48,237	\$41,352	\$44,954	\$35,111
DEPARTMENT FOR THE AGING	\$191,651	\$210,623	\$225,568	\$223,048
o State and Federal Grants Secured	\$73,091	\$60,534	\$60,055	\$70,811
BOARD OF EDUCATION	\$9,626,397	\$10,770,862 b	\$10,770,862	\$10,980,015
o Value of State Aid	\$4,491,289	\$4,500,941	\$4,883,814	\$5,224,366
CITY UNIVERSITY OF NEW YORK	\$387,468	\$434,851	\$434,254	\$435,843
DEPARTMENT OF CONSUMER AFFAIRS	\$11,928	\$13,367	\$13,317	\$12,924
DEPARTMENT OF BUILDINGS	\$39,567	\$41,349	\$43,379	\$45,533
TAXI AND LIMOUSINE COMMISSION	\$20,366	\$22,950	\$21,992	\$24,242
LAW DEPARTMENT	\$86,578	\$92,068	\$91,622	\$92,507
DEPARTMENT OF FINANCE	\$164,116	\$168,686	\$169,402	\$196,547

A. AGENCY EXPENDITURES

(All numbers in thousands)

INDICATORS	Fiscal 1999 Actual	Fiscal Year 2000		Fiscal 2001 Plan
		Annual Plan	Annual Actual	
DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES	\$517,781	\$562,540	\$573,965	\$590,973
DEPARTMENT OF CITY PLANNING	\$16,122	\$19,672	\$19,990	\$16,721
o Non-City Funds Received				
- Community Development Block Grant	\$8,229	\$8,985	\$8,802	\$8,827
- New York Metropolitan Transportation Council	\$2,272	\$889	\$2,733 c	\$889
- Comprehensive Waterfront Study	\$82	\$0	\$118 c	\$0
DEPARTMENT OF RECORDS AND INFORMATION SERVICES	\$3,792	\$4,076	\$4,079	\$3,685
DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS	\$166,385	\$160,643	\$165,227	\$141,339
CITY COMMISSION ON HUMAN RIGHTS	\$6,692	\$7,274	\$7,405	\$6,924
DEPARTMENT OF INVESTIGATION	\$19,104	\$21,017	\$20,943	\$22,056
DEPARTMENT OF DESIGN AND CONSTRUCTION	\$71,265	\$78,569	\$78,794	\$82,302

A. AGENCY EXPENDITURES

- (a) The Fiscal 2000 Plan reflects revised data provided by the Corporation during the Fiscal 2001 budget adoption process.
- (b) This figure was revised to reflect information in the Fiscal 2001 adopted budget.
- (c) The Department received additional federal and State grants, for various programs that were not reflected in the Annual Plan for Fiscal 2000.

B. AGENCY REVENUE

(All numbers in thousands)

INDICATORS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
POLICE DEPARTMENT	\$44,698	\$51,226	\$51,477	\$36,799
o Tow-Away Program	\$16,528	\$15,289	\$16,211	\$15,289
FIRE DEPARTMENT	\$45,260	\$44,084	\$47,134	\$44,184
DEPARTMENT OF CORRECTION	\$17,697	\$16,794	\$16,921	\$16,953
DEPARTMENT OF PROBATION	\$171	\$127	\$237 a	\$127
DEPARTMENT OF TRANSPORTATION	\$154,662	\$152,682	\$155,293	\$150,388
o Total Parking Operations	\$85,906	\$84,764	\$84,954	\$81,914
o Ferry Service	\$979	\$1,000	\$902	\$1,000
o Ferry Concessions Collected	\$1,459	\$1,558	\$1,604	\$1,565
DEPARTMENT OF ENVIRONMENTAL PROTECTION	\$49,429	\$42,347	\$48,744 b	\$44,625
DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT	\$55,570	\$58,147	\$59,276	\$36,022
NEW YORK CITY HOUSING AUTHORITY	\$1,873,690	\$1,845,196	\$1,909,757	\$1,934,217
o City Subsidy	1.9%	1.9%	1.8%	1.8%
o State Subsidy	1.1%	1.1%	1.1%	1.1%
o Federal Subsidy	64.8%	65.6%	65.8%	65.5%
o Dwelling Rent	30.3%	30.0%	29.8%	29.6%
o Other Revenue	1.9%	1.4%	1.5%	2.0%
DEPARTMENT OF SANITATION	\$12,965	\$11,875	\$18,155 c	\$10,734
o Private Dumping Fees	\$3,981	\$1,125	\$1,063	\$600

B. AGENCY REVENUE

(All numbers in thousands)

INDICATORS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
DEPARTMENT OF PARKS AND RECREATION	\$41,733	\$42,356	\$47,909	\$44,536
LANDMARKS PRESERVATION COMMISSION	\$12	\$9	\$5 d	\$9
DEPARTMENT OF BUSINESS SERVICES	\$60,371	\$26,630	\$16,448 e	\$27,273
DEPARTMENT OF HEALTH	\$36,431	\$35,293	\$36,032	\$35,788
o Fines Levied	\$22,281	\$22,000	\$21,751	\$22,000
o Fines Collected	\$11,760	\$12,700	\$11,546	\$12,907
HEALTH AND HOSPITALS CORPORATION	\$3,489,038	\$3,927,290 f	\$3,848,058	\$3,728,068
o Medicaid	\$1,633,353	\$1,725,000 f	\$1,744,715	\$1,423,000
o Medicare	\$539,177	\$542,000 f	\$543,209	\$522,000
o Bad Debt and Charity Care	\$478,318	\$619,000 f	\$521,688 g	\$498,000
o HMO and Other Payors	\$395,177	\$420,000 f	\$424,562	\$563,000
o Community Health Partnership	\$15,459	\$67,000 f	\$66,987	\$51,500
o Prisoner/Uniformed and Other City Services (Excluding Medicaid, DMH, DOH, DSS and Other Intra-City Funds)	\$75,964	\$66,662 f	\$66,662	\$66,888
o Reduction in Cash Balance	\$139,796	\$268,027 f	\$268,027	\$411,292
o Intra-City	\$70,954	\$68,100 f	\$68,706	\$68,100
o Department of Health	\$138,694	\$148,040 f	\$139,642	\$117,813
o Department of Homeless Services	\$2,146	\$1,575 f	\$1,974 h	\$2,575
o Department of Correction	\$0	\$1,886 f	\$1,886	\$3,900
DEPARTMENT OF MENTAL HEALTH, MENTAL RETARDATION, AND ALCOHOLISM SERVICES	\$5,682	\$3,889	\$5,220 (i)	\$3,889
ADMINISTRATION FOR CHILDREN'S SERVICES	\$2,243	\$17,307	\$18,864	\$20,207
HUMAN RESOURCES ADMINISTRATION	\$27,151	\$32,013	\$17,068 j	\$21,216

B. AGENCY REVENUE

(All numbers in thousands)

INDICATORS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
DEPARTMENT FOR THE AGING	\$1,513	\$1,000	\$2,065 k	\$1,000
BOARD OF EDUCATION (Excludes State and Federal Aid)	\$54,213	\$47,300	\$48,626	\$41,600
DEPARTMENT OF CONSUMER AFFAIRS	\$12,971	\$12,676	\$13,972	\$13,752
DEPARTMENT OF BUILDINGS	\$71,403	\$71,698	\$79,755	\$70,164
o Plan Examination	\$40,773	\$41,000	\$46,333	\$40,527
o Boilers	\$38	\$50	\$31	\$50
o Elevators	\$3,218	\$3,200	\$3,813 (l)	\$4,640
o Licenses	\$767	\$685	\$861 m	\$855
o Electrical	\$7,287	\$7,500	\$7,615	\$6,011
o Other	\$19,320	\$19,263	\$21,102	\$18,081
TAXI AND LIMOUSINE COMMISSION	\$37,978	\$41,512	\$46,965	\$37,989
o Adjudications - Fines Collected	\$7,898	\$7,441	\$6,974	\$7,441
LAW DEPARTMENT	\$75,453	\$27,483	\$28,825	\$25,483
o Collections Paid to Other City Agencies	\$53,042	\$10,000	\$12,731 n	\$9,425
DEPARTMENT OF FINANCE	\$469,415	\$464,031	\$487,056	\$480,479
o Parking Revenue	\$380,727	\$371,993	\$366,870	\$396,371
o Other Misc. Revenue	\$88,688	\$92,038	\$120,186 (o)	\$84,108
o Total Tax (Billions)	\$21.3	\$20.8	\$22.2	\$21.5
- Non-Property Tax	\$13.7	\$13.1	\$14.4	\$13.5
- Property Tax	\$7.6	\$7.7	\$7.8	\$8.0
o Total Tax Collected by Finance Dept. (Billions)	\$12.5	\$12.6	\$13.1	\$13.1
- Non-Property Tax	\$4.9	\$4.9	\$5.3	\$5.1
- Property Tax	\$7.6	\$7.7	\$7.8	\$8.0

B. AGENCY REVENUE

(All numbers in thousands)

INDICATORS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES	\$97,646	\$83,557	\$92,391	\$75,720
o Rent Billings	\$42,072	\$24,689	\$39,749 p	\$29,938
o Rent Collected	\$37,583	\$39,218	\$42,107	\$36,055
o Sales	\$30,760	\$23,389	\$29,326 p	\$20,419
o Other	\$896	\$808	\$857	\$328
o Office of Surplus Activities Revenue	\$7,828	\$6,740	\$7,541	\$6,500
- Vehicle Salvage	\$6,729	\$4,638	\$3,947	\$4,810
o Interagency Transfer Value	\$1,928	\$1,370	\$1,908 q	\$1,370
DEPARTMENT OF CITY PLANNING	\$1,335	\$1,160	\$1,280	\$1,015
DEPARTMENT OF RECORDS AND INFORMATION SERVICES	\$297	\$250	\$325 r	\$250
DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS	\$74,665	\$85,066	\$106,071 s	\$80,316
DEPARTMENT OF INVESTIGATION	\$1,461	\$1,056	\$1,349 t	\$1,056
DEPARTMENT OF DESIGN AND CONSTRUCTION	\$120	\$150	\$87 u	\$150

B. AGENCY REVENUE

- (a) As a result of an increase in restitution payments to victims, the Department collected more revenue than planned from related administrative fees.
- (b) There were more building code violations adjudicated at the Environmental Control Board than anticipated and more requests for specifications on large construction projects than planned.
- (c) Revenue from paper products was greater than anticipated.
- (d) Revenue is collected from the reproduction of documents and from sales at the Commission's architectural salvage warehouse. The warehouse was open less frequently than in previous years.
- (e) The transfer of payments related to fees for City-owned facilities was temporarily delayed.
- (f) The Plan for Fiscal 2000 was revised based upon information provided by the Corporation.
- (g) There was less revenue than expected primarily due to a scheduled payment that is reflected in the Plan but did occur.
- (h) There was additional revenue due to a retroactive payment.
- (i) The Department recovered more unexpended funds, disallowments and excessive reimbursements from contracting agencies than anticipated in the Plan for Fiscal 2000.
- (j) There was a higher-than-anticipated decline in the public assistance caseload.
- (k) Revenue exceeded Plan due to the timing of contract registrations, reconciliation of contractor expenses based on fiscal audits and contract close-outs, and technical accounting adjustments.
- (l) Increased elevator-related revenue reflects additional fees and fines collected due to new rules implemented by the Department in Fiscal 2000 to improve the efficiency of its elevator inspection application process.
- (m) More license-related revenue was raised due to an increase in original and renewed licenses processed in Fiscal 2000.
- (n) Collections in the Tax and Condemnation Division, and subsequent distributions to agencies, were larger than anticipated in Fiscal 2000.
- (o) Additional revenue was collected from checks redeposited as miscellaneous revenue.
- (p) Revenues exceeded Plan as a result of the continuing strength of the real estate market.
- (q) There were numerous agency relocations that resulted in the relinquishment of large quantities of surplus property.
- (r) The Department exceeded Plan due to a larger volume of birth, death and marriage certificate requests.
- (s) The Department collected more revenue than planned from cable and high-capacity telecommunications franchises, telecommunications audits and long distance telephone commissions.
- (t) The Department collected more fees from City Marshals than planned.

B. AGENCY REVENUE

- (u) Fewer bid packages were sold with increased use of Construction Manager/Build contracts and requirements contracts, which resulted in fewer publicly-bid construction contracts.

C. AGENCY PERSONNEL RESOURCES

INDICATORS	Fiscal 1999 Actual	Fiscal Year 2000		Fiscal 2001 Plan
		Annual Plan	Annual Actual	
POLICE DEPARTMENT				
o Full-Time Employees	48,092	48,726	49,269	48,749
- Uniformed, City-Funded	39,035	40,211	40,285	40,211
- Civilian, City-Funded	8,253	8,434	8,371	8,464
- Uniformed, Other	0	1	0	0
- Civilian, Other	804	80	613 a	74
o Other Personnel Resources				
- School Crossing Guards	1,719	2,065	1,917	2,065
FIRE DEPARTMENT				
o Full-Time Employees	15,937	15,712	15,987	15,733
- Uniformed, City-Funded	11,508	11,263	11,514	11,188
- Civilian, City-Funded	4,414	4,433	4,463	4,528
- Uniformed, Other	8	8	7	8
- Civilian, Other	7	8	3	9
DEPARTMENT OF CORRECTION				
o Full-Time Employees	12,877	12,896	12,411	12,787
- Uniformed, City-Funded	10,366	10,427	10,143	10,227
- Civilian, City-Funded	1,457	1,611	1,410	1,702
- Uniformed, Other	939	743	743	743
- Civilian, Other	115	115	115	115
DEPARTMENT OF PROBATION				
o Full-Time Employees	1,607	1,690	1,645	1,639
- City-Funded	948	1,077	956	1,108
- Other	659	613	689	531
DEPARTMENT OF JUVENILE JUSTICE				
o Full-Time Employees	687	820	762	808
- City-Funded	394	476	430	464
- Other	293	344	332	344
CIVILIAN COMPLAINT REVIEW BOARD				
o Full-Time City-Funded Employees	158	178	162	187
DEPARTMENT OF TRANSPORTATION				
o Full-Time Employees	4,032	4,053	3,945	3,917
- City-Funded	2,037	2,067	1,874	1,990
- Other	1,995	1,986	2,071	1,927
o Full-Time Equivalent of Part-Time Employees	305	362	361	362

C. AGENCY PERSONNEL RESOURCES

INDICATORS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
DEPARTMENT OF ENVIRONMENTAL PROTECTION				
o Full-Time Employees	5,624	5,997	5,565	5,998
- City-Funded	272	286	275	286
- Other	5,352	5,711	5,290	5,712
DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT				
o Full-Time Employees	2,548	2,757	2,465	2,714
- City-Funded	581	624	553	590
- CD	1,225	1,354	1,183	1,348
- Other	742	779	729	776
SCHOOL CONSTRUCTION AUTHORITY				
o Full-Time Employees	799	973	845	1,039
NEW YORK CITY HOUSING AUTHORITY				
o Total Employees	14,780	14,605	14,867	14,920
- Full-Time Employees	13,955	13,794	14,127	14,177
- Full-Time Equivalent of Part-Time Employees	335	316	306	307
- City Seasonal Aides	490	495	434	436
o Tenant Employees	25.8%	26.3%	27.4%	27.0%
DEPARTMENT OF SANITATION				
o Full-Time Employees	9,400	10,120	9,977	10,925
- Uniformed, City-Funded	7,055	7,742	7,644	8,665
- Civilian, City-Funded	2,039	2,026	2,040	1,909
- Uniformed, CD	130	141	126	141
- Civilian, CD	78	86	73	86
- Other	98	125	94 b	124
DEPARTMENT OF PARKS AND RECREATION				
o Full-Time Employees	2,101	2,131	2,025	2,076
- City-Funded	1,827	1,774	1,768	1,704
- CD	37	61	35 c	76
- Other	237	296	222 d	296
o Peak Seasonal Employees	2,727	2,819	2,744	2,908
LANDMARKS PRESERVATION COMMISSION				
o Full-Time Employees	46	45	44	45
- City-Funded	42	41	41	41
- CD	4	4	3	4

C. AGENCY PERSONNEL RESOURCES

INDICATORS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
PUBLIC LIBRARIES				
o BROOKLYN PUBLIC LIBRARY				
- Full-Time Employees	1,170	1,229	1,197	1,216
o NEW YORK PUBLIC LIBRARY				
Branch Libraries				
- Full-Time Employees	1,472	1,555	1,500	1,495
Research Libraries				
- Full-Time Employees	156	175	165	161
o QUEENS BOROUGH PUBLIC LIBRARY				
- Full-Time Employees	1,064	1,090	1,102	1,102
DEPARTMENT OF BUSINESS SERVICES				
o Full-Time Employees				
- City-Funded	148	150	138	148
- CD	11	12	11	12
- Other	3	0	3	0
DEPARTMENT OF CULTURAL AFFAIRS				
o Full-Time Employees				
- City-Funded	30	32	30	32
- CD	2	2	2	2
- Other	1	1	1	1
DEPARTMENT OF HEALTH				
o Full-Time Employees				
- City-Funded	2,051	2,443	2,019 e	2,504
- CD	0	0	0	0
- Other	1,086	1,134	965	844
HEALTH AND HOSPITALS CORPORATION				
o Total Employees	35,297	38,856	39,320	by 1/01
DEPARTMENT OF MENTAL HEALTH, MENTAL RETARDATION, AND ALCOHOLISM SERVICES				
o Full-Time Employees				
- City-Funded	141	159	138	159
- State-Funded	82	108	82 f	70

C. AGENCY PERSONNEL RESOURCES

INDICATORS	Fiscal 1999 Actual	Fiscal Year 2000		Fiscal 2001 Plan
		Annual Plan	Annual Actual	
HUMAN RESOURCES ADMINISTRATION				
o Full-Time Employees	13,123	13,312	13,154	13,097
- City-Funded	10,642	9,717	10,492	9,532
- Other	2,481	3,535	2,662 g	3,505
- CD	0	60	0 h	60
o Per Diem Employees	1,445	3,035	1,567 (i)	3,044
ADMINISTRATION FOR CHILDREN'S SERVICES				
o Full-Time Employees	7,245	7,485	7,121	7,535
- City-Funded	7,140	7,323	7,035	7,373
- Other	93	155	75 j	155
- CD	12	7	11	7
DEPARTMENT OF HOMELESS SERVICES				
o Full-Time Employees	1,856	1,765	1,697	1,711
- City-Funded	1,841	1,765	1,682	1,711
- Other	15	0	15 k	0
- CD	0	0	0	0
o Per Diem Employees	444	536	423 (l)	671
DEPARTMENT OF EMPLOYMENT				
o Full-Time Employees	210	176 m	143 n	176
- City-Funded	2	2	2	2
- JTPA	208	174 m	141 n	174
DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT				
o Full-Time Employees	219	259	195 (o)	277
- City-Funded	105	115	104	134
- Other	114	144	91 (o)	143
DEPARTMENT FOR THE AGING				
o Full-Time Employees	369	393	361	382
- City-Funded	139	163	138 p	148
- CD	0	2	0	0
- Other	230	228	223	234
o Full-Time Equivalent of Part-Time Employees	30	30	32	32

