



THE MAYOR'S MANAGEMENT REPORT FISCAL 2003

INDICATOR DEFINITIONS

City of New York
Michael R. Bloomberg, Mayor

Marc V. Shaw
Deputy Mayor for Operations

Peter Madonia
Chief of Staff to the Mayor

Susan L. Kupferman
Director, Mayor's Office of Operations



TABLE OF CONTENTS

nyc.gov

HEALTH, EDUCATION AND HUMAN SERVICES

| | |
|---|----|
| Department of Health and Mental Hygiene | 2 |
| Office of Chief Medical Examiner | 6 |
| Health and Hospitals Corporation | 8 |
| Department of Education | 10 |
| School Construction Authority | 21 |
| Human Resources Administration | 24 |
| Administration for Children's Services | 29 |
| Department of Homeless Services | 36 |
| Department of Employment | 40 |
| Department for the Aging | 42 |
| Department of Youth and Community Development | 44 |

INFRASTRUCTURE, ADMINISTRATIVE AND COMMUNITY SERVICES

| | |
|---|----|
| Department of Environmental Protection | 47 |
| Department of Transportation | 51 |
| Department of Buildings | 59 |
| New York City Housing Authority | 64 |
| Department of Housing Preservation and Development | 68 |
| Department of Design and Construction | 75 |
| Department of Citywide Administrative Services | 79 |
| Department of Information Technology and Telecommunications | 82 |
| Department of Records and Information Services | 84 |
| Department of Sanitation | 85 |
| Department of Parks and Recreation | 88 |
| Department of City Planning | 92 |
| Landmarks Preservation Commission | 93 |

PUBLIC SAFETY AND LEGAL AFFAIRS

| | |
|--|-----|
| New York City Police Department | 96 |
| Fire Department | 100 |
| Office of Emergency Management | 103 |
| Department of Correction | 104 |
| Department of Probation | 107 |
| Department of Juvenile Justice | 109 |
| Civilian Complaint Review Board | 111 |
| Law Department | 112 |
| Department of Investigation | 113 |
| City Commission on Human Rights | 116 |
| Office of Administrative Trials and Hearings | 119 |

BUSINESS AND CULTURAL AFFAIRS

| | |
|---------------------------------------|-----|
| Department of Finance | 121 |
| Economic Development Corporation | 125 |
| Department of Consumer Affairs | 127 |
| Department of Small Business Services | 129 |
| Department of Cultural Affairs | 132 |

NON-MAYORAL AGENCIES

| | |
|-------------------------------|-----|
| Public Libraries | 135 |
| Taxi and Limousine Commission | 137 |
| City University of New York | 139 |

| | |
|-------------------------|-----|
| AGENCY RESOURCES | 142 |
|-------------------------|-----|

HEALTH, EDUCATION AND HUMAN SERVICES

PERFORMANCE STATISTICS



Department of Health and Mental Hygiene
Office of Chief Medical Examiner



Health and Hospitals Corporation



Department of Education



School Construction Authority



Human Resources Administration



Administration for Children's Services



Department of Homeless Services



Department of Employment



Department for the Aging



Department of Youth and Community Development

DEPARTMENT OF HEALTH AND MENTAL HYGIENE

- Indicator name: Adults who smoke
Description: The percent of adult New Yorkers who define themselves as current smokers in the NYC Community Health Survey.
Source: DOHMH Division of Epidemiology.
- Indicator name: Hospitalization rate for asthma among children ages 0-14
Description: Children aged 0-14 who enter the hospital due to asthma, per 1,000 children aged 0-14 residing in NYC. Data is by calendar year.
Source: New York State Department of Health.
- Indicator name: Infant mortality rate
Description: Deaths of infants under one year of age per 1,000 live births in the calendar year.
Source: DOHMH Office of Vital Records.
- Indicator name: Children in the public schools who have completed required immunizations (%)
Description: The number of children in public schools who have completed all immunizations required by the State Department of Health, divided by the number of children enrolled in NYC public schools.
Source: Department of Education.
- Indicator name: New adult AIDS cases reported
Description: Number of new adult or adolescent (13 years of age and above) cases that meet the federal Centers for Disease Control and Prevention's definition of AIDS. Data is by calendar year.
Source: NYC DOHMH HIV Surveillance and Epidemiology Program.
- Indicator name: New pediatric AIDS cases reported
Description: Number of new cases of children, under 13 years of age, that meet the federal Centers for Disease Control and Prevention's definition of AIDS. Data is by calendar year.
Source: NYC DOHMH HIV Surveillance and Epidemiology Program.
- Indicator name: Persons diagnosed and living with HIV/AIDS
Description: The number of persons diagnosed and living with HIV (non-AIDS) or HIV with AIDS in NYC at the end of the reporting period. Data is by calendar year.
Source: NYC DOHMH HIV Surveillance and Epidemiology Program, HIV/AIDS Surveillance Registry.

DEPARTMENT OF HEALTH AND MENTAL HYGIENE

- Indicator name: Clients enrolled in HIV/AIDS (Ryan White) health and supportive services
Description: The number of clients enrolled in federal grant-funded Ryan White Comprehensive AIDS Resources Emergency Act Title I programs in the March – February grant year.
Source: Medical and Health Research Association of New York City, Inc.
- Indicator name: Syphilis cases
Description: The number of primary and secondary stage syphilis cases reported to DOHMH.
Source: DOHMH Sexually Transmitted Disease Prevention and Control.
- Indicator name: New tuberculosis cases (reported and confirmed)
Description: The number of tuberculosis cases reported to and confirmed by DOHMH.
Source: DOHMH Tuberculosis Control Program.
- Indicator name: Patients who complete treatment for active tuberculosis
Description: The percent of patients who complete an appropriate treatment protocol for drug-sensitive and drug-resistant strains of tuberculosis.
Source: DOHMH Tuberculosis Control Program.
- Indicator name: Seniors, aged 65+, who received a flu shot in the last 12 months
Description: Seniors, aged 65+, who were immunized against influenza in the last 12 months as noted in the NYC Community Health Survey. Data is by calendar year.
Source: DOHMH Division of Epidemiology.
- Indicator name: West Nile virus cases reported
Description: The number of reported human cases of encephalitis, aseptic meningitis or other neurologic disease due to West Nile virus among residents of New York City. Data is by calendar year.
Source: DOHMH Communicable Disease Program.
- Indicator name: Children with Early Intervention Program (EIP) service plans
Description: The number of children with active Individualized Family Service Plans for the provision of early intervention therapy services for developmental problems.
Source: New York State Department of Health.

DEPARTMENT OF HEALTH AND MENTAL HYGIENE

- Indicator name: Calls to LifeNet
Description: The number of calls received on the Department's LifeNet call lines, including the Spanish language line, AYUDESE, and Asian LifeNet.
Source: Mental Health Association of New York City, Inc.
- Indicator name: Individuals served through Project Liberty
Description: A cumulative unduplicated count of first-time visits to individual counseling sessions, group sessions, and participants in public education sessions provided by Project Liberty contractors in New York City.
Source: New York State Office of Mental Health.
- Indicator name: Units of supportive housing available to persons with severe mental illness diagnosis
Description: The number of beds in service, both licensed and unlicensed, from all City and State mental health funding sources. Supportive housing units provide services that help clients live in community-based settings as independently as possible.
Source: New York State Office of Mental Health.
- Indicator name: Deaths due to drug abuse
Description: Deaths due to use of, or accidental poisoning by, psychoactive substances. Excludes alcohol and tobacco. Data is by calendar year.
Source: DOHMH Office of Vital Records.
- Indicator name: New cases requiring environmental intervention for lead poisoning
Description: The number of children less than 18 years old with a blood lead level test result at or above 20 micrograms per deciliter, or with two test results between 15 and 19 micrograms per deciliter at least three months apart. This definition is in effect as of Fiscal 2000.
Source: DOHMH Lead Poisoning Prevention Program.
- Indicator name: Restaurants inspected (%)
Description: The number of restaurants with at least one inspection performed, divided by the number of permitted restaurants in New York City, not including mobile vending units.
Source: DOHMH Division of Environmental Health.
- Indicator name: Food service establishments that fail initial inspection (%)
Description: The percent of food service establishments receiving a failing grade at initial inspection.
Source: DOHMH Division of Environmental Health.