C. AGENCY PERSONNEL RESOURCES

INDICATORS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Annual Actual	Fiscal 2001 Plan
BOARD OF EDUCATION				
o Full-Time/Full-Time Equivalent Employees	131,683	*	136,885	*
- City-Funded	110,096	*	114,171	*
- Reimbursable	21,587	*	22,714	*
CITY UNIVERSITY OF NEW YORK				
o Full-Time Employees	3,781	3,587	3,756	3,587
DEPARTMENT OF CONSUMER AFFAIRS				
o Full-Time Employees	233	251	238	249
- City-Funded	233	249	237	249
- Other	0	2	1	0
DEPARTMENT OF BUILDINGS				
o Full-Time City-Funded Employees	678	725	692	740
TAXI AND LIMOUSINE COMMISSION				
o Full-Time City-Funded Employees	385	399	370	399
LAW DEPARTMENT				
o Full-Time Employees	1,199	1,208	1,171	1,154
- City-Funded	1,162	1,169	1,135	1,117
- Other	37	39	36	37
DEPARTMENT OF FINANCE				
o Full-Time Employees	2,276	2,270	2,142	2,205
- City-Funded	2,276	2,147	2,142	2,193
- Other	0	123	0	12
DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES				
o Full-Time Employees	1,513	1,552	1,455	1,552
- City-Funded	1,176	1,153	1,092	1,117
- Other	337	399	363	435
DEPARTMENT OF CITY PLANNING				
o Full-Time Employees	247	272	260	255
- City-Funded	102	101	99	93
- CD	126	151	132	145
- Other	19	20	29	17

C. AGENCY PERSONNEL RESOURCES

INDICATORS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
DEPARTMENT OF RECORDS AND INFORMATION SERVICES				
o Full-Time Employees	51	52	47	45
- City-Funded	45	46	42	45
- Funded by Grants	6	6	5	0
DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS				
o Full-Time City-Funded Employees	258	282	261	287
CITY COMMISSION ON HUMAN RIGHTS				
o Full-Time Employees	123	122	119	117
- City-Funded	39	37	35	32
- CD	79	85	79	85
- Other	5	0	5	0
o Full-Time Equivalent of Part-Time Employees	2	2	1	1
DEPARTMENT OF INVESTIGATION				
o Full-Time City-Funded Employees	329	357	341	357
DEPARTMENT OF DESIGN AND CONSTRUCTION				
o Full-Time Employees	1,272	1,334	1,235	1,334
- Other	1,272	1,334	1,235	1,334

C. AGENCY PERSONNEL RESOURCES

- (a) The Fiscal 2000 actual Civilian headcount in this category includes grant-funded employees that are not reflected in the planned headcount.
- (b) The hiring of engineers, construction workers and project managers was postponed because of delays in starting construction for several projects.
- (c) During Fiscal 2000 the Department used seasonal employees in place of full-time employees in this funding category.
- (d) As of June 30, 2000, conversion of seasonal employees to full-time employees in this category was underway, pending confirmation of the Vacancy Control Board.
- (e) The Department was unable to hire staff during the fiscal year due to processing delays.
- (f) The Department experienced higher rates of attrition than anticipated and had difficulty in identifying candidates to fill vacancies.
- (g) This figure does not reflect the reallocation of Housing Opportunities for People With AIDS positions from the Fiscal 2000 City-funded category for this indicator.
- (h) The total of 51 full-time staffers are employed in Community-Development-eligible projects. These positions are reflected in the number of Other-funded employees.
- (i) Attrition remained high among per diem employees. By the end of June 2000 the Agency began the hiring process for 962 additional per diem employees.
- (j) The Department experienced delays in identifying candidates for vacant positions that had been budgeted.
- (k) Personnel hired through the Federal Emergency Shelter Grant are not included in the Department's plan for this category.
- (l) It took the Department longer than expected to hire adult eligibility staff, security staff and staff at the Emergency Assistance Unit and overnight facilities. Most of these positions require fingerprint checks and background investigations to validate work experience before being hired.
- (m) This figure was revised based upon the Fiscal 2001 Adopted Budget.
- (n) The Department could not meet its planned headcount due to attrition.
- (o) The Department was unable to fill as many positions as planned due to difficulty in staffing for vacant positions and high staff turnover.
- (p) There were numerous positions in this category for which the Department selected candidates whose activation was pending the completion of the hiring process.
- (q) Employees associated with some State and other reimbursable programs, including school tax relief (STAR), property assessment and enforcement of court-ordered child support payments, are currently reflected among City-funded employees.
- (r) The Annual Plan does not include staff funded by additional federal or State grants that the Department received in Fiscal 2000.

C. AGENCY PERSONNEL RESOURCES

- (s) These positions are not reflected in the annual headcount plan for this category because they are funded on a yearly basis by the Equal Employment Opportunity Commission.

D. 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 4.71 percent (equivalent to 11.7 days absent per year) in Fiscal 2000, compared with 4.6 percent during Fiscal 1999. 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; Worker's 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 combined absence rate of uniformed employees in the Police, Fire, Correction and Sanitation Departments was 4.66 percent (equivalent to 11.6 days absent per year) in Fiscal 2000, compared with 4.57 percent a year earlier. Absence rates for uniformed employees decreased in the Correction Department, increased in the Police Department and did not change significantly in the Fire and Sanitation Departments.
 - The absence rate for uniformed Correction Department employees decreased to 6.01 percent (14.9 days absent per year) in Fiscal 2000, compared with 6.31 percent during Fiscal 1999.
 - The absence rate for the Police Department's uniformed force was 3.31 percent (8.2 days absent per year) in Fiscal 2000, compared with 3.07 percent in Fiscal 1999.
- The absence rate of the City's civilian workforce was 4.76 percent (11.8 days absent per year) in Fiscal 2000, compared with 4.63 percent in Fiscal 1999.
- Paid absence due to Worker's Compensation for Traffic Enforcement Agents (TEAs) has decreased by 97 percent, from 370,404 hours in Fiscal 1996 to 12,557 hours in Fiscal 2000. Paid Worker's Compensation absence among the City's corps of TEAs has decreased steadily since the unit's transfer in Fiscal 1997 from the Department of Transportation to the Police Department, where TEAs are less subject to assault.
- In Fiscal 2000 the Mayor's Office of Operations and the Office of Payroll Administration developed and implemented a program that enables agencies to use the Citywide Human Resources Management System (CHRMS) to monitor employee absence and administer the Citywide Absence Control Program, which enforces administrative and contractual limits on the use of medically undocumented paid sick leave. CHRMS also facilitates additional absence and tardiness reduction programs with its capacity to identify employees with perfect annual attendance records and to report on employees reporting late for work. CHRMS is a data warehouse that derives information from the City's computerized payroll system and allows users at City agencies to research the data, generate prepared reports and create custom reports for use by management.

D. PAID ABSENCE RATES

WORKFORCE OR AGENCY	FY 2000 DOC. SICK LEAVE	FY 2000 UNDOC. SICK LEAVE	FY 2000 TOTAL SICK LEAVE	FY 2000 LODI/ WC	FY 2000 TOTAL ABSENCE	FY 1999 TOTAL ABSENCE	FY 2000 EQUIV. ABS. DAYS/YEAR
UNIFORMED WORKFORCES							
DOC (U)	5.40%	n/a	5.40%	0.61%	6.01%	6.31%	14.9
FDNY (U)	2.07%	n/a	2.07%	4.56%	6.64%	6.64%	16.5
NYPD (U)	2.46%	n/a	2.46%	0.85%	3.31%	3.07%	8.2
DOS (U)	5.03%	n/a	5.03%	1.61%	6.64%	6.59%	16.5
Subtotal	3.13%	n/a	3.13%	1.52%	4.66%	4.57%	11.6
LARGE CIVILIAN WORKFORCES							
NYPD (C)	2.66%	1.80%	4.46%	0.05%	4.50%	4.47%	11.0
FDNY (C)	2.42%	1.90%	4.33%	2.68%	7.01%	6.89%	17.3
ACS	2.02%	1.95%	3.96%	0.35%	4.31%	4.25%	10.7
HRA	3.01%	1.86%	4.87%	0.22%	5.09%	4.97%	12.6
DHS	2.26%	2.58%	4.84%	0.64%	5.48%	5.55%	13.5
HPD	3.09%	1.34%	4.43%	0.42%	4.85%	4.64%	12.0
DOH	2.67%	2.12%	4.79%	0.12%	4.91%	4.63%	12.2
DEP	2.41%	1.23%	3.64%	0.71%	4.35%	3.96%	10.8
DOS (C)	2.52%	1.14%	3.66%	0.70%	4.36%	4.13%	10.8
DOF	3.17%	1.19%	4.36%	0.39%	4.75%	4.59%	11.7
DOT	3.19%	1.30%	4.49%	1.54%	6.03%	5.87%	15.0
DPR	2.36%	0.78%	3.14%	0.41%	3.54%	3.44%	8.7
Subtotal	2.66%	1.67%	4.32%	0.55%	4.88%	4.75%	12.0
MEDIUM CIVILIAN WORKFORCES							
LAW	1.77%	1.57%	3.34%	0.05%	3.39%	3.09%	8.4
DCAS	2.27%	1.44%	3.71%	0.16%	3.87%	3.80%	9.6
DDC	2.37%	1.25%	3.62%	0.08%	3.70%	3.50%	9.2
DOC (C)	1.92%	2.49%	4.41%	0.24%	4.65%	4.52%	11.4
DJJ	2.83%	0.91%	3.75%	0.66%	4.41%	4.27%	10.8
PROBATION	2.83%	1.59%	4.42%	0.03%	4.45%	4.53%	11.0
DOB	2.52%	1.08%	3.60%	0.08%	3.68%	3.57%	9.1
Subtotal	2.32%	1.57%	3.89%	0.16%	4.05%	3.93%	10.0
SMALL CIVILIAN WORKFORCES							
DCP	1.95%	2.10%	4.05%	0.00%	4.05%	4.42%	10.0
DOI	2.69%	0.82%	3.51%	0.09%	3.60%	3.26%	8.9
DOE	2.88%	1.58%	4.45%	0.02%	4.48%	4.47%	11.1
DFTA	2.91%	2.20%	5.11%	0.00%	5.11%	3.41%	12.7
CULTURAL	1.11%	2.89%	4.01%	0.00%	4.01%	3.25%	9.6
FISA	2.50%	1.39%	3.90%	0.02%	3.91%	3.96%	9.7
LANDMARKS	1.40%	2.18%	3.58%	0.00%	3.58%	4.24%	8.9
TLC	3.15%	0.71%	3.86%	2.48%	6.34%	5.83%	15.7
CCHR	4.22%	1.83%	6.05%	0.97%	7.02%	6.00%	17.3
DYCD	2.90%	1.05%	3.95%	0.03%	3.98%	4.14%	9.9
DBS	2.63%	1.34%	3.97%	0.00%	3.97%	4.03%	9.8
DMH	2.08%	1.56%	3.63%	0.05%	3.68%	3.84%	9.2
DOITT	1.86%	2.02%	3.88%	0.01%	3.90%	3.66%	9.7
DORIS	2.84%	1.42%	4.27%	0.00%	4.27%	3.80%	10.6
CONSUMER	2.51%	1.33%	3.84%	0.16%	4.00%	3.90%	9.9
Subtotal	2.62%	1.54%	4.16%	0.34%	4.51%	4.19%	11.2
Uniformed	3.13%	n/a	3.13%	1.52%	4.66%	4.57%	11.6
Civilian	2.61%	1.65%	4.27%	0.50%	4.76%	4.63%	11.8
TOTAL	2.87%	0.83%	3.70%	1.01%	4.71%	4.60%	11.7
CITYWIDE	2.87%	0.83%	3.70%	0.25%	3.95%	3.89%	9.8

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 Worker's 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 Worker's Compensation absence for civilian employees by paid scheduled hours for all employees.

E. 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 monthly reports on earned overtime and its causes, which the Office of Operations uses to produce monthly and year-end reports for agencies and City Hall. In Fiscal 2000, 11 selected agencies, with overtime earnings representing over 90 percent of total City overtime spending, were monitored in this manner.

- Total City overtime earnings were \$654 million in Fiscal 2000, compared with \$564.3 million in Fiscal 1999, an increase of 16 percent. This increase reflects the effective use of overtime as a mechanism that enables the City to increase services without an accompanying growth in government over the long run. Total overtime hours worked during Fiscal 2000 increased 9 percent compared to the previous year. However, overtime hours worked remain slightly below the peak level seen in Fiscal 1994. The variance between the rates of increase in overtime hours and earnings is attributable to collective bargaining increases effective late in Fiscal 1999 and early in Fiscal 2000. 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 Fiscal 2000 were \$611.5 million, a 16 percent increase from \$526.2 million in Fiscal 1999. 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); the Office of the Chief Medical Examiner (OCME); and the Health and Hospitals Corporation (HHC).
- Combined overtime earnings in the uniformed agencies (Police, Fire, Correction and Sanitation) were \$466.7 million in Fiscal 2000, an increase of 17 percent from \$397.6 million in Fiscal 1999.
- The bulk of the increase in total City and monitored agency overtime in Fiscal 2000 was in the Police Department and Sanitation Department. These two uniformed agencies had combined overtime earnings of \$311.1 million in Fiscal 2000, an increase of 42 percent compared to overtime of \$219.2 million in Fiscal 1999. The other two uniformed agencies, the Department of Correction and the Fire Department, experienced decreases in overtime.
 - Police Department overtime earnings were \$237.3 million in Fiscal 2000, compared with \$162.5 million in Fiscal 1999, an increase of 46 percent. Overtime hours worked by Department employees in Fiscal 2000 increased by 38 percent. The additional overtime was used primarily for planned anti-crime and quality-of-life initiatives, for coverage of planned and unplanned public events and for civilian police work in facilities maintenance, traffic enforcement and Y2K computer preparation projects.
 - Department of Sanitation overtime earnings were \$73.8 million in Fiscal 2000, an increase of 30 percent from \$56.7 million a year earlier. Overtime hours worked by Department employees in Fiscal 2000 increased by 23 percent. The additional overtime was used primarily for planned management initiatives, including the expansion and increased frequency of recycling pick-ups and the phase-in of the interim export plan in preparation for the closing of Fresh Kills Landfill.
 - Overtime earnings in the Department of Correction (DOC) were \$49.4 million in Fiscal 2000, a decrease of 24 percent from \$65.4 million in Fiscal 1999. This decrease reflects the Department's aggressive bed consolidation efforts to manage a declining average daily inmate population, including the closure of four facilities. Additionally, the Department implemented an improved training methodology in Fiscal 2000, which significantly reduced overtime required to train personnel.

E. AGENCY OVERTIME EARNED

- Overtime earnings in the Fire Department were \$106.2 million in Fiscal 2000, 6 percent less than the \$113 million earned in Fiscal 1999. This reduction is the result of the Department's control of overtime for uniformed employees and a greater number of active firefighters during Fiscal 2000.
- Combined overtime earned in the seven civilian monitored agencies (DJJ, DEP, DOT, HRA, ACS, HHC and OCME) was \$144.8 million in Fiscal 2000, an increase of 13 percent from \$128.6 million in Fiscal 1999. Overtime hours worked in these agencies increased by 6 percent from Fiscal 1999. In Fiscal 2000 overtime earnings and hours increased in five of the civilian monitored agencies.
 - Overtime earnings in ACS were \$20.6 million in Fiscal 2000, a reduction of 8 percent from \$22.3 million in Fiscal 1999. This decrease reflects 432 protective service caseworkers who were hired during Fiscal 2000, which resulted in less use of overtime to manage caseloads.
 - Overtime earnings in HRA were \$13.4 million in Fiscal 2000, an increase of 13 percent from \$11.9 million in Fiscal 1999. Overtime hours worked at HRA in Fiscal 2000 increased 10 percent from Fiscal 1999. The additional overtime was used to administer welfare reform initiatives that entailed keeping facilities open or personnel available for extended hours and weekends, and to implement revised operational systems, such as Y2K-compliant equipment and the paperless office system.
 - DOT overtime earnings were \$26 million in Fiscal 2000, an increase of 17 percent from \$22.3 million in Fiscal 1999. Overtime hours at DOT increased 12 percent in Fiscal 2000 compared with the previous year. The additional overtime was used for management initiatives, such as the pothole repair campaign in Autumn 1999, and to proceed with bridge and road capital construction and street and ferry repair projects.
 - DEP overtime earnings were \$19.7 million in Fiscal 2000, an increase of 11 percent from \$17.7 million in Fiscal 1999. DEP overtime hours increased 6 percent compared with Fiscal 1999. The additional overtime was used in response to emergencies and one-time events, such as Hurricane Floyd and Y2K preparedness, and for preparation and supervision of construction projects.
 - HHC overtime spending was \$58.7 million in Fiscal 2000, an increase of 20 percent from \$49.1 million in Fiscal 1999. HHC overtime hours increased 9 percent compared with Fiscal 1999. The additional overtime was earned primarily by trades employees, including plumbers, electricians and steamfitters, to repair and to renovate an expansive and aging network of medical facilities in response to emergencies.
 - OCME overtime earnings were \$1 million in Fiscal 2000, a decrease of 7 percent from Fiscal 1999, as the Chief Medical Examiner's Office filled vacancies in its force of Medicolegal Investigators.
 - Overtime earnings in DJJ were \$5.4 million in Fiscal 2000, 29 percent higher than in Fiscal 1999. The additional overtime was used primarily to maintain compliance with the required staff-to-resident ratio, due to the increase in the average number of residents DJJ held in secure detention in Fiscal 2000.