DEPARTMENT OF HEALTH AND MENTAL HYGIENE

Indicator name: Pest control complaints received
Description: The total number of pest control complaints received by DOHMH.
Source: DOHMH Division of Environmental Health.

Indicator name: Pest control exterminations performed
Description: The total number of exterminations performed by DOHMH to abate rodent infestation.
Source: DOHMH Division of Environmental Health.

Indicator name: Dog licenses issued
Description: The number of new and renewal dog licenses processed by DOHMH.
Source: DOHMH Division of Environmental Health.

Indicator name: Average response time for mailed requests for birth certificates (days)
Description: The average number of days between receipt of application and the mailing out of a birth certificate.
Source: DOHMH Office of Vital Records.

Indicator name: Average response time for mailed requests for death certificates (days)
Description: The average number of days between receipt of application and the mailing out of a death certificate.
Source: DOHMH Office of Vital Records.

OFFICE OF CHIEF MEDICAL EXAMINER

Indicator name: Death certificates issued within four hours of autopsy completion (%)
Description: The percent of death certificates (the official statement of the cause and manner of death) issued within four hours of autopsy completion.
Source: Records Unit.

Indicator name: Autopsy reports completed within 90 days (%)
Description: The percent of autopsy reports, which detail the cause and manner of death and as well as other findings, completed within 90 days.
Source: Records Unit.

Indicator name: Cremation requests responded to within 12 hours (%)
Description: The percent of requests responded to within 12 hours, requesting approval for a cremation.
Source: Communications Unit.

Indicator name: Average time to complete a forensic DNA case (days)
Description: The average number of days for the Forensic Biology DNA Laboratory to perform chemical, immunological, biochemical, and molecular biological analysis on submitted evidence to identify the source of the collected specimens in cases such as homicides, sexual assaults and burglaries.
Source: Forensic Biology DNA Laboratory.

Indicator name: Average time to complete a forensic toxicology case (days)
Description: The average number of days for the Forensic Toxicology Laboratory to perform analysis on fatality victims to determine the presence of drugs and other toxic substances in human fluids and tissues, in order to evaluate their role in the cause or manner of death.
Source: Forensic Toxicology Laboratory.

Indicator name: Fatality cases completed within 30 days using forensic DNA testing (%)
Description: The percent of fatality cases that undergo genetic marker analysis to help identify the origin of biological specimens using DNA testing, and are completed within 30 days.
Source: Forensic Biology DNA Laboratory

Indicator name: Fatality cases completed within 30 days using forensic toxicology (%)
Description: The percent of cases screened for the presence of volatiles, opiates, benzoylecgonine, barbiturates, salicylates, acetaminophen, and basic drugs in the Forensic Toxicology Laboratory within 30 days.
Source: Forensic Toxicology Laboratory.

OFFICE OF CHIEF MEDICAL EXAMINER

Indicator name: Sexual assault cases (non-fatality) completed within 30 days using forensic DNA testing (%)

Description: The percent of sexual assault cases analyzed using DNA testing, completed within 30 days.

Source: Forensic Biology DNA Laboratory.

Indicator name: DWI & sexual assault cases (non-fatality) completed within 30 days using forensic toxicology (%)

Description: The percent of tests completed within 30 days on Driving While Intoxicated and sexual assault cases submitted by law enforcement agencies to determine the presence of ethanol and other drugs.

Source: Forensic Toxicology Laboratory.

Indicator name: DNA matches with profiles in database

Description: The number of DNA samples from biological evidence found at a crime scene that match the DNA profiles stored in the Combined DNA Index System (CODIS) database.

Source: Forensic Biology DNA Laboratory.

HEALTH AND HOSPITALS CORPORATION

- Indicator name: Prenatal patients retained in care through delivery (%)
Description: The percent of pregnant women who make at least three obstetrical clinic visits. Patients are tracked for 10 months subsequent to these visits to determine which births take place within HHC facilities.
Source: Health and Hospitals Corporation (HHC) Patient Accounting Database Reporting System (PADBARS) and Ambulatory Care Database.
- Indicator name: Average wait time for mammography screening appointments (days)
Description: The average time for a mammography appointment, by an HHC patient, from time of appointment call to actual appointment date.
Source: HHC Ambulatory Care Database.
- Indicator name: HIV patients at acute care facilities utilizing dedicated HIV clinics (%)
Description: The percentage of all HIV/AIDS patients at HHC's acute care facilities who use dedicated HIV clinics.
Source: HHC Ambulatory Care Database.
- Indicator name: Methadone patients achieving job placements
Description: The proportion of patients registered at one of HHC's five Methadone Maintenance Treatment Programs, which offer work readiness services as part of treatment, who are placed in a job.
Source: HHC Substance Abuse Database.
- Indicator name: Two-year-olds immunized (%) (July-September)
Description: The percent of all two-year old HHC patients that are immunized at HHC clinics and hospitals. Method of collection involves a chart review annually in a select (first) quarter. The quarterly data is representative of the Fiscal Year.
Source: HHC Quality Assurance Committee.
- Indicator name: General care average length of stay (excluding psychiatric and rehabilitation discharges) (days)
Description: The average number of days that a patient remains in the hospital, excluding psychiatry and rehabilitation services.
Source: HHC Monthly Inpatient Utilization Report.
- Indicator name: Emergency room revisits for adult patients with asthma (%)
Description: The percent of emergency room revisits for adult patients with asthma within seven days of discharge from the emergency room. Data is by calendar year.
Source: HHC Ambulatory Care Database.

HEALTH AND HOSPITALS CORPORATION

| | |
|-----------------|--|
| Indicator name: | Emergency room revisits for pediatric patients with asthma (%) |
| Description: | The percent of children with asthma who revisit the emergency room within seven days of discharge from the emergency room. Data is by calendar year. |
| Source: | HHC Ambulatory Care Database. |
| Indicator name: | Adult psychiatry patients rehospitalized within 15 days of discharge (%) |
| Description: | The percent of adult patients discharged with a principal psychiatry diagnosis who are readmitted within 15 days. |
| Source: | HHC Product Line Manager database. |
| Indicator name: | Average time spent by patient for an outpatient visit (from arrival to departure) (minutes) |
| Description: | Average time, in minutes, spent by patient from arrival to departure for an ambulatory care visit. |
| Source: | HHC Ambulatory Care Restructuring Initiative Reporting Database. |
| Indicator name: | Uninsured patients served |
| Description: | The number of patients without health insurance served by HHC. Data is by calendar year. |
| Source: | HHC Product Line Manager database. |
| Indicator name: | Total Medicaid Managed Care, Child Health Plus and Family Health Plus enrollees |
| Description: | The number of individuals enrolled in these public insurance programs at HHC facilities. |
| Source: | MetroPlus Health Plan Reconciliation Reports and New York State Child Health Plus and Family Health Plus Programs. |
| Indicator name: | Medicaid MetroPlus enrollees |
| Description: | The number of Medicaid recipients enrolled in HHC's MetroPlus health maintenance plan. |
| Source: | MetroPlus Health Plan Reconciliation Reports. |

DEPARTMENT OF EDUCATION

Indicator name: Student enrollment as of October 31 in grades pre-kindergarten to 12 (000)
Description: The number of students on the October 31st audited register for a given school year.
Source: Automate the School system.