E. AGENCY OVERTIME EARNED

(All numbers in thousands)

Agency	Fiscal 1999 Actual	Fiscal 2000 Actual
Police Department (a)	\$162,462	\$237,303
Fire Department	\$112,994	\$106,220
Department of Correction (b)	\$65,439	\$49,383
Department of Probation	\$1,571	\$1,628
Department of Juvenile Justice (c)	\$4,142	\$5,351
Civilian Complaint Review Board (d)	\$138	\$198
Department of Transportation (e)	\$22,312	\$25,958
Department of Environmental Protection	\$17,736	\$19,715
Department of Housing Preservation and Development	\$1,166	\$1,203
New York City Housing Authority (f)	\$29,574	\$20,344
Department of Sanitation (g)	\$56,746	\$73,791
Department of Parks and Recreation (h)	\$2,611	\$3,205
Landmarks Preservation Commission	\$9	\$11
Department of Business Services	\$19	\$39
Department of Cultural Affairs	\$2	\$6
Department of Health	\$2,415	\$2,719
New York City Health and Hospitals Corporation (i)	\$49,126	\$58,746
Department of Mental Health	\$9	\$18
Human Resources Administration	\$11,911	\$13,377
Administration for Children's Services	\$22,325	\$20,633
Department of Homeless Services (j)	\$2,923	\$5,069
Department of Employment	\$22	\$14
Department of Youth and Community Development	\$43	\$24
Department for the Aging	\$0	\$2
Board of Education	\$9,958	\$9,998
Department of Consumer Affairs (k)	\$372	\$464
Department of Buildings (l)	\$753	\$1,034
Taxi and Limousine Commission	\$398	\$438
Law Department (m)	\$584	\$730
Department of Finance (n)	\$1,336	\$1,011
Department of Design and Construction	\$2,591	\$2,759
Department of Citywide Administrative Services	\$3,272	\$3,729
Department of City Planning	\$25	\$23
Department of Records and Information Services	\$0	\$0
Department of Information Technology and Telecommunications	\$170	\$290
City Commission on Human Rights	\$0	\$0
Department of Investigation	\$12	\$3

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

E. AGENCY OVERTIME EARNED

- (a) Additional overtime was earned by uniformed Police employees for anti-crime and quality-of-life initiatives; coverage of planned and unplanned public events; and by civilian employees assigned for facilities maintenance and repairs, traffic enforcement and Y2K computer preparation.
- (b) This decrease reflects the Department's bed consolidation efforts to manage a declining average daily inmate population, as well as improved training methods which significantly reduced overtime required to train personnel.
- (c) There was an increase in the average number of residents held in secure detention in Fiscal 2000, requiring the Department to use additional overtime to comply with the required staff-to-resident ratio.
- (d) The Board used additional overtime during the second half of Fiscal 2000 for a planned initiative to address cases 13 months or older.
- (e) The Department used additional overtime for street and ferry maintenance and repair initiatives, and to proceed with bridge and road capital construction projects.
- (f) Overtime was reduced at NYCHA through an initiative to reallocate resources and to increase efficiency in the use of skilled trades employees.
- (g) Additional overtime was used primarily for planned initiatives, including the expansion and increased frequency of recycling pick-ups and implementation of the interim export plan in advance of the closing of the Fresh Kills Landfill. The Department also used increased overtime for snow removal in Fiscal 2000.
- (h) Lifeguards earned additional overtime when pool hours were extended during the heatwave in Summer 1999. The Department's forestry crews were also assigned additional overtime to deal with the effects of Tropical Storm Floyd.
- (i) Additional overtime was earned primarily by skilled trades employees assigned to maintain and repair the Corporation's widespread and aging infrastructure.
- (j) Additional overtime was used to convert a family reception center into a family overnight facility to comply with Local Law 19 of 1999, which required the Department to assign construction and facility staff to work extended hours. Overtime was also used to consolidate the Department's headquarters, formerly at two sites, to a third location.
- (k) The Department used internal resources on additional overtime for the State-funded enforcement initiative against tobacco retailers who sell to minors.
- (l) The Department used additional overtime for special projects, including Y2K preparation, inspections of adult establishments and public schools, and weekend plan examinations, which decreased the time required to review construction applications.
- (m) Additional overtime was used to prepare for Y2K and to test the Department's new computer network, and for the early settlement initiative in the Tort Division.
- (n) The Department used less overtime for its Office of the Sheriff projects; for real estate tax lien sales; and for Y2K preparation, most of which it completed before Fiscal 2000.

F. AGENCY RULEMAKING ACTIONS

DEPARTMENT OF TRANSPORTATION

Rulemaking Actions Taken

Adopted a highway rule that reflects the name change of the unit known as the Mayor's Traffic and Construction Coordinating Council (MTCCC) to the Office of Construction Mitigation and Coordination (OCMC). This rule also deletes an obsolete provision regarding removal of canopies from 72nd Street in Manhattan.

Adopted a highway rule reflecting changes in streamlining both the unit and process formerly called builders' pavement, which is now called SCARA (Sidewalk, Curb and Roadway Application).

Adopted a traffic rule that clarifies parking regulations along divided highways.

Adopted a traffic rule that allows for-hire vehicles with passengers to use HOV lanes.

Adopted a traffic rule that exempts Highway Inspection and Quality Assurance (HIQA), Compliance Inspection and Street Assessment unit vehicles from compliance with rules regarding parking and standing while engaged in performance of their duties.

DEPARTMENT OF ENVIRONMENTAL PROTECTION

Rulemaking Actions Taken

Amended rules governing sewer-house connections.

Amended rules governing water connections.

LANDMARKS PRESERVATION COMMISSION

Rulemaking Actions Taken

Amended two existing window guideline rules that allow staff to issue permits to enlarge window openings or create new window openings on secondary facades.

Pursuant to the Commission's rules for districtwide master plans, LPC adopted the Stone Street Master

F. AGENCY RULEMAKING ACTIONS

Plan rule to allow staff to issue permits regulating storefronts within the Stone Street Historic District.

TAXI AND LIMOUSINE COMMISSION

Rulemaking Actions Not Noted on Regulatory Agenda

Adopted rules to prohibit roof-top advertising on for-hire vehicles, and to prohibit other forms of exterior FHV advertising without a permit and TLC approval.

Adopted rules mandating E-Z Pass use by all medallion taxicabs.

Adopted rules to conform with State laws requiring that certain for-hire vehicle and black car bases join and contribute to the New York Black Car Operators' Injury Compensation Fund to provide workers' compensation coverage to drivers affiliated with such bases.

Enacted rules requiring all vehicle owners and bases to provide TLC with a 24-hour emergency access telephone number. This requirement previously existed for taxicab owners.

Enacted amendments to the Persistent Violator and Critical Driver programs to conform to the requirements of Local Law Number 20 of 1999.

Amended the Taxicab Owners' Rules to repeal the requirement that Stand-By Vehicles be fueled by Compressed Natural Gas.

Enacted a rule repealing the partition exemption for owner-operated vehicles.

DEPARTMENT OF FINANCE

Rulemaking Actions Taken

Amended rules relating to the tax on banking corporations to eliminate the requirement that a taxpayer use the international banking facility formula allocation method no less than 45 days after the beginning of the taxable year. As amended, the taxpayer may elect this option on the original return or on an amended return for the taxable year.

Amended rules to provide guidelines for consideration of applications for *in rem* installment agreements for class one and class two properties against which an *in rem* foreclosure action has been filed for nonpayment of real property taxes or property-related charges.

Amended rules relating to the real property transfer tax, concerning excludible liens on a property or economic interest therein, for purposes of calculating the real property transfer tax. The rules were amended to comply with legislation that excluded from tax consideration the amount of any mortgage, lien or other encumbrance existing on the property prior to the transfer and remaining thereon after the

F. AGENCY RULEMAKING ACTIONS

transfer. This exclusion applies only to transfers after August 28, 1997 of a one-, two- or three-family house, individual residential cooperative apartment or individual residential condominium unit or an economic interest in such property.

Amended rules to repeal the rules of practice and procedure before the now defunct Department of Finance Bureau of Hearings. The amendments replaced the repealed rules with rules governing practice before the Department of Finance, which include guidance concerning when a power of attorney is required, who may act as a representative, and the requirements for a power of attorney.

Rulemaking

g Actions Not Noted on Regulatory Agenda

Amended rules relating to the 8 percent parking tax to reduce the burden on residents of New York County by making the exemption certificate pertaining to the tax effective for up to two years instead of one year. The amended rules also eliminate the requirement that all certificates expire on the same date each year.

Amended rules relating to the Hotel Room Occupancy Tax to permit electronic filing of returns and payment of tax.

DEPARTMENT OF PARKS AND RECREATION

Rulemaking Actions Taken

Marine Rules

Adopted a rule that incorporated the Sheepshead Piers in Brooklyn (previously under the jurisdiction of the Department of Business Services) and the World's Fair Marina in Queens.

Adopted a rule mandating new requirements for obtaining dock permits, including presentation by applicant of hull and liability insurance permits, or a security deposit; demonstration by applicant of successful completion of a US Coast Guard boating safety course, or sufficient nautical experience; and a well-maintained and sea-worthy vessel.

Adopted a rule prohibiting the use of composting toilet systems at Parks Department marinas.

Adopted a rule promulgating the fees for dockage and mooring.

Park Rules

Adopted rules clarifying permit application procedures for "Special Events" and "Demonstrations," establishing clear standards for fixing bond amounts for special events, and prohibiting advertising for special events until permits are issued.

Amended rules to conform to changed operational procedures and legal standards, including revising

F. AGENCY RULEMAKING ACTIONS

permit fees; increasing permit fee amounts, and adding new permit fees for certain sport uses; and revising sport permit rules by adding cricket, roller hockey, volleyball, ultimate frisbee, soccer, lacrosse and football to sports covered under the rules.

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

Rulemaking Actions Taken

Revoked Chapter 2, "Auctions – Terms and Conditions of Sale," of Title 55 of Rules of the City of New York. The Terms and Conditions of real estate auctions do not generally fall within the definition of rules under City Charter 1041(5). Auction terms and conditions may vary and may be adjusted for each scheduled auction. This Chapter was revoked to eliminate confusion to the public.

Modified fees for public and quasi-public agencies for test-boring licenses so that the fee to such entities is nominal.

Rulemaking Actions Not Noted in the Regulatory Agenda

Added a rule relating to press conferences, demonstrations and similar activities in the immediate vicinity of City Hall. These rules were added to provide a framework for the Police Department to assure the safety and convenience of the public and employees who work in City Hall.

Amended the rule relating to press conferences, demonstrations and similar activities in the immediate vicinity of City Hall. The amended rule better defines the area to which the rule applies and better explains the permitting process.

HOUSING PRESERVATION AND DEVELOPMENT

Rulemaking Actions Taken

Adopted amendments to the §420-c tax exemption program to extend benefits to projects with low income tax credit reservations covering 70 percent of units, and clarifying that benefits are available to such projects.

Adopted amendments to the rules governing the Senior Citizens Rent Increase Exemption (SCRIE) Program to increase the maximum SCRIE recipient income from \$16,000 to \$20,000 and implement rent increase exemptions for capital assessments or voluntary capital contributions.

F. AGENCY RULEMAKING ACTIONS

DEPARTMENT OF HEALTH

Rulemaking Actions Not Noted in Regulatory Agenda

Adopted Board of Health resolution amending Article 173 (Section 173.14 and adding a new 173.15) to harmonize the Health Code lead abatement safety standards with Administrative Code provisions contained in the newly adopted Local Law 39 of 1999, and rescinded other amendments to Article 173 previously adopted pursuant to a court order rendered moot by adoption of Local Law 38.

Adopted Board of Health amendments to Article 81 provisions related to food protection certificates to establish a category of certificates for persons in charge of food preparation at certain nonprofit institutions.

Adopted Board of Health emergency resolution declaring that persons allowing standing pools of stagnant water were creating a nuisance in that such water allowed the breeding of mosquitoes that may carry the West Nile virus.

G. VEHICLE FLEETS AND MAINTENANCE

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
CITYWIDE FLEET SIZE	25,870	26,000	26,153	26,000
POLICE DEPARTMENT				
o Total Vehicles	6,515	7,036	6,281	6,998
o Vehicles Out of Service	8%	9%	7% a	9%
o Light Duty	5,292	6,433	5,620	6,433
- Average Vehicle Age (Months)	42	45	59 b	45
- Average Vehicle Mileage	63,594	60,000	58,879	60,000
- Downtime	9%	9%	6% a	9%
- Average Cost of Maintenance	NI	*	\$1,520	*
o Medium Duty	989	468	485	468
- Average Vehicle Age (Months)	73	75	80	75
- Average Vehicle Mileage	58,914	50,000	60,100 b	50,000
- Downtime	8%	8%	10%	8%
- Average Cost of Maintenance	NI	*	\$2,256	*
o Heavy Duty	104	97	79	97
- Average Vehicle Age (Months)	87	96	105	96
- Average Vehicle Mileage	63,611	65,000	42,312 b	65,000
- Downtime	8%	8%	5% a	8%
- Average Cost of Maintenance	NI	*	\$2,771	*
FIRE DEPARTMENT				
o Total Vehicles	1,919	1,953	1,824	1,953
o Vehicle Inventory				
- Engines	302	280	293	280
- Ladders	177	197	177	197
- Rescue/Hazardous Materials	21	23	25	27
- Support Vehicles	979	1,084	888 c	985
- Ambulances	417	464	416	464
o Light Duty	673	673	393 d	450
- Average Vehicle Age (Months)	68	76	60 e	68
- Average Vehicle Mileage	49,897	51,000	57,866	60,000
- Downtime	8%	10%	8%	7%
- Average Cost of Maintenance	NI	*	\$2,059	*
o Medium Duty	247	316	447 d	470
- Average Vehicle Age (Months)	72	80	69	80
- Average Vehicle Mileage	43,577	60,000	45,122 e	57,000
- Downtime	4%	10%	8%	10%
- Average Cost of Maintenance	NI	*	\$2,488	*

G. VEHICLE FLEETS AND MAINTENANCE

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000		Fiscal 2001 Plan
		Annual Plan	Annual Actual	
o Heavy Duty	61	75	48 c	65
- Average Vehicle Age (Months)	80	85	111 f	106
- Average Vehicle Mileage	31,855	40,000	28,192 g	40,000
- Downtime	4%	10%	7%	10%
- Average Cost of Maintenance	NI	*	\$2,746	*
o Rescue/Hazardous Materials	21	23	25	27
- Average Vehicle Age (Months)	93	90	66 h	88
- Average Vehicle Mileage	53,023	60,000	46,311 h	60,000
- Downtime	10%	15%	15%	15%
- Average Cost of Maintenance	NI	*	\$8,083	*
o Engines	302	280	293	280
- Average Vehicle Age (Months)	97	90	85	95
- Average Vehicle Mileage	47,553	50,000	49,871	55,000
- Downtime	10%	9%	9%	9%
- Average Cost of Maintenance	NI	*	\$7,433	*
o Ladders	177	197	177	197
- Average Vehicle Age (Months)	102	94	84	98
- Average Vehicle Mileage	47,713	45,000	43,033	51,000
- Downtime	11%	10%	12%	10%
- Average Cost of Maintenance	NI	*	\$19,201	*
o Ambulances	417	464	416	464
- Average Vehicle Age (Months)	45	52	50	54
- Average Vehicle Mileage	55,420	65,000	73,232	70,000
- Downtime	14%	15%	12%	10%
- Average Cost of Maintenance	NI	*	\$9,199	*
DEPARTMENT OF CORRECTION				
o Total Vehicles	535	505	520	505
- Alternative Fuel Vehicles	63	58	57	58
o Vehicles Out of Service	12%	10%	13%	10%
o Average Vehicle Age (Months)	51	DNA	43	42
o Light Duty	163	164	147	164
- Average Vehicle Age (Months)	42	57	41 (i)	57
- Average Vehicle Mileage	9,500	10,000	15,369 j	15,000
- Downtime	12%	9%	7%	9%
- Average Cost of Maintenance	NI	NI	\$235	\$330
o Medium Duty	136	120	137	120
- Average Vehicle Age (Months)	60	60	56	60
- Average Vehicle Mileage	10,711	10,000	11,567 k	13,000

G. VEHICLE FLEETS AND MAINTENANCE

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000		Fiscal 2001 Plan
		Annual Plan	Annual Actual	
- Downtime	12%	10%	7%	10%
- Average Cost of Maintenance	NI	NI	\$194	\$235
o Heavy Duty	236	221	236	221
- Average Vehicle Age (Months)	51	52	54	52
- Average Vehicle Mileage	11,094	10,000	13,084 (l)	13,000
- Downtime	13%	10%	4%	10%
- Average Cost of Maintenance	NI	NI	\$311	\$385
DEPARTMENT OF TRANSPORTATION				
o Total Vehicles	2,556	2,620	2,720	2,715
- Alternative Fuel Vehicles	483	550	517	575
o Average Age of Fleet (Years)	5.8	5.7	5.7	5.7
o Vehicles Out of Service	10%	12%	12%	12%
o Light Duty	850	925	1,096 m	1,125
- Average Vehicle Age (Months)	46	50	48	52
- Average Vehicle Mileage	27,952	32,000	27,954	30,000
- Downtime	12%	12%	8%	11%
- Average Cost of Maintenance	NI	NI	\$1,145	\$1,100
o Medium Duty	670	675	664	675
- Average Vehicle Age (Months)	71	75	70	76
- Average Vehicle Mileage	29,166	30,000	19,680 n	20,000
- Downtime	12%	15%	14%	15%
- Average Cost of Maintenance	NI	NI	\$2,718	\$2,600
o Heavy Duty	625	650	690	700
- Average Vehicle Age (Months)	90	88	88	90
- Average Vehicle Mileage	40,687	40,000	30,257 n	30,000
- Downtime	24%	28%	19%	28%
- Average Cost of Maintenance	NI	NI	\$6,087	\$5,400
DEPARTMENT OF ENVIRONMENTAL PROTECTION				
o Total Vehicles	1,929	2,050	2,041	2,075
- Alternative Fuel Vehicles	259	340	302	450
o Light Duty	959	1,000	969	1,025
- Average Vehicle Age (Months)	62	60	67	60
- Average Vehicle Mileage	50,680	50,000	55,858	50,000
- Downtime	5%	7%	8%	7%
- Average Cost of Maintenance	NI	NI	\$1,686	\$1,800

G. VEHICLE FLEETS AND MAINTENANCE

INDICATORS FOR MAJOR MISSIONS	Fiscal	Fiscal Year 2000		Fiscal
	1999 Actual	Annual Plan	Annual Actual	2001 Plan
o Medium Duty	378	400	411	400
- Average Vehicle Age (Months)	64	60	62	60
- Average Vehicle Mileage	29,167	30,000	29,814	30,000
- Downtime	6%	8%	10%	8%
- Average Cost of Maintenance	NI	\$2,100	\$1,713	\$1,860
o Heavy Duty	312	325	335	325
- Average Vehicle Age (Months)	110	100	99	90
- Average Vehicle Mileage	29,637	30,000	24,847 (o)	30,000
- Downtime	8%	12%	17% p	12%
- Average Cost of Maintenance	NI	\$2,700	\$4,293 p	\$3,468
DEPARTMENT OF SANITATION				
o Total Vehicles	5,636	5,582	5,808	5,594
- Alternative Fuel Vehicles	545	DNA	701	804
o Light Duty	1,051	1,067	1,178	1058
- Average Vehicle Age (Months)	59	72	52 q	64
- Average Vehicle Mileage	39,100	51,000	38,257 q	46,686
- Downtime	9%	10%	10%	10%
- Average Cost of Maintenance	NI	NI	NI	NI
o Medium Duty	426	460	461	487
- Average Vehicle Age (Months)	78	79	71	65
- Average Vehicle Mileage	30,300	32,000	27,393	27,113
- Downtime	10%	10%	10%	10%
- Average Cost of Maintenance	NI	NI	NI	NI
o Heavy Duty	3,461	3,414	3,522	3,408
- Average Vehicle Age (Months)	63	67	61	60
- Average Vehicle Mileage	23,300	24,000	22,493	21,675
- Downtime	19%	19%	19%	19%
- Average Cost of Maintenance	NI	NI	NI	NI
DEPARTMENT OF PARKS AND RECREATION				
o Total Vehicles	1,888	1,886	1,908	1,886
- Alternative Fuel Vehicles	98	110	99	98
o Hours Unavailable (Downtime)	5%	5%	6%	5%
o Vehicles Serviced for Preventive Maintenance	4,099	3,980	4,549	3,980
o Light Duty	1,069	1,095	1,139	1,095
- Average Vehicle Age (Months)	96	84	96	84
- Average Vehicle Mileage	36,419	40,000	41,107	40,000