Indicator name: Average daily attendance (%)
- Elementary/middle (%)
- High school (%)
Description: The average of students present daily as a proportion of the daily student register.
Source: Automate the School system.

Indicator name: Students with 90% or better attendance rate (%)
Description: The number of students whose attendance rate for the year is 90% or better, divided by the cumulative daily student register.
Source: Automate the School system.

Indicator name: Students in grades 3 to 8 meeting or exceeding standards (%)
- English Language Arts (%)
Description: The percent of students who meet the learning standard in English Language Arts for their grade by performing at Level 3 (Proficient) or higher. Scores are on a scale ranging from Level 1, the nonproficient level, through Level 4, the advanced level.
Source: Division of Assessment and Accountability.

Indicator name: Students in grades 3 to 8 meeting or exceeding standards (%)
- Math (%)
Description: The percent of students who meet the learning standard in math for their grade by performing at Level 3 (Proficient) or higher. Scores are on a scale ranging from Level 1, the nonproficient level, through Level 4, the advanced level.
Source: Division of Assessment and Accountability.

Indicator name: Students in grades 3 to 8 scoring below standards progressing into a higher level (%)
- English Language Arts (%)
Description: The percent of students who scored at Level 1 or 2 on the English Language Arts test in a given year and showed progress the following year by moving into a higher proficiency level. Scores are on a scale ranging from Level 1, the nonproficient level, through Level 4, the advanced level.
Source: Division of Assessment and Accountability.

DEPARTMENT OF EDUCATION

Indicator name: Students in grades 3 to 8 scoring below standards progressing into a higher level (%)
- Math (%)

Description: The percent of students who scored at Level 1 or 2 on the math test in a given year and showed progress the following year by moving into a higher proficiency level. Scores are on a scale ranging from Level 1, the nonproficient level, through Level 4, the advanced level.

Source: Division of Assessment and Accountability.

Indicator name: Students in grades 3 to 8 progressing from below standards to meeting standards (%)
- English Language Arts (%)

Description: The percent of students who scored at Level 1 or 2 on the English Language Arts test in a given year and showed progress the following year by moving into Level 3 or 4. Scores are on a scale ranging from Level 1, the nonproficient level, through Level 4, the advanced level.

Source: Division of Assessment and Accountability.

Indicator name: Students in grades 3 to 8 progressing from below standards to meeting standards (%)
- Math (%)

Description: The percent of students who scored at Level 1 or 2 on the math test in a given year and showed progress the following year by moving into Level 3 or 4. Scores are on a scale ranging from Level 1, the nonproficient level, through Level 4, the advanced level.

Source: Division of Assessment and Accountability.

Indicator name: Students in grades 1 to 9 promoted (%)

Description: The percent of all students in grades 1 to 9 who were promoted into the next grade level after meeting promotion criteria, which includes passing standardized tests, attendance and classwork.

Source: Division of Instruction and Information Technology.

Indicator name: Students in the graduating class taking required Regents examinations

Description: The number of students in the graduating class taking the required Regents exams for graduation and Regents diploma.

Source: Division of Assessment and Accountability.

Indicator name: Students passing required Regents examinations (%)

Description: The percent of students in the graduating class who take the Regents examinations and who meet graduation and Regents diploma requirements by passing the required Regents examinations.

Source: Division of Assessment and Accountability.

DEPARTMENT OF EDUCATION

Indicator name: Students in graduating class with a 65 to 100 passing score on the Regents examination (%)
- English (%)

Description: The percent of students in the graduating class who take the Regents examinations and who meet New York State Education Department (NYSED) graduation requirements in English. Students passing all required Regents exams with a score of 65 or higher graduate with a Regents diploma.