G. VEHICLE FLEETS AND MAINTENANCE

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal 2001 Actual	Fiscal 2001 Plan
- Downtime	4%	4%	4%	4%
- Average Cost of Maintenance	NI	NI	NI	NI
o Medium Duty	518	511	496	511
- Average Vehicle Age (Months)	109	108	110	108
- Average Vehicle Mileage	22,535	30,000	24,414 r	30,000
- Downtime	7%	7%	7%	7%
- Average Cost of Maintenance	NI	NI	NI	NI
o Heavy Duty	281	280	273	280
- Average Vehicle Age (Months)	106	96	109	108
- Average Vehicle Mileage	27,749	25,000	30,982 s	30,000
- Downtime	7%	8%	12% t	8%
- Average Cost of Maintenance	NI	NI	NI	NI
DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES				
o Total Vehicles	1,818	1,950	1,856	1,950
- Alternative Fuel Vehicles	265	450	501	500
- DCAS-Owned	272	285	279	285
- Client-Owned	1,546	1,665	1,559	1,665
o Light Duty	1,302	1,746	1,379 u	1,350
- Average Vehicle Age (Months)	65	77	78	60
- Average Vehicle Mileage	36,600	39,000	35,676	35,500
- Downtime	2%	3%	2%	3%
- Average Cost of Maintenance	NI	NI	\$837	\$1,200
o Medium Duty	395	18	368 u	400
- Average Vehicle Age (Months)	84	87	79	76
- Average Vehicle Mileage	33,075	22,000	39,068 u	40,000
- Downtime	3%	2%	2%	3%
- Average Cost of Maintenance	NI	NI	\$1,056	\$1,200
o Heavy Duty	86	101	94	90
- Average Vehicle Age (Months)	133	127	131	135
- Average Vehicle Mileage	25,800	32,000	34,074	32,000
- Downtime	3%	3%	3%	3%
- Average Cost of Maintenance	NI	NI	\$1,058	\$1,600
o Support Vehicles (DJJ Buses)	6	6	5 v	6
- Average Vehicle Age (Months)	78	73	90 v	70
- Average Vehicle Mileage	36,218	44,000	58,023 v	33,000
- Downtime	3%	1%	1%	1%
- Average Cost of Maintenance	NI	NI	\$1,583	\$1,600

G. VEHICLE FLEETS AND MAINTENANCE

- (a) The methods for calculating vehicle downtime and for scheduling preventive maintenance were modified with the introduction of the Maintenance Control and Management System (MCMS) in Fiscal 2000.
- (b) With the implementation of MCMS, the definitions of the light-, medium- and heavy-duty categories were revised. As a result, average vehicle age and average vehicle mileage figures varied from category plans for Fiscal 2000.
- (c) The Department did not receive anticipated funding for the purchase of additional support vehicles.
- (d) Suburbans were transferred from the light-duty category to the medium-duty category.
- (e) Some older vehicles were relinquished.
- (f) Older heavy-duty support trucks that the Department planned to relinquish, but could not, resulted in the average vehicle age being higher than planned for this category.
- (g) One older heavy-duty vehicle with high mileage was relinquished.
- (h) Squad vehicles, originally reflected in the medium-duty category, were moved to this category. These squad vehicles are later models with lower mileage than the vehicles already in the rescue/hazardous materials vehicle category.
- (i) Newer vehicles were added to the fleet, and older vehicles were reclassified out of the light-duty category with the introduction of MCMS in Fiscal 2000.
- (j) Average mileage was above Plan in this category due to the expansion of the Gang Intelligence Unit, the Investigations Division and the Health Management Division's home visits program.
- (k) There was an increase in urgent care runs on Rikers Island and in State correctional transfers, which use security vans.
- (l) The Department made additional trips to Richmond County Court and the new court facility in Red Hook, Brooklyn. There were also deliveries for food service needs during kitchen reconstruction projects at seven Department facilities.
- (m) With the implementation of the MCMS system in Fiscal 2000, the definitions of the light-, medium- and heavy-duty categories were revised.
- (n) New vehicles were added to the Department's fleet in Fiscal 2000.
- (o) The Department replaced older vehicles that had extremely high mileage.
- (p) There were higher-than-expected costs associated with the rehabilitation of load luggers.
- (q) The Department received more light-duty vehicles than planned.
- (r) The Department relinquished a number of older, high-mileage, medium-duty vehicles.
- (s) The majority of the Department's heavy-duty vehicles are used to remove waste. During Fiscal 2000 the City began to close municipal transfer stations and require that waste be disposed of outside City limits. As a result, DPR's heavy-duty vehicles traveled greater distances.

G. VEHICLE FLEETS AND MAINTENANCE

- (t) Most heavy-duty vehicles are older and require more repairs. Additionally, heavy-duty vehicles operated for longer periods and greater distances due to changes in waste disposal destinations. Heavy-duty vehicles are the focus of DPR's Fiscal 2001 vehicle acquisition plan.
- (u) The definitions of light- and medium-duty vehicles were changed.
- (v) The Department did not replace older buses as planned.

H. AGENCY PROCUREMENT

There are eight Agency Procurement Indicators reported on in the Fiscal 2000 Mayor's Management Report:

- Prompt Payment
- Contract Performance Evaluations and Defaulted Contracts
- Procurements Awarded
- Procurement Processing Cycle Times
- Competitiveness in Procurements
- Performance-Based Contracting
- Retroactive Contracts
- Agency Procurement Actions

Each of these Indicators is more fully described below. The Indicators for Performance-Based Contracting and Retroactive Contracts appear in the Fiscal 2000 Mayor's Management Report for the first time. In addition, the Contract Performance Evaluations Indicator has been expanded to include data on defaulted contracts, and the Competitiveness in Procurements Indicator has been expanded to include the negotiated acquisition procurement method. Data for the eight Indicators, which are presented in the Citywide Indicators section of Volume II of the Fiscal 2000 Mayor's Management Report, include all Mayoral operating agencies.

FISCAL 2000 AGENCY PROCUREMENT INDICATORS

Prompt Payment

This section includes Prompt Payment Indicators, which 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 2000 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 by the "grace period" (i.e., within 45 calendar days of the required date for the period July 1, 1999 through December 31, 1999 and within 37 calendar days for the period January 1, 2000 through June 30, 2000); 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.

H. AGENCY PROCUREMENT

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 is attributable to a number of systemic factors, some of which will continue 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. This was the reason that Prompt Payment Indicator data was not able to be presented in the Preliminary Fiscal 2000 Mayor's Management Report.
- 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 date rather than within 45 days. The Prompt Payment Indicators will be further impacted in Fiscal 2001 when the grace period is eliminated in its entirety and interest will therefore begin to accrue within just 30 days of the required date. Agencies are continuing to adapt their systems to accommodate this change, which in total will reduce the "interest-free" payment period by 33%.

As a consequence of the above factors, prompt payment performance levels for Fiscal 2000 and prior fiscal years are not comparable.

Trend in Prompt Payment Performance (a)

	FY 1995	FY 1996	FY 1997	FY 1998	FY 1999	FY 2000
Invoice Value Paid on Time	84%	85%	91%	92%	95%	90%
Invoice Value Paid by Grace Period	95%	96%	98%	99%	99%	98%
Invoices Paid on Time	58%	60%	81%	81%	85%	78%
Invoices Paid by Grace Period	91%	88%	95%	94%	96%	91%(b)
Interest Paid to Contractors	\$603,600	\$395,400	\$290,900	\$272,786	\$118,318	\$378,762(b)

Percentage figures in the table above are rounded to the nearest whole percent.

(a) Data for Fiscal 1995 and 1996 reflect data for all City agencies; data for Fiscal 1997, 1998, 1999 and 2000 reflect data for Mayoral operating agencies only.

(b) If Fiscal 2000 performance is calculated by applying the original 15-day grace period, the percent of invoices paid by the grace period would increase to 93%, reducing the amount of interest that would be paid to contractors by approximately \$24,000.

H. AGENCY PROCUREMENT

Contract Performance Evaluations and Defaulted Contracts

This section includes the following Contract Performance Evaluation Indicators for all Mayoral operating agencies for those contracts for which comprehensive, fully documented Evaluations of Contractor Performance were required to be completed (i.e., submitted and entered into the VENDEX system) for Fiscal 2000 (i.e., the contract expiration, completion or termination date, as applicable, or the last day of the twelve-month contract period, occurred between March 3, 1999 and March 2, 2000): Total Number of Contract Performance Evaluations which were Required to be Completed for Fiscal 2000; Number and Percent of Total Required Contract Performance Evaluations which were Completed; and Number and Percent of Total Contract Performance Evaluations Completed which were Rated as Unsatisfactory. Agency data are totaled to present an overall picture of contract performance evaluation. (Evaluations submitted outside of the 120-day period, described below, are also entered into the VENDEX system and included in the data reported below.) In addition, for the first time, data, which was provided by the agencies, is presented on the number of contracts which were defaulted.

As required by the City Charter, the Administrative Code and the Procurement Policy Board (PPB) Rules, agencies are responsible for monitoring and evaluating the performance of all contractors. Pursuant to established Mayor's Office of Contracts procedures:

- Contract performance evaluations are required to be completed for the categories listed below only where vendor performance is unsatisfactory, in which case a Report of Unsatisfactory Vendor Performance (i.e., "Form 5") is to be filed for entry into the VENDEX system.
 - Procurements of goods by means of competitive sealed bidding.
 - Procurements at or below the small purchase limits set forth in the PPB Rules.
- Contract performance evaluations are required to be completed for all other procurements as follows:
 - A comprehensive, fully documented Evaluation of Contractor Performance (i.e., "Form 1, 2, 2S, 3 or 4", as applicable) is to be filed for entry into the VENDEX system within 120 days, prior in certain cases, or subsequent to the contract's expiration, completion or termination date.
 - In addition, for each such contract with an original or amended term of greater than 12 months, a comprehensive, fully documented Evaluation of Contractor Performance also is to be filed for entry into the VENDEX system within 120 days, prior in some cases, or subsequent to the last day of each twelve-month period following the contract's effective date. (Where the interim and final performance evaluations are due within the same 120-day period, only one evaluation need be prepared.)
 - Agencies monitor and conduct performance evaluations in order to have the requisite information timely available for determining whether an existing contract should be renewed, continued, or terminated or whether a corrective action plan is needed to assure that the contractor fully complies with its contractual responsibilities. This is particularly relevant for the renewal of human service contracts, where evaluations may be conducted prior to the expiration/ anniversary date so that the results can be used to make the renewal determination.

The overall results from this Indicator, which are presented in the separate chart which follows, are positive and reflect improvement from last year due to the continued emphasis placed by the agencies on completing contract performance evaluations.

H. AGENCY PROCUREMENT

Procurements Awarded (See Notes)

This section includes data on the number and total original maximum dollar amount of procurements awarded during the twelve-month period ending June 30, 2000, except as noted below, for all Mayoral operating agencies for all categories of contracts: goods, construction and/or construction-related services, human services and other. Agency data are totaled to present an overall picture of procurements awarded. However, the data presented, which are maintained in the City's Financial Management System (FMS), excludes small purchases, purchase orders, and the encumbrances imposed for multi-year contracts that had been awarded prior to Fiscal 2000. The data presented should therefore not be relied upon as a statement of the full level of goods, construction, and services actually funded by the City during Fiscal 2000.

Procurement Processing Cycle Times

This section includes data on the average number of calendar days that was required to process contracts awarded from "typical" procurements during the twelve-month period ending June 30, 2000 for all Mayoral operating agencies utilizing key methods of award (i.e., competitive sealed bids, competitive sealed proposals and negotiated acquisition). The data presented was provided by the agencies. Agency data are totaled to present an overall picture of procurement processing cycle times.

In order to meaningfully reflect the efficiency of the procurement process itself, processing cycle time is measured from the date that a solicitation was publicly released (i.e., the date on which the Invitation for Bids or Request for Proposals was issued; or, as applicable, the date on which a notice of intent to enter into negotiations was published in the City Record, or, where public notice was not required, the date on which vendors were solicited) through the date the procurement was completed by the agency (i.e., the date on which a contract was submitted to the Comptroller's Office for registration). The processing cycle time for contracts awarded from "atypical" procurements, for example, those that were substantially delayed due to litigation, court injunctions, vendor protests, vendor criminal investigations, adverse responsibility determinations or similarly aberrational circumstances, are excluded so that the average time calculations are representative of typical procurements.

The overall results from this Indicator, which are presented in the separate chart which follows, continue to be positive regarding processing efficiencies.

Competitiveness in Procurements (See Notes)

This section includes data reflecting the level of vendor competitiveness achieved by all Mayoral operating agencies for all contracts awarded by competitive sealed bids or competitive sealed proposals and, for the first time, negotiated acquisition*, and for construction and/or construction-related services contracts awarded by any method of award (e.g., competitive sealed bids, competitive sealed proposals, negotiated acquisition, sole source, renewal, line-item appropriation, etc.) during Fiscal 2000. The data, which are maintained in the City's Financial Management System (FMS), includes for each of these groupings: Total Number of Contracts Awarded; Total Dollar Value of Contracts Awarded; Number and Percent of Total Contracts Awarded for which there were 3 or more Responses; and Dollar Value and Percent of Total Dollar Value of Contracts Awarded for which there were 3 or more Responses. Agency data are totaled to present an overall picture of vendor competitiveness. (*Excludes contracts for which negotiated acquisition was used to either extend an existing contract for a limited period of time, or to continue a multi-phase construction-related services contract for an ongoing complex construction project. Under these circumstances, the Procurement Policy Board Rules contemplate conducting negotiations with only the incumbent contractor.)

The overall results from this Indicator, which are presented in the separate charts which follow, continue to show a robust level of vendor competitiveness, stronger in most areas than last year.

H. AGENCY PROCUREMENT

Performance-Based Contracting

This is a new Agency Procurement Indicator included for the first time in the Fiscal 2000 Mayor's Management Report. Currently, many City contracts concentrate on operational details (e.g., how many employees at what salary), which can be quite extensive, taking up many pages of the contract. This approach diverts the focus of both the contracting agency and the vendor from the real issues, "What are the agency's goals and are they being achieved?" Under performance-based contracting, the emphasis is shifted from the means employed by a contractor to reach desired goals, to whether the agency achieved its goals by contracting with the vendor. Correspondingly, the payment structure for these contracts rewards vendors that achieve the agency's goals rather than just reimbursing them for expenditures made. An additional benefit of performance-based contracting is that as the City changes its focus from the means of performance to the outcome produced, the City's costs for managing contracts will decrease, while the quality of services will increase.

Typically, the critical question in determining if a contract is performance-based is whether the contract provides the contractor with financial incentives and/or disincentives that are tied to the goals that the agency is seeking to achieve through the contract. Thus, a contract is considered to be performance-based if it incorporates one or more of the following payment methods in whole or in large part:

- Performance-based outcome measures and related financial incentives and/or disincentives (e.g., the contractor would complete a construction project by a prescribed date but would receive a 10% bonus for completing it substantially ahead of schedule; the contractor would maintain a 95% occupancy level in an SRO but would be assessed a 2% penalty if that level was not maintained).
- Unit payments tied to outcomes (e.g., the contractor would receive a prescribed fee per foot of road reconstructed).
- Milestone payments tied to outcomes (e.g., the contractor would receive a prescribed payment when a client is placed in employment and another payment when the client has been retained in employment for 90 days).
- Liquidated damages tied to outcomes (e.g., the contractor would be penalized \$100 per day for each day that an audit report is not submitted by the prescribed due date).

This Indicator includes data reflecting the level of performance-based contracting for all Mayoral operating agencies for new contracts awarded for services and construction during Fiscal 2000. The data presented, which has been provided by the agencies, includes: Total Number of Contracts Awarded; Total Dollar Value of Contracts Awarded; Number and Percent of Total Contracts Awarded which were Performance-Based; and Dollar Value and Percent of Total Dollar Value of Contracts Awarded which were Performance-Based.

The results from this Indicator, which are presented in the separate chart which follows, are both constructive and instructive. Even though this is a first-time Indicator, the results reflect the City's focus in this emerging area, particularly in the nascent efforts in human services contract awards. This is very much a long-term investment, and at present, a "work in progress." Steady strides are expected as performance-based contracting becomes institutionalized by the agencies and vendors across the broad spectrum of the City's procurements.

H. AGENCY PROCUREMENT

Retroactive Contracts (See Notes)

This is a new Agency Procurement Indicator included for the first time in the Fiscal 2000 Mayor's Management Report. This Indicator includes data reflecting the level of contract retroactivity (i.e., contracts which started prior to the completion of the procurement process, that is, the date on which a contract was registered by the Comptroller's Office*) for all Mayoral operating agencies for all new and renewal contracts, except emergency contracts and accelerated procurement contracts, awarded during Fiscal 2000. The data presented, which are maintained in the City's Financial Management System (FMS), includes: Total Number of Contracts Awarded; Total Dollar Value of Contracts Awarded; Number and Percent of Total Contracts Awarded which were Retroactive; Dollar Value and Percent of Total Dollar Value of Contracts Awarded which were Retroactive; and Average Number of Days that Elapsed Between the Contract Start Date and the Contract Registration Date. (* The date on which a contract was formally registered by the Comptroller's Office may be after the Charter legal registration date and, therefore, the contract may not be retroactive at all or may be less retroactive than reported.)

As in the case of the other first-time Indicator, Performance-Based Contracting, the results from this new Indicator, which are presented in the separate chart which follows, are both constructive and instructive. These initial results will provide an important benchmark against which performance in subsequent years will be measured. It is anticipated that providing this focus will substantially and steadily improve performance, much as has been experienced since the Prompt Payment Indicator was first introduced in the MMR.

The results also reflect, as in the case of the Prompt Payment Indicator, the systemic impact 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.

Given the importance of timely contracts to the City's procurement process, the Mayor's Office of Contracts (MOC) will work with the agencies in implementing the following approach to improve agency performance in this new area:

- Agencies with low performance rates will develop corrective action plans.
- MOC will provide agencies with regular status reports about their retroactive contracts so that progress can be monitored on an ongoing basis.

Agency Procurement Actions (See Notes)

Section 12c(5) of the Charter requires that the Mayor's Management Report include for each agency a summary of the contracts entered into during the previous fiscal year (e.g., Fiscal 2000), categorized by the method of award used and the dollar value. This information is maintained in the City's Financial Management System (FMS) and is presented in the separate chart which follows. It should be noted, however, that the manner in which contracting data are maintained in FMS precludes analysis or meaningful conclusions about contracting trends from use of that database alone. For example, FMS reflects the total dollar amount of a contract in whatever year the contract was registered. Thus, depending upon when particular multi-year contracts expire and need to be re-let, there will be an increase in contracting activity reflected in FMS for the year in which the new multi-year contracts are registered, with no contracting activity reflected during the intervening years even though the goods, services or construction provided for in these contracts continue to be funded and provided.

H. AGENCY PROCUREMENT

Notes:

- Information is from the City's Financial Management System (FMS) and reflects updates by the agencies.
- Contracts are included if the Contract ID includes the year 2000 and the Start Date is on or after 7/1/99.
- Small Purchase procurements are excluded.
- To exclude purchase orders from New York State requirements contracts while retaining contracts with other governments, contracts with Award Method 25 for "Intergovernmental Purchases" are excluded unless the Enterprise Information Number (EIN) of the Vendor appears on a Mayor's Office of Contracts table of Government EINs.
- HPD: Certain HPD contracts showing NYCHA as the contractor were excluded because they are not procurements and, with the exception of 2, they were in fact entered into FMS by NYCHA, not HPD; certain HPD contracts were excluded as being "technical" registrations, required when OMB changed their funding from expense to capital; and 24 HPD emergency construction-related contracts where the Contract ID includes the year 2000, but the Start Date is before 7/1/99, were excluded.
- All contract assignments were excluded, as these are not procurements, but a change in vendor pursuant to the terms of the original contract.
- Force Accounts were excluded because they are not procurements.
- Contracts that are payments to landlords pursuant to leases were excluded as being real property transactions, not procurements.

**H. AGENCY PROCUREMENT
PROMPT PAYMENT
Fiscal 2000**

Agency	Invoice Value Paid on Time	Invoice Value Paid by Grace Period	Invoices Paid on Time	Invoices Paid by Grace Period	Interest Paid to Contractors
Police Department	71%	92%	75%	92%	\$50,029
Fire Department	49%	82%	58%	81%	\$78,288
Department of Correction	66%	90%	67%	91%	\$6,694
Department of Probation	85%	96%	91%	98%	\$201
Department of Juvenile Justice	94%	100%	92%	99%	\$0
Department of Transportation	79%	95%	60%	82%	\$29,817
Department of Environmental Protection	85%	98%	90%	99%	\$7,122
Department of Housing Preservation & Development	68%	89%	80%	93%	\$18,417
Department of Design and Construction	88%	99%	88%	98%	\$993
Department of Sanitation	94%	99%	86%	97%	\$19,309
Department of Parks and Recreation	88%	96%	73%	84%	\$8,857
Landmarks Preservation Commission	92%	96%	96%	99%	\$87
Department of Business Services	82%	93%	93%	97%	\$12,720
Department of Cultural Affairs	85%	88%	81%	86%	\$44
Department of Health/Office of the Chief Medical Examiner	93%	100%	84%	96%	\$3,538
Department of Mental Health	98%	98%	93%	96%	\$0
Human Resources Administration	99%	100%	94%	98%	\$10,323
Administration for Children Services	96%	98%	75%	88%	\$31,516
Department of Homeless Services	90%	93%	74%	82%	\$63,915
Department of Employment	99%	100%	99%	100%	\$0
Department of Youth and Community Development	92%	95%	91%	95%	\$3,911
Department for the Aging	94%	98%	89%	96%	\$80
Department of Consumer Affairs	80%	99%	90%	100%	\$0
Department of Buildings	88%	98%	90%	98%	\$743
Taxi and Limousine Commission	90%	100%	97%	100%	\$0
Law Department	63%	99%	77%	96%	\$178
Department of Finance	89%	96%	83%	93%	\$4,915
Department of Citywide Administrative Services	57%	96%	60%	85%	\$26,948
Department of City Planning	87%	100%	96%	99%	\$0
Department of Records and Information Services	87%	100%	96%	100%	\$0
Department of Information Technology & Telecommunications	78%	93%	67%	87%	\$117
Commission on Human Rights	89%	100%	87%	99%	\$0
Department of Investigation	98%	99%	97%	98%	\$0
TOTAL	90%	98%	78%	91%	\$378,762

H. AGENCY PROCUREMENT CONTRACT PERFORMANCE EVALUATIONS* & DEFAULTED CONTRACTS

Fiscal 2000

Agency	Total # of Contract Performance Evaluations Which Were Required to be Completed for Fiscal 1999	# and % of Total Required Contract Performance Evaluations Which Were Completed		# and % of Total Contract Performance Evaluations Completed Which Were Rated as Unsatisfactory		Number of Contracts Defaulted
		Quantity	Percent	Quantity	Percent	
Police Department	51	47	92%	3	6%	0
Fire Department	60	43	72%	1	2%	2
Department of Correction	37	34	92%	0	0%	0
Department of Probation	23	23	100%	0	0%	0
Department of Juvenile Justice	8	8	100%	0	0%	0
Civilian Complaint Review Board	1	0	0%	0	NA	0
Department of Transportation	259	230	89%	6	3%	0
Department of Environmental Protection	395	269	68%	2	1%	1
Department of Housing Preservation & Development	221	220	100%	9	4%	0
Department of Design & Construction	292	231	79%	10	4%	2
Department of Sanitation	99	72	73%	0	0%	0
Department of Parks & Recreation	260	248	95%	5	2%	15
Landmark Preservation Commission	0	NA	NA	NA	NA	0
Department of Business Services	6	4	67%	0	0%	0
Department of Cultural Affairs	4	4	100%	0	0%	0
Department of Health	161	137	85%	0	0%	0
Department of Mental Health, Mental Retardation and Alcoholism Services	306	290	95%	0	0%	0
Human Resources Administration	280	189	68%	2	1%	1
Administration for Children's Services	595	438	74%	2	0%	0
Department of Homeless Services	221	207	94%	2	1%	0
Department of Employment	103	60	58%	2	3%	0
Department of Youth & Community Development	701	689	98%	4	1%	0
Department for the Aging	460	441	96%	2	0%	0
Department of Consumer Affairs	0	NA	NA	NA	NA	0

H. AGENCY PROCUREMENT
CONTRACT PERFORMANCE EVALUATIONS* & DEFAULTED CONTRACTS
Fiscal 2000

Agency	Total # of Contract Performance Evaluations Which Were Required to be Completed for Fiscal 1999	# and % of Total Required Contract Performance Evaluations Which Were Completed		# and % of Total Contract Performance Evaluations Completed Which Were Rated as Unsatisfactory		Number of Contracts Defaulted
		Quantity	Percent	Quantity	Percent	
Department of Buildings	3	3	100%	0	0%	0
Taxi & Limousine Commission	4	4	100%	0	0%	0
Law Department	20	14	70%	3	21%	0
Department of Finance	42	20	48%	1	5%	0
Department of Citywide Administrative Services	61	57	93%	2	4%	0**
Department of City Planning	1	1	100%	0	0%	0
Department of Records and Information Services	0	NA	NA	NA	NA	0
Department of Information Technology & Telecommunications	58	51	88%	1	2%	0
City Commission on Human Rights	0	NA	NA	NA	NA	0
Department of Investigation	0	NA	NA	NA	NA	0
City Civil Service Commission	0	NA	NA	NA	NA	0
TOTAL	4,732	4,034	85%	57	1%	21

* Includes contracts for which comprehensive, fully documented Evaluations of Contractor Performance were required to be completed.

** Excludes contracts awarded by the Department of Citywide Administrative Services/Division of Municipal Supply Services.

H. AGENCY PROCUREMENT

PROCUREMENTS AWARDED*

NUMBER OF AWARDS AND DOLLAR AMOUNTS

Fiscal 2000

Agency		Contracts For:				TOTAL
		Goods	Construction and/or Construction-Related Services	Human Services	Other	
Police Department	Quantity	5	3	0	10	18
	Value	\$738,808	\$1,059,415	\$0	\$5,547,420	\$7,345,643
Fire Department	Quantity	1	3	1	23	28
	Value	\$826,572	\$5,028,196	\$436,018	\$27,681,460	\$33,972,246
Department of Correction	Quantity	4	2	4	13	23
	Value	\$1,278,427	\$3,105,910	\$1,175,976	\$10,267,439	\$15,827,752
Department of Probation	Quantity	1	0	14	1	16
	Value	\$245,280	\$0	\$7,519,808	\$99,500	\$7,864,588
Department of Juvenile Justice	Quantity	0	0	8	2	10
	Value	\$0	\$0	\$8,724,593	\$136,525	\$8,861,118
Civilian Complaint Review Board	Quantity	0	0	0	0	0
	Value	\$0	\$0	\$0	\$0	\$0
Department of Transportation	Quantity	1	48	0	60	109
	Value	\$32,676	\$286,639,779	\$0	\$43,334,136	\$330,006,591
Department of Environmental Protection	Quantity	1	106	0	65	172
	Value	\$1,538,700	\$509,053,884	\$0	\$78,386,943	\$588,979,527
Department of Housing Preservation & Development	Quantity	0	57	67	28	152
	Value	\$0	\$21,737,061	\$10,109,851	\$7,377,796	\$39,224,708
Department of Design & Construction	Quantity	0	193	0	0	193
	Value	\$0	\$1,267,339,221	\$0	\$0	\$1,267,339,221
Department of Sanitation	Quantity	2	30	0	23	55
	Value	\$853,889	\$149,945,184	\$0	\$92,205,582	\$243,004,655
Department of Parks & Recreation	Quantity	0	196	2	22	220
	Value	\$0	\$105,731,663	\$175,000	\$18,538,514	\$124,445,177
Landmark Preservation Commission	Quantity	0	0	0	0	0
	Value	\$0	\$0	\$0	\$0	\$0
Department of Business Services	Quantity	0	0	0	2	2
	Value	\$0	\$0	\$0	\$6,047,500	\$6,047,500
Department of Cultural Affairs	Quantity	0	0	0	0	0
	Value	\$0	\$0	\$0	\$0	\$0
Department of Health	Quantity	0	0	47	15	62
	Value	\$0	\$0	\$37,803,745	\$5,028,046	\$42,831,791
Department of Mental Health, Mental Retardation and Alcoholism Services	Quantity	0	0	160	5	165
	Value	\$0	\$0	\$180,959,411	\$816,220,548	\$997,179,959
Human Resources Administration	Quantity	0	2	118	36	156
	Value	\$0	\$5,734,250	\$505,405,062	\$14,900,031	\$526,039,343
Administration for Children's Services	Quantity	0	0	335	49	384
	Value	\$0	\$0	\$1,372,662,521	\$25,855,414	\$1,398,517,935
Department of Homeless Services	Quantity	0	9	47	6	62
	Value	\$0	\$2,000,375	\$238,179,327	\$1,094,426	\$241,274,128
Department of Employment	Quantity	0	0	61	1	62
	Value	\$0	\$0	\$24,240,598	\$64,400	\$24,304,998
Department of Youth & Community Development	Quantity	0	0	485	1	486
	Value	\$0	\$0	\$116,485,043	\$28,100	\$116,513,143

H. AGENCY PROCUREMENT

PROCUREMENTS AWARDED*

NUMBER OF AWARDS AND DOLLAR AMOUNTS

Fiscal 2000

Agency		Contracts For:				TOTAL
		Goods	Construction and/or Construction-Related Services	Human Services	Other	
Department for the Aging	Quantity	4	0	285	16	305
	Value	\$137,000	\$0	\$137,710,764	\$1,858,792	\$139,706,556
Department of Consumer Affairs	Quantity	0	0	0	0	0
	Value	\$0	\$0	\$0	\$0	\$0
Department of Buildings	Quantity	0	0	0	3	3
	Value	\$0	\$0	\$0	\$3,602,437	\$3,602,437
Taxi & Limousine Commission	Quantity	0	0	0	4	4
	Value	\$0	\$0	\$0	\$684,514	\$684,514
Law Department	Quantity	0	0	0	46	46
	Value	\$0	\$0	\$0	\$9,213,684	\$9,213,684
Department of Finance	Quantity	0	0	0	4	4
	Value	\$0	\$0	\$0	\$7,540,673	\$7,540,673
Department of Citywide Administrative Services	Quantity	840	55	0	25	920
	Value	\$574,751,637	\$70,563,359	\$0	\$253,023,422	\$898,338,418
Department of City Planning	Quantity	0	0	0	1	1
	Value	\$0	\$0	\$0	\$39,725	\$39,725
Department of Records and Information Services	Quantity	0	0	0	0	0
	Value	\$0	\$0	\$0	\$0	\$0
Department of Information Technology & Telecommunications	Quantity	0	0	0	13	13
	Value	\$0	\$0	\$0	\$19,860,219	\$19,860,219
City Commission on Human Rights	Quantity	0	0	0	0	0
	Value	\$0	\$0	\$0	\$0	\$0
Department of Investigation	Quantity	0	0	0	0	0
	Value	\$0	\$0	\$0	\$0	\$0
City Civil Service Commission	Quantity	0	0	0	0	0
	Value	\$0	\$0	\$0	\$0	\$0
TOTAL	Quantity	859	704	1,634	474	3,671
	Value	\$580,402,990	\$2,427,938,297	\$2,641,587,718	\$1,448,637,246	\$7,098,566,250

* Excludes small purchases, purchase orders, and the encumbrances imposed for multi-year contracts that had been awarded prior to Fiscal 2000.

H. AGENCY PROCUREMENT

Procurement Processing Cycle Times

AVERAGE NUMBER OF CALENDAR DAYS TO PROCESS CONTRACTS*

Fiscal 2000

Agency	Contracts Awarded via Competitive Sealed Bids		Contracts Awarded via Competitive Sealed Proposals		Contracts Awarded via Negotiated Acquisition	
	Contracts	Average Days	Contracts	Average Days	Contracts	Average Days
Police Department	9	119	1	193	3	92
Fire Department	11	82	0	--	0	--
Department of Correction	3	178	1	90	0	--
Department of Probation	0	--	0	--	1	70
Department of Juvenile Justice	1	30	0	--	5	229
Civilian Complaint Review Board	0	--	0	--	0	--
Department of Transportation	45	169	15	355	0	--
Department of Environmental Protection	95	163	2	551	6	369
Department of Housing Preservation and Development	21	142	0	--	1	212
Department of Design and Construction	121	94	28	235	6	174
Department of Sanitation	32	101	0	--	0	--
Department of Parks and Recreation	163	85	1	203	0	--
Landmarks Preservation Commission	0	--	0	--	0	--
Department of Business Services	0	--	0	--	0	--
Department of Cultural Affairs	0	--	0	--	0	--
Department of Health/Office of the Chief Medical Examiner	9	162	7	438	2	351
Department of Mental Health, Mental Retardation, and Alcoholism Services	0	--	12	297	29	315
Human Resources Administration	25	113	0	--	64	193
Administration for Children's Services	33	186	10	304	0	--
Department of Homeless Services	11	154	0	--	2	84
Department of Employment	1	44	0	--	45	188
Department of Youth and Community Development	1	72	268	272	7	84

H. AGENCY PROCUREMENT

Procurement Processing Cycle Times

AVERAGE NUMBER OF CALENDAR DAYS TO PROCESS CONTRACTS* Fiscal 2000

Agency	Contracts Awarded via Competitive Sealed Bids		Contracts Awarded via Competitive Sealed Proposals		Contracts Awarded via Negotiated Acquisition	
	Contracts	Average Days	Contracts	Average Days	Contracts	Average Days
Department for the Aging	0	--	84	137	7	200
Department of Consumer Affairs	0	--	0	--	0	--
Department of Buildings	0	--	3	365	0	--
Taxi and Limousine Commission	0	--	1	64	0	--
Law Department	3	144	0	--	9	156
Department of Finance	4	174	0	--	0	--
Department of Citywide Administrative Services**	57	163	4	320	1	90
Department of City Planning	0	--	0	--	0	--
Department of Records and Information Services	0	--	0	--	0	--
Department of Information Technology and Telecommunications	5	99	1	141	9	253
City Commission on Human Rights	0	--	0	--	0	--
Department of Investigation	0	--	0	--	0	--
Civil Service Commission	0	--	0	--	0	--
TOTAL CONTRACTS/OVERALL AVERAGE DAYS	650	123	438	251	197	211

*Includes contracts awarded from "typical" procurements utilizing key methods of award.

**Excludes contracts awarded by the Department of Citywide Administrative Services/Division of Municipal Supplies

H. AGENCY PROCUREMENT

COMPETITIVENESS IN PROCUREMENTS: CONTRACTS AWARDED BY COMPETITIVE SEALED BID Fiscal 2000

A G E N C Y	Total Contracts	Total Value	Contracts Awarded with 3 or More Bids			
			Quantity	Pct. of Total Contracts	Value	Pct. of Total Value
Police Department	11	\$2,776,272	4	36%	\$1,371,186	49%
Fire Department	19	\$25,139,012	13	68%	\$12,429,972	49%
Department of Correction	13	\$12,421,492	8	62%	\$9,401,665	76%
Department of Probation	0	\$0	NA	NA	NA	NA
Department of Juvenile Justice	1	\$71,525	1	100%	\$71,525	100%
Civilian Complaint Review Board	0	\$0	NA	NA	NA	NA
Department of Transportation	52	\$221,298,987	42	81%	\$202,069,501	91%
Department of Environmental Protection	106	\$404,938,003	84	79%	\$378,195,576	93%
Department of Housing Preservation & Development	42	\$17,793,115	36	86%	\$8,254,760	46%
Department of Design & Construction	136	\$400,194,228	133	98%	\$395,903,558	99%
Department of Sanitation	45	\$231,806,017	36	80%	\$217,590,870	94%
Department of Parks & Recreation	167	\$106,643,141	157	94%	\$103,753,081	97%
Landmark Preservation Commission	0	\$0	NA	NA	NA	NA
Department of Business Services	0	\$0	NA	NA	NA	NA
Department of Cultural Affairs	0	\$0	NA	NA	NA	NA
Department of Health	9	\$11,389,642	3	33%	\$5,144,561	45%
Department of Mental Health, Mental Retardation and Alcoholism Services	0	\$0	NA	NA	NA	NA
Human Resources Administration	31	\$19,081,046	27	87%	\$18,855,253	99%
Administration for Children's Services	31	\$29,332,924	23	74%	\$27,882,425	95%
Department of Homeless Services	10	\$2,395,591	6	60%	\$2,100,475	88%
Department of Employment	1	\$353,000	0	0%	\$0	0%
Department of Youth & Community Development	0	\$0	NA	NA	NA	NA
Department for the Aging	0	\$0	NA	NA	NA	NA

H. AGENCY PROCUREMENT

COMPETITIVENESS IN PROCUREMENTS: CONTRACTS AWARDED BY COMPETITIVE SEALED BID Fiscal 2000

A G E N C Y	Total Contracts	Total Value	Contracts Awarded with 3 or More Bids			
			Quantity	Pct. of Total Contracts	Value	Pct. of Total Value
Department of Consumer Affairs	0	\$0	NA	NA	NA	NA
Department of Buildings	0	\$0	NA	NA	NA	NA
Taxi & Limousine Commission	0	\$0	NA	NA	NA	NA
Law Department	3	\$5,524,192	2	67%	\$5,288,692	96%
Department of Finance	3	\$4,960,975	3	100%	\$4,960,975	100%
Department of Citywide Administrative Services	896	\$651,059,728	760	85%	\$535,336,609	82%
Department of City Planning	0	\$0	NA	NA	NA	NA
Department of Records and Information Services	0	\$0	NA	NA	NA	NA
Department of Information Technology & Telecommunications	6	\$16,650,192	2	33%	\$9,232,267	55%
City Commission on Human Rights	0	\$0	NA	NA	NA	NA
Department of Investigation	0	\$0	NA	NA	NA	NA
City Civil Service Commission	0	\$0	NA	NA	NA	NA
TOTAL	1,582	\$2,163,829,080	1,340	85%	\$1,937,842,950	90%

H. AGENCY PROCUREMENT

COMPETITIVENESS IN PROCUREMENTS: CONTRACTS AWARDED BY COMPETITIVE SEALED PROPOSAL Fiscal 2000

A G E N C Y	Total Contracts	Total Value	Contracts Awarded with 3 or More Proposals			
			Quantity	Pct. of Total Contracts	Value	Pct. of Total Value
Police Department	1	\$2,700,000	0	0%	\$0	0%
Fire Department	0	\$0	NA	NA	NA	NA
Department of Correction	1	\$1,648,865	1	100%	\$1,648,865	100%
Department of Probation	0	\$0	NA	NA	NA	NA
Department of Juvenile Justice	0	\$0	NA	NA	NA	NA
Civilian Complaint Review Board	0	\$0	NA	NA	NA	NA
Department of Transportation	24	\$91,886,692	22	92%	\$91,738,636	100%
Department of Environmental Protection	4	\$37,349,206	3	75%	\$24,316,706	65%
Department of Housing Preservation & Development	0	\$0	NA	NA	NA	NA
Department of Design & Construction	35	\$49,463,361	29	83%	\$44,763,361	90%
Department of Sanitation	1	\$7,049,286	1	100%	\$7,049,286	100%
Department of Parks & Recreation	3	\$2,260,000	2	67%	\$1,260,000	56%
Landmark Preservation Commission	0	\$0	NA	NA	NA	NA
Department of Business Services	0	\$0	NA	NA	NA	NA
Department of Cultural Affairs	0	\$0	NA	NA	NA	NA
Department of Health	16	\$10,784,169	9	56%	\$6,000,000	56%
Department of Mental Health, Mental Retardation and Alcoholism Services	10	\$817,972,953	4	40%	\$816,747,453	100%
Human Resources Administration	6	\$9,744,270	0	0%	\$0	0%
Administration for Children's Services	156	\$1,033,757,802	156	100%	\$1,033,757,802	100%
Department of Homeless Services	3	\$77,005,815	1	33%	\$64,356,414	84%
Department of Employment	0	\$0	NA	NA	NA	NA
Department of Youth & Community Development	17	\$6,433,643	13	76%	\$1,909,730	30%
Department for the Aging	85	\$35,288,081	2	2%	\$2,112,288	6%