Source: Division of Assessment and Accountability.

Indicator name: Students in graduating class with a 65 to 100 passing score on the Regents Examination (%)
- Math (%)

Description: The percent of students in the graduating class who take the Regents examinations and who meet NYSED graduation requirements in math. Students passing all required Regents exams with a score of 65 or higher graduate with a Regents diploma.

Source: Division of Assessment and Accountability.

Indicator name: Students in graduating class with a 65 to 100 passing score on the Regents Examination (%)
- United States history and government (%)

Description: The percent of students in the graduating class who take the Regents examinations and who meet NYSED graduation requirements in United States history and government. Students passing all required Regents exams with a score of 65 or higher graduate with a Regents diploma.

Source: Division of Assessment and Accountability.

Indicator name: Students in graduating class with a 65 to 100 passing score on the Regents Examination (%)
- Global history (%)

Description: The percent of students in the graduating class who take the Regents examinations and who meet NYSED graduation requirements in global history. Students passing all required Regents exams with a score of 65 or higher graduate with a Regents diploma.

Source: Division of Assessment and Accountability.

DEPARTMENT OF EDUCATION

Indicator name: Students in graduating class with a 65 to 100 passing score on the Regents Examination (%)
- Science (%)

Description: The percent of students in the graduating class who take the Regents examinations and who meet NYSED graduation requirements in science. Students passing all required Regents exams with a score of 65 or higher graduate with a Regents diploma.

Source: Division of Assessment and Accountability.

Indicator name: Students in graduating class with a 55 to 100 passing score on the Regents Examination (%)
- English (%)

Description: The percent of students in the graduating class who take the Regents examinations and who meet NYSED graduation requirements and Regents diploma requirements in English. Students passing any of the required Regents exams with a score of 55-64 graduate with a Local diploma.

Source: Division of Assessment and Accountability.

Indicator name: Students in graduating class with a 55 to 100 passing score on the Regents Examination (%)
- Math (%)

Description: The percent of students in the graduating class who take the Regents examinations and who meet NYSED graduation requirements and Regents diploma requirements in math. Students passing any of the required Regents exams with a score of 55-64 graduate with a Local diploma.

Source: Division of Assessment and Accountability.

Indicator name: Students in graduating class with a 55 to 100 passing score on the Regents Examination (%)
- United States history and government (%)

Description: The percent of students in the graduating class who take the Regents examinations and who meet NYSED graduation requirements and Regents diploma requirements in United States history and government. Students passing any of the required Regents exams with a score of 55-64 graduate with a Local diploma.

Source: Division of Assessment and Accountability.

DEPARTMENT OF EDUCATION

Indicator name: Students in graduating class with a 55 to 100 passing score on the Regents Examination (%)
- Global history (%)

Description: The percent of students in the graduating class who take the Regents examinations and who meet NYSED graduation requirements and Regents diploma requirements in global history. Students passing any of the required Regents exams with a score of 55-64 graduate with a Local diploma.

Source: Division of Assessment and Accountability.

Indicator name: Students in graduating class with a 55 to 100 passing score on the Regents Examination (%)
- Science (%)

Description: The percent of students in the graduating class who take the Regents examinations and who meet NYSED graduation requirements and Regents diploma requirements in science. Students passing any of the required Regents exams with a score of 55-64 graduate with a Local diploma.

Source: Division of Assessment and Accountability.

Indicator name: General education students graduating (%)
- Within four years of entry into high school (%)

Description: The percent of a graduating class of students in general education classes, including students receiving special education services in general education, who entered the public school system in September of a given year and graduated within four years.

Source: Division of Assessment and Accountability.

Indicator name: General education students graduating (%)
- Within seven years of entry into high school (%)

Description: Percent of a graduating class of students in general education classes, including students receiving special education services in general education, who entered the public school system in September of a given year and graduated within seven years.

Source: Division of Assessment and Accountability.

Indicator name: Special education students graduating (%)
- Within four years of entry into high school (%)

Description: The percent of students in self-contained, ungraded special education classes who graduated within four years after the school year in which they reached age 14.

Source: Division of Assessment and Accountability.

DEPARTMENT OF EDUCATION

- Indicator name: Special education students graduating (%)
- Within seven years of entry into high school (%)
- Description: The percent of students in self-contained, ungraded special education classes who graduated within seven years after the school year in which they reached age 14.
- Source: Division of Assessment and Accountability.
- Indicator name: General education students dropping out (%)
- Within four years of entry into high school (%)
- Description: The percent of grade students in general education classes, including students receiving special education services in general education, who entered ninth grade public school in September of a given year and dropped out within four years.
- Source: Division of Assessment and Accountability.
- Indicator name: General education students dropping out (%)
- Within seven years of entry into high school (%)
- Description: Percent of grade students in general education classes, including students receiving special education services in general education, who entered ninth grade public school in September of a given year and dropped out within seven years.
- Source: Division of Assessment and Accountability.
- Indicator name: Special education students dropping out (%)
- Within four years of entry into high school (%)
- Description: The percent of students in self-contained, ungraded special education classes who dropped out within four years after the school year in which they reached age 14.
- Source: Division of Assessment and Accountability.
- Indicator name: Special education students dropping out (%)
- Within seven years of entry into high school (%)
- Description: The percent of students in self-contained, ungraded special education classes who dropped out within seven years after the school year in which they reached age 14.
- Source: Division of Assessment and Accountability.
- Indicator name: Students enrolled in bilingual education (000)
- Description: The number of students who scored at or below the 40th percentile on the English Language Assessment Battery (LAB), which is an English language competency exam, and therefore are deemed entitled to a bilingual or English as a Second Language program.
- Source: Bilingual Education Student Information Survey.

DEPARTMENT OF EDUCATION

- Indicator name: English Language Learner students testing out of bilingual (%)
Description: The percent of English Language Learner students who score at the 41st percentile or better on the Language Assessment Battery exam, and thus test out of bilingual/English as a Second Language education.
Source: Division of Assessment and Accountability.
- Indicator name: English Language Learner students testing out of bilingual within three years (%)
Description: The percent of English Language Learner students who score at the 41st or better percentile on the Language Assessment Battery exam within three years, and thus test out of bilingual/English as a Second Language education.
Source: Division of Assessment and Accountability.
- Indicator name: Students receiving special education services (000)
Description: The number of students who have been classified as disabled by the Committee on Special Education and have an Individualized Education Program, which outlines special education services for each child.
Source: Children Assistance Program.
- Indicator name: Students referred for special education evaluation
Description: The number of students who are recommended for an evaluation to determine if the student is disabled and if special education services are needed.
Source: Children Assistance Program.
- Indicator name: Students no longer in need of special education services
Description: The number of students who have been determined by the Committee on Special Education to no longer require special education services and are returned to full-time general education services.
Source: Children Assistance Program.
- Indicator name: Students in special education scoring below standards progressing into a higher level (%)
- English Language Arts (%)
Description: The percent of special education students who scored in Level 1 on the English Language Arts test in a given year and showed progress the following year by moving into a higher level. Scores are on a scale ranging from Level 1, the nonproficient level, through Level 4, the advanced level.
Source: Division of Assessment and Accountability.