H. AGENCY PROCUREMENT

COMPETITIVENESS IN PROCUREMENTS: CONTRACTS AWARDED BY COMPETITIVE SEALED PROPOSAL Fiscal 2000

A G E N C Y	Total Contracts	Total Value	Contracts Awarded with 3 or More Proposals			
			Quantity	Pct. of Total Contracts	Value	Pct. of Total Value
Department of Consumer Affairs	0	\$0	NA	NA	NA	NA
Department of Buildings	3	\$3,602,437	3	100%	\$3,602,437	100%
Taxi & Limousine Commission	1	\$353,080	1	100%	\$353,080	100%
Law Department	1	\$75,000	0	0%	\$0	0%
Department of Finance	0	\$0	NA	NA	NA	NA
Department of Citywide Administrative Services	5	\$9,598,500	5	100%	\$9,598,500	100%
Department of City Planning	0	\$0	NA	NA	NA	NA
Department of Records and Information Services	0	\$0	NA	NA	NA	NA
Department of Information Technology & Telecommunications	1	\$1,056,000	1	100%	\$1,056,000	100%
City Commission on Human Rights	0	\$0	NA	NA	NA	NA
Department of Investigation	0	\$0	NA	NA	NA	NA
City Civil Service Commission	0	\$0	NA	NA	NA	NA
TOTAL	373	\$2,198,029,160	253	68%	\$2,110,270,558	96%

H. AGENCY PROCUREMENT

COMPETITIVENESS IN PROCUREMENTS: CONTRACTS AWARDED BY COMPETITIVE NEGOTIATED ACQUISITION* Fiscal 2000

A G E N C Y	Total Contracts	Total Value	Contracts Awarded with 3 or More Proposals			
			Quantity	Pct. of Total Contracts	Value	Pct. of Total Value
Police Department	3	\$670,996	1	33%	\$220,996	33%
Fire Department	0	\$0	NA	NA	NA	NA
Department of Correction	0	\$0	NA	NA	NA	NA
Department of Probation	1	\$99,500	0	0%	\$0	0%
Department of Juvenile Justice	5	\$8,224,593	5	100%	\$8,224,593	100%
Civilian Complaint Review Board	0	\$0	NA	NA	NA	NA
Department of Transportation	0	\$0	NA	NA	NA	NA
Department of Environmental Protection	9	\$69,987,181	0	0%	\$0	0%
Department of Housing Preservation & Development	1	\$5,727,100	0	0%	\$0	0%
Department of Design & Construction	14	\$787,951,300	12	86%	\$776,570,000	99%
Department of Sanitation	0	\$0	NA	NA	NA	NA
Department of Parks & Recreation	0	\$0	NA	NA	NA	NA
Landmark Preservation Commission	0	\$0	NA	NA	NA	NA
Department of Business Services	0	\$0	NA	NA	NA	NA
Department of Cultural Affairs	0	\$0	NA	NA	NA	NA
Department of Health	2	\$2,049,154	2	100%	\$2,049,154	100%
Department of Mental Health, Mental Retardation, and Alcoholism Services	20	\$11,148,760	8	40%	\$6,457,018	58%
Human Resources Administration	19	\$374,648,686	19	100%	\$374,648,686	100%
Administration for Children's Services	0	\$0	NA	NA	NA	NA
Department of Homeless Services	1	\$2,037,741	0	0%	\$0	0%
Department of Employment	42	\$20,227,764	42	100%	\$20,227,764	100%
Department of Youth & Community Development	1	\$29,706	0	0%	\$0	0%
Department for the Aging	8	\$288,994	8	100%	\$288,994	100%

H. AGENCY PROCUREMENT

COMPETITIVENESS IN PROCUREMENTS: CONTRACTS AWARDED BY COMPETITIVE NEGOTIATED ACQUISITION* Fiscal 2000

A G E N C Y	Total Contracts	Total Value	Contracts Awarded with 3 or More Proposals			
			Quantity	Pct. of Total Contracts	Value	Pct. of Total Value
Department of Consumer Affairs	0	\$0	NA	NA	NA	NA
Department of Buildings	0	\$0	NA	NA	NA	NA
Taxi & Limousine Commission	0	\$0	NA	NA	NA	NA
Law Department	41	\$3,572,963	0	0%	\$0	0%
Department of Finance	0	\$0	NA	NA	NA	NA
Department of Citywide Administrative Services	0	\$0	NA	NA	NA	NA
Department of City Planning	0	\$0	NA	NA	NA	NA
Department of Records and Information Services	0	\$0	NA	NA	NA	NA
Department of Information Technology & Telecommunications	1	\$1,373,355	1	100%	\$1,373,355	100%
City Commission on Human Rights	0	\$0	NA	NA	NA	NA
Department of Investigation	0	\$0	NA	NA	NA	NA
City Civil Service Commission	0	\$0	NA	NA	NA	NA
TOTAL	168	\$1,288,037,793	98	58%	\$1,190,060,560	92%

*Excludes 108 contracts with a value of \$79,158,618 for which negotiated acquisition was used either to extend an existing contract for a limited period of time or to continue a multi-phase construction-related services contract for an on-going complex construction project. Under these circumstances, the PPB Rules contemplate conducting negotiations with only the incumbent contractor.

H. AGENCY PROCUREMENT

COMPETITIVENESS IN PROCUREMENTS: CONTRACTS FOR CONSTRUCTION AND/OR CONSTRUCTION-RELATED SERVICES AWARDED BY ANY METHOD OF AWARD Fiscal 2000

A G E N C Y	Total Contracts	Total Value	Contracts Awarded with 3 or More Bids/Proposals			
			Quantity	Pct. of Total Contracts	Value	Pct. of Total Value
Police Department	3	\$1,059,415	3	100%	\$1,059,415	100%
Fire Department	3	\$5,028,196	2	67%	\$402,951	8%
Department of Correction	2	\$3,105,910	2	100%	\$3,105,910	100%
Department of Probation	0	\$0	NA	NA	NA	NA
Department of Juvenile Justice	0	\$0	NA	NA	NA	NA
Civilian Complaint Review Board	0	\$0	NA	NA	NA	NA
Department of Transportation	48	\$286,639,779	36	75%	\$268,146,656	94%
Department of Environmental Protection	106	\$509,053,884	83	78%	\$367,586,067	72%
Department of Housing Preservation & Development	57	\$21,737,061	46	81%	\$9,624,688	44%
Department of Design & Construction	193	\$1,267,339,221	175	91%	\$1,225,866,909	97%
Department of Sanitation	30	\$149,945,184	28	93%	\$137,715,578	92%
Department of Parks & Recreation	196	\$105,731,663	152	78%	\$92,779,665	88%
Landmark Preservation Commission	0	\$0	NA	NA	NA	NA
Department of Business Services	0	\$0	NA	NA	NA	NA
Department of Cultural Affairs	0	\$0	NA	NA	NA	NA
Department of Health	0	\$0	NA	NA	NA	NA
Department of Mental Health, Mental Retardation and Alcoholism Services	0	\$0	NA	NA	NA	NA
Human Resources Administration	2	\$5,734,250	2	100%	\$5,734,250	100%
Administration for Children's Services	0	\$0	NA	NA	NA	NA
Department of Homeless Services	9	\$2,000,375	9	100%	\$2,000,375	100%
Department of Employment	0	\$0	NA	NA	NA	NA
Department of Youth & Community Development	0	\$0	NA	NA	NA	NA
Department for the Aging	0	\$0	NA	NA	NA	NA

H. AGENCY PROCUREMENT

COMPETITIVENESS IN PROCUREMENTS: CONTRACTS FOR CONSTRUCTION AND/OR CONSTRUCTION-RELATED SERVICES AWARDED BY ANY METHOD OF AWARD Fiscal 2000

A G E N C Y	Total Contracts	Total Value	Contracts Awarded with 3 or More Bids/Proposals			
			Quantity	Pct. of Total Contracts	Value	Pct. of Total Value
Department of Consumer Affairs	0	\$0	NA	NA	NA	NA
Department of Buildings	0	\$0	NA	NA	NA	NA
Taxi & Limousine Commission	0	\$0	NA	NA	NA	NA
Law Department	0	\$0	NA	NA	NA	NA
Department of Finance	0	\$0	NA	NA	NA	NA
Department of Citywide Administrative Services	55	\$70,563,359	47	85%	\$61,361,417	87%
Department of City Planning	0	\$0	NA	NA	NA	NA
Department of Records and Information Services	0	\$0	NA	NA	NA	NA
Department of Information Technology & Telecommunications	0	\$0	NA	NA	NA	NA
City Commission on Human Rights	0	\$0	NA	NA	NA	NA
Department of Investigation	0	\$0	NA	NA	NA	NA
City Civil Service Commission	0	\$0	NA	NA	NA	NA
TOTAL	704	\$2,427,938,297	585	83%	\$2,175,383,879	90%

H. AGENCY PROCUREMENT
PERFORMANCE-BASED CONTRACTING*
Fiscal 2000

Agency	New Services Contracts and Construction Contracts Awarded					
	Total Number	Number and Percent Performance- Based		Total Dollar Value	Dollar Value and Percent Performance- Based	
		Quantity	Percent		Value	Percent
Administration for Children's Services	187	75	40%	\$1,060,432,408	\$791,452,979	75%
	0	—	—	\$0	—	—
Civilian Complaint Review Board	0	—	—	\$0	—	—
Civil Service Commission	0	—	—	\$0	—	—
Department for the Aging	435	18	4%	\$131,972,123	\$23,916,467	18%
Department of Buildings	3	3	100%	\$3,602,437	\$3,602,437	100%
Department of Business Services	0	—	—	\$0	—	—
Department of City Planning	0	—	—	\$0	—	—
Department of Citywide Administrative Services**	55	0	0%	\$101,142,000	\$0	0%
Department of Consumer Affairs	0	—	—	\$0	—	—
Department of Correction	21	4	19%	\$31,828,033	\$1,175,976	4%
Department of Cultural Affairs	1	0	0%	\$300,870	\$0	0%
Department of Design and Construction	198	158	80%	\$1,272,000,000	\$1,231,000,000	97%
Department of Employment	70	50	71%	\$26,938,598	\$22,879,364	85%
Department of Environmental Protection	105	97	92%	\$462,202,580	\$364,888,794	79%
Department of Finance	4	0	0%	\$7,308,041	\$0	0%
Department of Health/Office of the Chief Medical Examiner	75	36	48%	\$48,283,312	\$23,380,945	48%
Department of Homeless Services	14	11	79%	\$68,972,671	\$68,711,770	100%
Department of Housing Preservation and Development	161	98	61%	\$109,826,339	\$87,403,950	80%
Department of Information Technology and Telecommunications	16	16	100%	\$48,716,547	\$48,716,547	100%
Department of Investigation	0	—	—	\$0	—	—
Department of Juvenile Justice	9	9	100%	\$8,796,118	\$8,796,118	100%
Department of Mental Health, Mental Retardation, and Alcoholism Services	164	24	15%	\$185,481,199	\$22,197,435	12%
Department of Parks and Recreation	227	197	87%	\$124,055,621	\$103,300,796	83%
Department of Probation	17	7	41%	\$8,000,000	\$1,100,000	14%

H. AGENCY PROCUREMENT
PERFORMANCE-BASED CONTRACTING*
Fiscal 2000

Agency	New Services Contracts and Construction Contracts Awarded					
	Total Number	Number and Percent Performance- Based		Total Dollar Value	Dollar Value and Percent Performance- Based	
		Quantity	Percent		Value	Percent
Department of Records and Information Services	0	—	—	\$0	—	—
Department of Sanitation	49	49	100%	\$295,959,890	\$295,959,890	100%
Department of Transportation	109	48	44%	\$330,006,591	\$92,092,073	28%
Department of Youth and Community Development	743	270	36%	\$138,909,135	\$17,452,868	13%
Fire Department	19	19	100%	\$26,133,099	\$26,133,099	100%
Human Resources Administration	141	141	100%	\$522,301,879	\$522,301,879	100%
Landmarks Preservation Commission	0	—	—	\$0	—	—
Law Department	46	2	4%	\$9,213,684	\$1,675,000	18%
Police Department	21	14	67%	\$23,037,978	\$3,381,268	15%
Taxi and Limousine Commission	4	3	75%	\$684,514	\$438,080	64%
TOTAL	2894	1349	47%	\$ 5,046,105,667	\$ 3,761,957,735	75%

*Includes contracts for which comprehensive, fully documented Evaluations of Contractor Performance were required to be completed.

**Excludes contracts awarded by the Department of Citywide Administrative Services/Division of Municipal Supply Services.

H. AGENCY PROCUREMENT

RETROACTIVE CONTRACTS* CONTRACTS WITH A START DATE BEFORE THEIR REGISTRATION DATE Fiscal 2000

A G E N C Y	Total Contracts	Total Value	Contracts Awarded with 3 or More Proposals				
			Quantity	Pct. of Total Contracts	Value	Pct. of Total Value	Avg. Days Retro- active
Police Department	16	\$6,697,268	3	19%	\$892,552	13%	162
Fire Department	25	\$27,294,929	8	32%	\$1,522,337	6%	72
Department of Correction	23	\$15,827,752	11	48%	\$7,187,621	45%	165
Department of Probation	16	\$7,864,588	16	100%	\$7,864,588	100%	127
Department of Juvenile Justice	10	\$8,861,118	9	90%	\$6,211,118	70%	40
Civilian Complaint Review Board	0	\$0	NA	NA	NA	NA	NA
Department of Transportation	106	\$328,440,891	95	90%	\$303,491,729	92%	71
Department of Environmental Protection	168	\$582,261,372	39	23%	\$42,977,354	7%	73
Department of Housing							
Preservation & Development	127	\$36,847,484	95	75%	\$26,184,586	71%	197
Department of Design & Construction	192	\$1,266,339,221	8	4%	\$47,737,989	4%	39
Department of Sanitation	53	\$240,937,675	12	23%	\$11,515,420	5%	53
Department of Parks & Recreation	218	\$123,945,625	23	11%	\$12,309,162	10%	14
Landmark Preservation Commission	0	\$0	NA	NA	NA	NA	NA
Department of Business Services	2	\$6,047,500	2	100%	\$6,047,500	100%	220
Department of Cultural Affairs	0	\$0	NA	NA	NA	NA	NA
Department of Health	61	\$41,439,791	59	97%	\$40,474,603	98%	207
Department of Mental Health, Mental							
Retardation, & Alcoholism Services	165	\$997,179,959	158	96%	\$991,649,753	99%	73
Human Resources Administration	156	\$526,039,343	139	89%	\$516,676,330	98%	121
Administration for Children's Services	384	\$1,398,517,935	369	96%	\$1,368,869,509	98%	95
Department of Homeless Services	62	\$241,274,128	59	95%	\$240,487,378	100%	60
Department of Employment	62	\$24,304,998	62	100%	\$24,304,998	100%	151
Department of Youth & Community Development	488	\$118,113,970	481	99%	\$116,261,960	98%	76

H. AGENCY PROCUREMENT

RETROACTIVE CONTRACTS* CONTRACTS WITH A START DATE BEFORE THEIR REGISTRATION DATE Fiscal 2000

A G E N C Y	Total Contracts	Total Value	Contracts Awarded with 3 or More Proposals				
			Quantity	Pct. of Total Contracts	Value	Pct. of Total Value	Avg. Days Retro- active
Department for the Aging	305	\$139,706,556	214	70%	\$76,724,842	55%	88
Department of Consumer Affairs	0	\$0	NA	NA	NA	NA	NA
Department of Buildings	3	\$3,602,437	3	100%	\$3,602,437	100%	11
Taxi & Limousine Commission	4	\$684,514	4	100%	\$684,514	100%	118
Law Department	45	\$9,172,154	43	96%	\$9,137,154	100%	152
Department of Finance	4	\$7,540,673	4	100%	\$7,540,673	100%	77
Department of Citywide Administrative Services	920	\$898,338,418	11	1%	\$232,721,568	26%	88
Department of City Planning	1	\$39,725	1	100%	\$39,725	100%	105
Department of Records and Information Services	0	\$0	NA	NA	NA	NA	NA
Department of Information Technology & Telecommunications	13	\$19,860,219	8	62%	\$16,813,143	85%	48
City Commission on Human Rights	0	\$0	NA	NA	NA	NA	NA
Department of Investigation	0	\$0	NA	NA	NA	NA	NA
City Civil Service Commission	0	\$0	NA	NA	NA	NA	NA
TOTAL	3,629	\$7,077,180,245	1,936	53%	\$4,119,930,545	58%	97

* Includes all new and renewal contracts except emergency contracts and accelerated procurement contracts.

H. AGENCY PROCUREMENT

AGENCY PROCUREMENT ACTIONS

Fiscal 2000

Agency and Award Method	Number of Contract Actions	Contract Actions Revised Maximum Amount
PUBLIC SAFETY		
Police Department		
Competitive Sealed Bid	11	\$2,842,272
Other Than Competitive Sealed Bid:		
Request for Proposal	1	\$2,700,000
Renewal	0	\$0
Sole Source	1	\$550,000
Emergency	2	\$648,375
Line Item Appropriation (a)	0	\$0
Negotiated Acquisition	3	\$725,521
Other (b)	0	\$0
Fire Department		
Competitive Sealed Bid	19	\$25,139,012
Other Than Competitive Sealed Bid:		
Request for Proposal	0	\$0
Renewal	0	\$0
Sole Source	1	\$444,068
Emergency	3	\$6,897,167
Line Item Appropriation (a)	0	\$0
Negotiated Acquisition	0	\$0
Other (b)	5	\$1,611,850
Department of Correction		
Competitive Sealed Bid	13	\$16,555,492
Other Than Competitive Sealed Bid:		
Request for Proposal	1	\$1,648,865
Renewal	3	\$381,419
Sole Source	0	\$0
Emergency	0	\$0
Line Item Appropriation (a)	4	\$1,175,976
Negotiated Acquisition	0	\$0
Other (b)	2	\$200,000
Department of Probation		
Competitive Sealed Bid	0	\$0
Other Than Competitive Sealed Bid:		
Request for Proposal	0	\$0
Renewal	12	\$7,263,032
Sole Source	0	\$0
Emergency	0	\$0
Line Item Appropriation (a)	3	\$502,056
Negotiated Acquisition	1	\$99,500
Other (b)	0	\$0
Department of Juvenile Justice		
Competitive Sealed Bid	1	\$71,525
Other Than Competitive Sealed Bid:		
Request for Proposal	0	\$0
Renewal	1	\$65,000
Sole Source	0	\$0
Emergency	0	\$0
Line Item Appropriation (a)	1	\$300,000
Negotiated Acquisition	5	\$8,224,593
Other (b)	2	\$200,000

H. AGENCY PROCUREMENT

AGENCY PROCUREMENT ACTIONS

Fiscal 2000

Agency and Award Method	Number of Contract Actions	Contract Actions Revised Maximum Amount
Civilian Complaint Review Board		
Competitive Sealed Bid	0	\$0
Other Than Competitive Sealed Bid:		
Request for Proposal	0	\$0
Renewal	0	\$0
Sole Source	0	\$0
Emergency	0	\$0
Line Item Appropriation (a)	0	\$0
Negotiated Acquisition	0	\$0
Other (b)	0	\$0
INFRASTRUCTURE		
Department of Transportation		
Competitive Sealed Bid	52	\$226,612,577
Other Than Competitive Sealed Bid:		
Request for Proposal	24	\$95,410,527
Renewal	28	\$12,721,659
Sole Source	0	\$0
Emergency	3	\$1,565,700
Line Item Appropriation (a)	0	\$0
Negotiated Acquisition	0	\$0
Other (b)	2	\$5,032,676
Department of Environmental Protection		
Competitive Sealed Bid	106	\$408,532,495
Other Than Competitive Sealed Bid:		
Request for Proposal	4	\$37,349,206
Renewal	38	\$28,825,462
Sole Source	2	\$902,706
Emergency	4	\$6,810,373
Line Item Appropriation (a)	0	\$0
Negotiated Acquisition	11	\$108,155,514
Other (b)	7	\$2,200,481
Department of Housing Preservation & Development		
Competitive Sealed Bid	42	\$17,793,115
Other Than Competitive Sealed Bid:		
Request for Proposal	0	\$0
Renewal	33	\$11,365,127
Sole Source	0	\$0
Emergency	25	\$2,377,224
Line Item Appropriation (a)	11	\$351,142
Negotiated Acquisition	41	\$7,342,100
Other (b)	0	\$0
Department of Design & Construction		
Competitive Sealed Bid	136	\$401,827,712
Other Than Competitive Sealed Bid:		
Request for Proposal	35	\$49,463,361
Renewal	0	\$0
Sole Source	7	\$21,100,342
Emergency	0	\$0
Line Item Appropriation (a)	0	\$0
Negotiated Acquisition	14	\$787,951,300
Other (b)	1	\$8,629,990

H. AGENCY PROCUREMENT

AGENCY PROCUREMENT ACTIONS

Fiscal 2000

Agency and Award Method	Number of Contract Actions	Contract Actions Revised Maximum Amount
COMMUNITY SERVICES		
Department of Sanitation		
Competitive Sealed Bid	45	\$231,824,218
Other Than Competitive Sealed Bid:		
Request for Proposal	1	\$7,049,286
Renewal	6	\$1,491,918
Sole Source	0	\$0
Emergency	2	\$2,066,980
Line Item Appropriation (a)	0	\$0
Negotiated Acquisition	0	\$0
Other (b)	1	\$651,708
Department of Parks & Recreation		
Competitive Sealed Bid	167	\$106,752,119
Other Than Competitive Sealed Bid:		
Request for Proposal	3	\$2,260,000
Renewal	40	\$15,414,832
Sole Source	1	\$75,000
Emergency	2	\$499,551
Line Item Appropriation (a)	7	\$615,794
Negotiated Acquisition	0	\$0
Other (b)	0	\$0
Landmark Preservation Commission		
Competitive Sealed Bid	0	\$0
Other Than Competitive Sealed Bid:		
Request for Proposal	0	\$0
Renewal	0	\$0
Sole Source	0	\$0
Emergency	0	\$0
Line Item Appropriation (a)	0	\$0
Negotiated Acquisition	0	\$0
Other (b)	0	\$0
ECONOMIC DEVELOPMENT SERVICES		
Department of Business Services		
Competitive Sealed Bid	0	\$0
Other Than Competitive Sealed Bid:		
Request for Proposal	0	\$0
Renewal	0	\$0
Sole Source	2	\$6,047,500
Emergency	0	\$0
Line Item Appropriation (a)	0	\$0
Negotiated Acquisition	0	\$0
Other (b)	0	\$0
Department of Cultural Affairs		
Competitive Sealed Bid	0	\$0
Other Than Competitive Sealed Bid:		
Request for Proposal	0	\$0
Renewal	0	\$0
Sole Source	0	\$0
Emergency	0	\$0
Line Item Appropriation (a)	0	\$0
Negotiated Acquisition	0	\$0
Other (b)	0	\$0

H. AGENCY PROCUREMENT

AGENCY PROCUREMENT ACTIONS

Fiscal 2000

Agency and Award Method	Number of Contract Actions	Contract Actions Revised Maximum Amount
HEALTH SERVICES		
Department of Health		
Competitive Sealed Bid	9	\$11,396,642
Other Than Competitive Sealed Bid:		
Request for Proposal	16	\$10,784,169
Renewal	15	\$13,999,554
Sole Source	2	\$240,000
Emergency	1	\$1,392,000
Line Item Appropriation (a)	12	\$1,557,572
Negotiated Acquisition	2	\$2,049,154
Other (b)	5	\$1,554,700
Department of Mental Health, Mental Retardation and Alcoholism Services		
Competitive Sealed Bid	0	\$0
Other Than Competitive Sealed Bid:		
Request for Proposal	10	\$818,712,885
Renewal	114	\$157,456,640
Sole Source	0	\$0
Emergency	0	\$0
Line Item Appropriation (a)	1	\$200,000
Negotiated Acquisition	20	\$14,062,635
Other (b)	20	\$22,427,321
HUMAN SERVICES AND EDUCATION		
Human Resources Administration		
Competitive Sealed Bid	31	\$19,190,744
Other Than Competitive Sealed Bid:		
Request for Proposal	6	\$9,851,840
Renewal	32	\$85,790,124
Sole Source	2	\$94,764
Emergency	0	\$0
Line Item Appropriation (a)	3	\$178,000
Negotiated Acquisition	79	\$412,545,912
Other (b)	3	\$13,829,168
Administration for Children's Services		
Competitive Sealed Bid	31	\$32,223,026
Other Than Competitive Sealed Bid:		
Request for Proposal	156	\$1,033,757,802
Renewal	193	\$341,017,006
Sole Source	0	\$0
Emergency	0	\$0
Line Item Appropriation (a)	0	\$0
Negotiated Acquisition	0	\$0
Other (b)	4	\$287,821
Department of Homeless Services		
Competitive Sealed Bid	10	\$2,395,591
Other Than Competitive Sealed Bid:		
Request for Proposal	3	\$77,005,815
Renewal	36	\$140,919,695
Sole Source	0	\$0
Emergency	0	\$0
Line Item Appropriation (a)	1	\$71,000
Negotiated Acquisition	1	\$2,037,741
Other (b)	11	\$19,517,570

H. AGENCY PROCUREMENT

AGENCY PROCUREMENT ACTIONS

Fiscal 2000

Agency and Award Method	Number of Contract Actions	Contract Actions Revised Maximum Amount
Department of Employment		
Competitive Sealed Bid	1	\$353,000
Other Than Competitive Sealed Bid:		
Request for Proposal	0	\$0
Renewal	16	\$3,384,234
Sole Source	0	\$0
Emergency	0	\$0
Line Item Appropriation (a)	1	\$100,000
Negotiated Acquisition	42	\$20,119,589
Other (b)	2	\$240,000
Department of Youth & Community Development		
Competitive Sealed Bid	0	\$0
Other Than Competitive Sealed Bid:		
Request for Proposal	17	\$6,689,160
Renewal	356	\$96,763,362
Sole Source	0	\$0
Emergency	0	\$0
Line Item Appropriation (a)	106	\$16,614,365
Negotiated Acquisition	7	\$2,435,368
Other (b)	0	\$0
Department for the Aging		
Competitive Sealed Bid	0	\$0
Other Than Competitive Sealed Bid:		
Request for Proposal	85	\$37,310,759
Renewal	119	\$102,238,479
Sole Source	0	\$0
Emergency	0	\$0
Line Item Appropriation (a)	91	\$12,517,922
Negotiated Acquisition	8	\$329,645
Other (b)	2	\$380,000
REGULATORY SERVICES		
Department of Consumer Affairs		
Competitive Sealed Bid	0	\$0
Other Than Competitive Sealed Bid:		
Request for Proposal	0	\$0
Renewal	0	\$0
Sole Source	0	\$0
Emergency	0	\$0
Line Item Appropriation (a)	0	\$0
Negotiated Acquisition	0	\$0
Other (b)	0	\$0
Department of Buildings		
Competitive Sealed Bid	0	\$0
Other Than Competitive Sealed Bid:		
Request for Proposal	3	\$3,602,437
Renewal	0	\$0
Sole Source	0	\$0
Emergency	0	\$0
Line Item Appropriation (a)	0	\$0
Negotiated Acquisition	0	\$0
Other (b)	0	\$0

H. AGENCY PROCUREMENT

AGENCY PROCUREMENT ACTIONS

Fiscal 2000

Agency and Award Method	Number of Contract Actions	Contract Actions Revised Maximum Amount
Taxi & Limousine Commission		
Competitive Sealed Bid	0	\$0
Other Than Competitive Sealed Bid:		
Request for Proposal	1	\$353,080
Renewal	3	\$331,434
Sole Source	0	\$0
Emergency	0	\$0
Line Item Appropriation (a)	0	\$0
Negotiated Acquisition	0	\$0
Other (b)	0	\$0
CITYWIDE ADMINISTRATION		
Law Department		
Competitive Sealed Bid	3	\$5,524,192
Other Than Competitive Sealed Bid:		
Request for Proposal	1	\$75,000
Renewal	0	\$0
Sole Source	0	\$0
Emergency	1	\$41,530
Line Item Appropriation (a)	0	\$0
Negotiated Acquisition	41	\$3,807,963
Other (b)	0	\$0
Department of Finance		
Competitive Sealed Bid	3	\$4,960,975
Other Than Competitive Sealed Bid:		
Request for Proposal	0	\$0
Renewal	1	\$2,579,698
Sole Source	0	\$0
Emergency	0	\$0
Line Item Appropriation (a)	0	\$0
Negotiated Acquisition	0	\$0
Other (b)	0	\$0
Department of Citywide Administrative Services		
Competitive Sealed Bid	896	\$650,392,711
Other Than Competitive Sealed Bid:		
Request for Proposal	5	\$9,598,500
Renewal	5	\$706,786
Sole Source	2	\$530,871
Emergency	0	\$0
Line Item Appropriation (a)	1	\$465,000
Negotiated Acquisition	0	\$0
Other (b)	11	\$340,543,090
Department of City Planning		
Competitive Sealed Bid	0	\$0
Other Than Competitive Sealed Bid:		
Request for Proposal	0	\$0
Renewal	1	\$39,725
Sole Source	0	\$0
Emergency	0	\$0
Line Item Appropriation (a)	0	\$0
Negotiated Acquisition	0	\$0
Other (b)	0	\$0

H. AGENCY PROCUREMENT

AGENCY PROCUREMENT ACTIONS

Fiscal 2000

Agency and Award Method	Number of Contract Actions	Contract Actions Revised Maximum Amount
Department of Records and Information Services		
Competitive Sealed Bid	0	\$0
Other Than Competitive Sealed Bid:		
Request for Proposal	0	\$0
Renewal	0	\$0
Sole Source	0	\$0
Emergency	0	\$0
Line Item Appropriation (a)	0	\$0
Negotiated Acquisition	0	\$0
Other (b)	0	\$0
Department of Information Technology & Telecommunications		
Competitive Sealed Bid	6	\$16,650,192
Other Than Competitive Sealed Bid:		
Request for Proposal	1	\$1,056,000
Renewal	3	\$1,096,844
Sole Source	0	\$0
Emergency	0	\$0
Line Item Appropriation (a)	0	\$0
Negotiated Acquisition	1	\$1,373,355
Other (b)	2	\$186,328
City Commission on Human Rights		
Competitive Sealed Bid	0	\$0
Other Than Competitive Sealed Bid:		
Request for Proposal	0	\$0
Renewal	0	\$0
Sole Source	0	\$0
Emergency	0	\$0
Line Item Appropriation (a)	0	\$0
Negotiated Acquisition	0	\$0
Other (b)	0	\$0
Department of Investigation		
Competitive Sealed Bid	0	\$0
Other Than Competitive Sealed Bid:		
Request for Proposal	0	\$0
Renewal	0	\$0
Sole Source	0	\$0
Emergency	0	\$0
Line Item Appropriation (a)	0	\$0
Negotiated Acquisition	0	\$0
Other (b)	0	\$0
City Civil Service Commission		
Competitive Sealed Bid	0	\$0
Other Than Competitive Sealed Bid:		
Request for Proposal	0	\$0
Renewal	0	\$0
Sole Source	0	\$0
Emergency	0	\$0
Line Item Appropriation (a)	0	\$0
Negotiated Acquisition	0	\$0
Other (b)	0	\$0

Notes:

(a) Allocation made during the budget process by Borough Presidents and/or Council Members for a contractor-specific line-item budget appropriation.

(b) Contract actions in this category may include the following methods of award: required/authorized source; required method, including awards to a preferred source; demonstration projects; and certain government-to-government procurements.

H. AGENCY PROCUREMENT CAPITAL PROJECTS -- FINANCIAL COMMITMENTS

(All numbers in thousands)

AGENCY	FY 1999 Annual Actual	Fiscal Year 2000		FY 2001 Annual Plan
		Annual Plan	Annual Actual	
POLICE DEPARTMENT	\$46,452	\$29,109	\$9,470	\$179,637
FIRE DEPARTMENT	\$66,267	\$152,174	\$52,390	\$226,095
DEPARTMENT OF CORRECTION	\$74,289	\$121,927	\$56,614	\$282,349
o Managing Agency	\$23,514	\$40,738	\$5,968	\$38,405
DEPARTMENT OF JUVENILE JUSTICE	\$1,833	\$4,984	(\$21)	\$12,819
DEPARTMENT OF TRANSPORTATION	\$699,287	\$852,708	\$543,225	\$1,351,984
o Managing Agency	\$529,214	\$443,382	\$415,309	\$718,710
DEPARTMENT OF ENVIRONMENTAL PROTECTION	\$671,622	\$1,344,490	\$984,950	\$2,903,398
o Managing Agency	\$330,256	\$612,377	\$687,951	\$1,580,265
DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT	\$259,336	\$412,600	\$307,242	\$463,751
o Managing Agency	\$266,736	\$317,458	\$315,792	\$329,872
SCHOOL CONSTRUCTION AUTHORITY	\$1,399,735	\$1,359,715	\$1,105,041	\$1,844,974
o Managing Agency	\$1,204,700	\$1,130,862	\$847,779	\$1,678,521
NEW YORK CITY HOUSING AUTHORITY	\$7,369	\$53,362	\$8,258	\$61,878
DEPARTMENT OF SANITATION	\$62,828	\$125,309	\$199,063	\$247,522
o Managing Agency	\$30,064	\$135,819	\$191,563	\$150,154
DEPARTMENT OF PARKS AND RECREATION	\$173,641	\$234,073	\$153,773	\$371,415
o Managing Agency	\$170,399	\$163,178	\$129,466	\$212,536
PUBLIC LIBRARIES	\$16,524	\$97,512	\$10,675	\$189,251
ECONOMIC DEVELOPMENT CORPORATION	\$58,898	\$374,765	\$26,489	\$668,248
o Managing Agency	\$60,224	\$280,750	\$37,226	\$495,561
DEPARTMENT OF CULTURAL AFFAIRS	\$62,386	\$249,430	\$26,303	\$470,076

H. AGENCY PROCUREMENT CAPITAL PROJECTS -- FINANCIAL COMMITMENTS

(All numbers in thousands)

AGENCY	FY 1999 Annual Actual	Fiscal Year 2000		FY 2001 Annual Plan
		Annual Plan	Annual Actual	
DEPARTMENT OF HEALTH	\$11,021	\$53,133	\$24,458	\$52,704
NEW YORK CITY HEALTH AND HOSPITALS CORPORATION	\$56,044	\$144,076	\$22,300	\$221,748
HUMAN RESOURCES ADMINISTRATION	\$52,951	\$127,350	\$62,460	\$102,108
DEPARTMENT OF HOMELESS SERVICES	\$11,887	\$15,708	\$11,112	\$45,896
DEPARTMENT FOR THE AGING	\$2,651	\$8,458	\$1,152	\$24,046
DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES	\$74,381	\$144,195	\$106,327	\$310,949
o Managing Agency	\$45,008	\$107,018	\$102,337	\$359,346
DEPARTMENT OF DESIGN AND CONSTRUCTION				
o Managing Agency	\$848,186	\$898,684	\$916,531	\$1,210,729

NOTE: Between May 9 and June 19, 2000, as the City approached its constitutional debt limit and the ability to secure additional financing through State legislation remained uncertain, restrictions were placed on capital commitments. In a measure to conserve the City's existing financing authority, only contracts that were critical to public health and safety or legal mandates were advanced.

H. AGENCY PROCUREMENT

CAPITAL PROJECTS -- MANAGEMENT INDICATORS

INDICATORS	FY 1999	Fiscal Year 2000		FY 2001
	Annual Actual	Annual Plan	Annual Actual	Annual Plan
POLICE DEPARTMENT				
o Projects Started				
- Design	0	0	0	4
- Construction	10	25	20	38
o Projects Completed	68	52	52	106
FIRE DEPARTMENT				
o Projects Started				
- Design	10	0	0	0
- Construction	14	3	3	2
o Projects Completed	13	3	3	1
DEPARTMENT OF CORRECTION				
o Projects Started				
- Design	9	2	11	19
- Construction	26	58	14	10
o Projects Completed	18	33	2	1
DEPARTMENT OF TRANSPORTATION				
o Projects Started				
- Design	4	28	29	N/A
- Construction	17	14	12	N/A
o Projects Completed	38	34	32	N/A
DEPARTMENT OF ENVIRONMENTAL PROTECTION				
o Projects Started				
- Design	56	68	40	227
- Construction	90	235	75	134
o Projects Completed	82	141	52	89
DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT				
o Projects Started				
- Design	86	129	118	206
- Construction	356	360	389	441
o Projects Completed	313	323	364	575

H. AGENCY PROCUREMENT

CAPITAL PROJECTS -- MANAGEMENT INDICATORS

INDICATORS	FY 1999	Fiscal Year 2000		FY 2001
	Annual Actual	Annual Plan	Annual Actual	Annual Plan
SCHOOL CONSTRUCTION AUTHORITY				
o Projects Started				
- Design	34	27	55	9
- Construction	50	23	43	11
o Projects Completed	56	24	38	8
DEPARTMENT OF DESIGN AND CONSTRUCTION				
o Projects Started				
- Design	356	174	640	187
- Construction	454	324	591	304
o Projects Completed	434	448	641	325
DEPARTMENT OF SANITATION				
o Projects Started				
- Design	12	13	13	10
- Construction	14	16	16	13
o Projects Completed	16	13	13	12
DEPARTMENT OF PARKS AND RECREATION				
o Projects Started				
- Design	168	202	146	N/A
- Construction	248	298	86	N/A
o Projects Completed	217	222	156	N/A
ECONOMIC DEVELOPMENT CORPORATION				
o Projects Started				
- Design	23	9	5	4
- Construction	26	9	9	10
o Projects Completed	8	12	10	12
DEPARTMENT OF CULTURAL AFFAIRS				
o Projects Started				
- Design	18	3	3	10
- Construction	31	2	0	3
o Projects Completed	44	9	8	0

H. AGENCY PROCUREMENT

CAPITAL PROJECTS -- MANAGEMENT INDICATORS

INDICATORS	FY 1999	Fiscal Year 2000		FY 2001
	Annual Actual	Annual Plan	Annual Actual	Annual Plan
DEPARTMENT OF HEALTH				
o Projects Started				
- Design	14	0	0	0
- Construction	11	0	0	0
o Projects Completed	0	0	0	0
NEW YORK CITY HEALTH AND HOSPITALS CORPORATION				
o Projects Started				
- Design	0	4	4	0
- Construction	2	3	0	0
o Projects Completed	0	4	0	3
DEPARTMENT OF HOMELESS SERVICES				
o Projects Started				
- Design	6	6	10	10
- Construction	7	8	3	7
o Projects Completed	13	8	7	7
DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES				
o Projects Started				
- Design	20	22	24	31
- Construction	34	36	43	42
o Projects Completed	24	25	24	26

NOTE: Between May 9 and June 19, 2000, as the City approached its constitutional debt limit and the ability to secure additional financing through State legislation remained uncertain, restrictions were placed on capital commitments. In a measure to conserve the City's existing financing authority, only contracts that were critical to public health and safety or legal mandates were advanced.

I. AGENCY REGULATORY PERFORMANCE

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	2000 Annual Actual	Fiscal 2001 Plan
POLICE DEPARTMENT				
o Total Violation Summonses (000)	4,554	*	4,466	*
- Moving Violation Summonses (Officers) (000)	1,393	*	1,389	*
- Parking Violation Summonses (Officers) (000)	3,161	*	3,077	*
o Parking Violation Summonses (Parking Enforcement Division) (000)	4,970	5,206	4,704	*
Medallion Patrol				
o Summonses Issued	48,699	*	37,804	*
- Owners	21,332	*	23,897	*
- Drivers	27,367	*	13,339 a	*
- Refusals	1,079	*	568 b	*
o Summonses Issued per Person per Day (Parking Enforcement Division)				
- Foot Patrol	25.0	*	DNA	*
- Motorized	39.1	*	DNA	*
FIRE DEPARTMENT				
o Inspections Performed by Fire Prevention Staff	196,793	203,400	216,681	203,400
- Inspections per Person-Day	5.7	6.0	5.7	6.0
o Completed Inspections	166,067	171,400	181,328	171,400
o Revenues Collected (000)	\$34,150 c	\$33,339 c	\$35,657	\$33,434
o Hazard Complaints Received	3,670	3,800	3,406	3,200
- Resolved Within 1 Day	86%	84%	90%	91%
o Violations Issued	67,157	69,900	81,520 d	72,600
- Violation Orders	16,513	14,700	26,072 d	21,400
- Notices of Violation Items	50,644	55,200	55,448	51,200
o Violations Corrected	67,132	65,200	69,537	66,100
- Violation Orders	16,255	14,000	22,869 d	18,500
- Notices of Violation Items	50,877	51,200	46,668	47,600
o Summonses Issued	10,150	4,200	8,724 e	10,150
o Field Force Inspections	53,707	62,000	58,729	62,000
- Public/Commercial Buildings	18,002	20,700	21,361	20,700
- Residential Buildings	35,705	41,300	37,368	41,300
o Violations Issued	7,433	10,200	8,763	10,200
- Violation Orders	5,582	6,200	6,400	6,200
- Notices of Violation Items	1,851	4,000	2,363 f	4,000

I. AGENCY REGULATORY PERFORMANCE

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
o Violations Corrected	7,608	8,600	8,064	8,600
- Violation Orders	5,984	6,400	6,509	6,400
- Notices of Violation Items	1,624	2,200	1,555 f	2,200
Social Club Task Force				
o Inspections Completed	817	*	357	*
o Violations Issued	535	*	139	*
o Summonses Issued	367	*	141	*
o Vacate Orders Issued	54	*	33	*
DEPARTMENT OF ENVIRONMENTAL PROTECTION				
Air, Noise and Hazardous Materials				
o Total Inspections Conducted	29,109	29,920	27,631	29,900
- Air	13,197	13,600	12,749	15,200
- Noise	8,660	10,120	8,787	9,000
- Asbestos	3,425	3,200	2,881	3,200
- Lead	1,174	500	376 g	*
- Right-to-Know Program	2,653	2,500	2,838	2,500
o Total Violations Issued	7,393	8,655	8,152	8,505
- Air	4,504	6,555	5,088 h	6,555
- Noise	1,331	1,100	1,646 (i)	1,100
- Asbestos	473	550	589	550
- Lead	433	150	182 j	*
- Right-to-Know Program	652	300	647 k	300
o Case Resolution Rate	68.0%	74.0%	71.5%	74.0%
- Air	68.5%	80.0%	70.1%	80.0%
- Noise	69.0%	90.0%	76.6%	90.0%
- Asbestos	110.0%	90.0%	76.9%	90.0%
- Lead	56.0%	60.0%	80.1% j	*
- Right-to-Know Program	36.5%	50.0%	54.0%	50.0%
Environmental Control Board				
o Case Input (Violations Issued)	489,288	500,000	621,798 (l)	505,000
o Number of Decisions	61,666	150,000	198,942 (l)	150,000
o Revenue Collected	\$30,679 c	\$29,872 c	\$33,429	\$32,150
o Case Resolution Rate	63.5%	70.0%	64.5%	70.0%
Average Yield per Violation Issued	\$62.70 c	\$54.10	\$55.67	\$61.83

I. AGENCY REGULATORY PERFORMANCE

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	2000 Annual Actual	Fiscal 2001 Plan
DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT				
Code Enforcement				
o Field Inspection Teams	90	83 m	91	87
o Total Inspections Attempted (Including Multiple Visits)	217,030	*	218,026	*
o Total Inspections Completed	164,989	137,000 m	161,295 n	142,000
o Ratio of Completed Inspections to Attempted Inspections	76%	*	74%	*
o Inspections Performed Per Team Per Day	9.3	8.9	9.1	9.3
o Violations Issued During Inspections	366,860	300,000	295,346	142,000
o Violations Reinspected	353,564	300,000	381,633 n	300,000
o Total Violations Removed	284,096	270,000 m	299,743	270,000
DEPARTMENT OF SANITATION				
Enforcement				
o Total ECB Violation Notices Issued	381,399	329,455	446,186	332,536
- Enforcement Agents	162,235	150,578	179,023 (o)	156,999
- Sanitation Police	13,567	12,237	19,636 p	13,163
- Recycling Police (Total)	87,459	106,640	134,577 q	102,374
- Recycling Summonses	59,516	69,316	95,639 q	69,316
- Other Summonses	27,943	37,324	38,938	33,058
- Other Sanitation Personnel	118,138	60,000	112,950 r	60,000
o ECB Violation Notices Issued Per Day Per Enforcement Agent	13.3	12.0	16.2	13.5
Sanitation Police				
o Illegal Dumping Violation Notices Issued	752	961	647 p	441
o Vehicles Impounded	321	336	254 p	172
Environmental Unit				
o Chemical Cases	1	*	3	*
o Chemical Summonses	0	*	0	*
o Medical Cases	32	*	16	*
o Medical Summonses	20	*	10	*
o Asbestos Cases	14	*	18	*
o Asbestos Summonses	25	*	12	*

I. AGENCY REGULATORY PERFORMANCE

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Annual Plan	Year 2000 Annual Actual	Fiscal 2001 Plan
DEPARTMENT OF PARKS AND RECREATION				
o Summons Issuance	14,474	14,000	12,635	14,000
- Parking Violations	7,526	7,500	7,471	7,500
- Health & Administrative Code Violations	6,948	6,500	5,164 s	6,500
DEPARTMENT OF BUSINESS SERVICES				
Construction Permit Inspections				
o Inspections Performed	1,778	1,500	1,489	550
o Inspections per Person per Day	4.1	4.0	4.0	4.0
o Violations Issued	3	10	4	1
o Summonses Issued	0	0	0	0
Security and Enforcement				
o Inspections Performed	3,120	3,250	3,698	1,100
o Summonses Issued	1,628	1,650	1,224 t	565
o Parking Violations Issued	1,598	1,500	1,206 t	555
DEPARTMENT OF HEALTH				
Food Establishment Inspections				
o Initial Inspections Performed	22,266	21,200	22,895	21,200
o Passing Initial Inspection	29%	30%	NA	NA
o Percent of Food Service Establishments Requiring a Reinspection After Failing Initial Inspection	NI	21%	18%	21%
Window Guard Enforcement				
o Window Guard Inspections Performed	7,092	6,100	9,747 u	7,000
o Buildings Receiving a Notice of Violation	84%	90%	90%	90%
Pest Control				
o Complaints Received	15,423	16,500	16,442	16,500
o Inspections Made in Response to Complaints	17,169	14,900	14,256	14,900
Lead Poisoning Prevention				

I. AGENCY REGULATORY PERFORMANCE

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year Annual Plan	2000 Annual Actual	Fiscal 2001 Plan
o New Cases Citywide Reported and Confirmed				
- New Cases with Blood Lead Levels greater than or equal to 20 mcg/dL	949 m	*	742 v	*
- New Cases with 2 Consecutive Blood Lead Levels of 15-19 mcg/dL	NI	*	179	*
- New Cases with Blood Lead Levels of 10-19 mcg/dL Citywide	NI	*	920	*
o Percent of Initial Assessments Made Within 3 Days	90%	90%	NA	NA
o Percent of New Cases Identified with Initial Inspection of Primary Address Completed Within 7 Days	NI	90%	92.1%	90%
o Primary or Supplemental Addresses with Abatement Completed	NI	*	1,278	*
o Number of Completed Initial Assessments	1,614 m	*	1,771	*
Radiation Equipment				
o Initial Radiation Equipment Cycle Inspections	1,340	1,580	1,897 w	2,373
DEPARTMENT OF CONSUMER AFFAIRS				
o Inspectors	81	88	84	88
License Law and Padlock Law				
o Total License Inspections Performed	59,459	51,500	59,897 x	55,000
o Inspections per Person-Day (Average)	11.97	9.5	14.0 x	9.5
o Total License Violations Issued	35,770	15,500	27,985 x	15,500
o Padlock Citations Issued	2,808	2,700	2,299 y	2,700
o Padlock Closings	288	280	286	280
Weights and Measures Law and Consumer Protection Law				
o Inspections Performed	43,641	35,000	41,042	36,000
o Inspections per Person-Day (Average)	8.07	7.8	7.4	7.8
Total Weights and Measures Law				
o Violations Issued	11,440	*	13,798	*
Total Consumer Protection Law				
o Violations Issued	8,201	*	4,396	*

I. AGENCY REGULATORY PERFORMANCE

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
o Compliance Ratio (Inspections to Violations)	1.4:1	2.1:1	1.5:1	2.1:1
DEPARTMENT OF BUILDINGS				
o Inspections per Person per Day				
- Construction	10.5	8.2	11.0 z	by 9/00
- Plumbing	10.3	9.0	12.0 z	by 9/00
- Elevators	6.4	8.3	5.9 aa	by 9/00
- Boilers	13.4	*	13.5	*
- Electrical	10.0	10.1	9.6	by 9/00
o DOB Violations Issued	15,027	*	14,956	*
- Construction	2,387	*	3,493 bb	*
- Plumbing	346	*	483 bb	*
- Elevators	2,086	*	1,699 cc	*
- Boilers	1,480	*	1,152 cc	*
- Electrical	8,728	*	8,129	*
o ECB Violations Issued	36,179	*	36,339	*
- Construction	19,482	*	22,980 dd	*
- Plumbing	615	*	678	*
- Elevators	11,362	*	10,333	*
- Boilers	1,673	*	1,222 ee	*
- Other	3,047	*	1,126 ff	*
o DOB Violations Removed	9,072	*	9,294	*
- Construction	4,013	*	3,688	*
- Plumbing	138	*	142	*
- Elevators	192	*	809 gg	*
- Boilers	45	*	28 gg	*
- Electrical	4,684	*	4,627	*
o ECB Violations Adjudicated	24,531	*	32,075 hh	*
- Construction	11,967	*	19,032 hh	*
- Plumbing	381	*	734 hh	*
- Elevators	9,433	*	9,536	*
- Boilers	1,222	*	1,041	*
- Other	1,528	*	1,732	*
o ECB Violations Adjudicated	24,531	*	32,075 hh	*
- Cured Violations	6,326	*	6,132	*
- Stipulations	1,470	*	1,761 hh	*
- Judgments	13,696	*	19,415 hh	*
- Dismissed	3,039	*	4,767 hh	*
TAXI AND LIMOUSINE COMMISSION				
INSPECTIONS				
Safety and Emissions				
Medallion Inspections				
o Total Conducted	59,544	60,000	54,695	60,000
- Passed	34,598	34,000	33,954	35,000

I. AGENCY REGULATORY PERFORMANCE

INDICATORS FOR MAJOR MISSIONS	Fiscal 1999 Actual	Fiscal Year 2000 Annual Plan	Fiscal Year 2000 Annual Actual	Fiscal 2001 Plan
- Failed	24,946	26,000	20,741 (ii)	25,000
o Medallions Removed as a Result of Inspections	309	500	427	450
o Safety Conditions Corrected	14,730	15,000	18,343 jj	15,500
ENFORCEMENT				
Medallion Patrol				
o Summonses Issued	7,472	7,450	6,286 kk	7,450
- Owners	4,365	4,050	4,027	4,050
- Drivers	3,107	3,400	2,259 kk	3,400
For-Hire-Vehicle Patrol				
o Summonses Issued	24,021	25,100	34,998 (ll)	25,100
- Owner	11,429	14,000	17,228 (ll)	14,000
- Drivers	8,230	9,500	7,945 mm	9,500
- Bases	4,362	1,600	9,825 (ll)	1,600
o Vehicles Seized	6,459	7,000	5,335 mm	6,800
Operation Refusal				
- Drivers Tested	3,723	4,000	4,000	4,000
- Refusal Summonses Issued	399	NI	222	*
- Other Summonses Issued	2,894	NI	2,763	*

I. AGENCY REGULATORY PERFORMANCE

NYPD

- (a) A new procedure eliminates the need to issue both Taxi and Limousine Commission and traffic court summonses for the same offense.
- (b) The decrease in the number of refusals is attributable to the well-publicized enforcement initiative and strict penalties, including the possible seizure of the driver's vehicle.

FDNY

- (c) The Office of Management and Budget (OMB) revised this number since the publication of the Preliminary Fiscal 2000 Mayor's Management Reports.
- (d) There was an increase in civilian inspector headcount and in cooking establishment accounts.
- (e) Short-term light-duty personnel issued summonses as part of a task force that focused on parking and fire hydrant violations.
- (f) Although Apparatus Field Inspection Duty inspections conducted and violations issued increased compared to last fiscal year, firefighters did not find as many conditions during their inspections that warranted Notices of Violation (NOVs). NOVs are issued when there are violations of the Fire Code, Building Code or Administrative Code.

DEP

- (g) Lead Inspections Conducted represent only five months of data, from July 1999 through November 1999. After November, the lead program was transferred to the Department of Health (DOH).
- (h) The Department continues to update its database by re-inspecting facilities that show their permit or registration as expired. If the equipment in question was removed without notification to DEP, no violation is issued and the computer record is corrected. An inspector issues a violation only if the equipment is still in operation and no renewal application was made.
- (i) Both the Department's participation in the MARCH (Multi-Agency Response to Community Hotspots) Initiative and work with NYPD in enforcing the horn honking provision of the Noise Code resulted in an increase of DEP-initiated noise complaints.
- (j) The Department's ability to precisely plan Lead Violations and the Resolution Rate were affected by the transfer of the program to DOH.
- (k) DEP continued its efforts to identify and issue violations against non-complying businesses.
- (l) Additional prior year data was entered into the database this fiscal year.

HPD

- (m) This number was reported incorrectly in the Fiscal 2000 Preliminary Mayor's Management Report.
- (n) The increase in these categories is due to the hiring of additional inspectors.

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DOS

- (o) Sanitation Enforcement Agents issued more summonses for Vacant Lot and Illegal Postering Violations.
- (p) The Illegal Dumping Unit issued more Health and Administrative Code summonses than anticipated.
- (q) As a result of the expansion of weekly recycling to all districts, more recycling violations were issued.
- (r) The Bureau of Cleaning and Collection Supervisors issued more Health and Administrative notices of violation, including quality of life and recycling NOV's.

DPR

- (s) The Department shifted officers who would normally issue summonses for health and administrative code violations to patrol pools during the summer season.

DBS

- (t) The Department lost two inspectors who were not replaced during the reporting period.

DOH

- (u) The increase in window guard inspections is partially attributable to the implementation of new training for all inspectors and other field staff in the identification of window guard violations. The increase can also be attributed to an increase in observations and referrals resulting from the Department's educational outreach to landlords and tenants.
- (v) The decline in lead poisoning cases mirrors the nationwide trend of reduced lead poisoning prevalence and is also due, in part, to an increased awareness by the public and building owners of risk factors and protective methods.
- (w) The Fiscal 2000 Plan was underestimated as a result of the conversion of the database to the City Agency Management Information System (CAMIS). Now that CAMIS is in place, the Department expects future projections to be more accurate.

DCA

- (x) Inspectors focused on survey inspections for unlicensed activity as well as increased inspections in high-complaint categories such as electronics stores, parking lot/garages and secondhand dealers licensees (General and Auto).
- (y) The Department conducted an enforcement initiative focusing on deceptive trade practices in electronic stores, secondhand auto dealers and gasoline stations, as well as increased compliance checks on Agriculture & Markets packaging codes.

DOB

- (z) The Department conducted more inspections during Fiscal 2000 resulting in a higher average for

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inspections per person per day.

- (aa) Fewer inspectors than planned were available in Fiscal 2000. As a result, each inspector covered a wider area and conducted more high-priority, time consuming inspections.
- (bb) More violations were issued because more inspections were conducted.
- (cc) Violations issued decreased due to fewer elevator and boiler inspectors during Fiscal 2000.
- (dd) Additional inspections during Fiscal 2000 resulted in additional ECB violations issued.
- (ee) There were fewer boiler inspectors during Fiscal 2000, which led to a decrease in violations issued.
- (ff) An increase in the number of complaints decreased the Department's capacity to perform other types of violation enforcement.
- (gg) These numbers fluctuate yearly based on the number of requests from owners to remove DOB violations. A DOB violation is removed after the owner indicates that the condition has been corrected, which is then verified by an inspector.
- (hh) Fluctuations in ECB violations result from differences in annual issuance and the court calendar.

TLC

- (ii) The Taxi Retirement/Replacement Vehicle Program has resulted in a newer taxi fleet and a related reduction in failed inspections.
- (jj) The increase is a result of a change in procedure pertaining to the issuance of Notices of Violation for conditions not captured on the current Vehicle Inspection Report.
- (kk) Drivers increased their compliance with the Commission's Driver's Rules and Regulations.
- (ll) Enforcement personnel targeted community quality-of-life complaints in addition to regular patrols.
- (mm) Enforcement personnel found fewer unlicensed for-hire vehicles and greater compliance with TLC Rules and Regulations.