DEPARTMENT OF EDUCATION

- Indicator name: Students in special education scoring below standards progressing into a higher level (%)
- Math (%)
- Description: The percent of special education students who scored in Level 1 on the math test in a given year and showed progress the following year by moving into a higher level. Scores are on a scale ranging from Level 1, the nonproficient level, through Level 4, the advanced level.
- Source: Division of Assessment and Accountability.
- Indicator name: Average expenditure per student (\$)
- Elementary school (\$)
- Middle school (\$)
- High school (\$)
- Full-time special education (District 75) (\$)
- Description: Total school expenditures, including direct services to schools, district/superintendency costs, and systemwide costs and obligations, divided by school enrollment (official audited registers).
- Source: School Based Expenditures Reports.
- Indicator name: Average direct services to schools expenditure per student (\$)
- Description: Dollars spent directly on services provided to public school students and staff, taking place primarily in the school building during the school day, during the school year. Also includes funds for after school and summer school programs.
- Source: School Based Expenditure Reports.
- Indicator name: Teachers (as of June 30)
- Description: The number of teachers systemwide.
- Source: Enterprise Data Warehouse Human Resources System.
- Indicator name: Certified teachers (%)
- Description: The percent of teachers with a State license.
- Source: Enterprise Data Warehouse Human Resources System.
- Indicator name: Teachers with 5 or more years teaching experience (%)
- Description: The percent of teachers with five or more years of classroom experience.
- Source: Enterprise Data Warehouse Human Resources System.
- Indicator name: Teachers hired to fill projected vacancies (%)
- Description: The percent of district-reported teacher vacancies that were filled by teachers the districts hired for the new school year.
- Source: Enterprise Data Warehouse Human Resources System.

DEPARTMENT OF EDUCATION

| | |
|-----------------|--|
| Indicator name: | Principals with more than three years as principal (%) |
| Description: | The percent of principals that have been in the NYC public school system as principal for three or more years. |
| Source: | Enterprise Data Warehouse Human Resources System. |
| Indicator name: | Teachers absent more than 12 days (%) |
| Description: | The percent of active teachers (excludes teachers on approved leave) who have been absent beyond the 12 contractual days. |
| Source: | Enterprise Data Warehouse Human Resources System. |
| Indicator name: | Parents/guardians receiving child's written report card at least twice a year (%) |
| Description: | The percent of parents who receive their child's report card at least twice a year either at a parent-teacher conference or by mail. |
| Source: | Parent Survey and District Performance Profile. |
| Indicator name: | Parents who are aware of the School Leadership Teams and Parent Teacher Associations (%) |
| Description: | The percent of parents who are aware of the existence of School Leadership Teams and Parent Associations within their child's school. |
| Source: | Parent Survey and District Performance Profile. |
| Indicator name: | Parents rating their child's school 'A' or 'B' (%) |
| Description: | The percent of parents who rate their child's school 'A' or 'B'. Ratings are collected on a scale of A to F, with "A" being excellent and "F" failing. |
| Source: | Parent Survey and District Performance Profile. |
| Indicator name: | School safety – Seven major crimes |
| Description: | All crimes categorized as a major index crime (murder and non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, grand larceny and grand larceny auto) occurring within City public schools. |
| Source: | NYPD School Safety Division. |
| Indicator name: | Other criminal categories |
| Description: | Summary of all other reported felonies and misdemeanors occurring within City public schools. |
| Source: | NYPD School Safety Division. |
| Indicator name: | Other incidents |
| Description: | All serious non-criminal incidents occurring within City public schools. |
| Source: | NYPD School Safety Division. |

DEPARTMENT OF EDUCATION

Indicator name: Hazardous building violations total backlog
Description: The number of hazardous Department of Buildings (DOB) violations pending against Department of Education facilities. These include violations that need corrective work, and violations for which work has been completed but which are awaiting official dismissal by DOB.
Source: Division of School Facilities.

Indicator name: School building rating (%)
- Good condition (%)
- Fair to Good condition (%)
- Fair condition (%)
- Fair to Poor condition (%)
- Poor condition (%)
Description: School building conditions are rated annually, with each major infrastructure component of each building rated on a scale of 1 to 5, 1 being Good and 5 being Poor. A Good rating means that infrastructure is sound and is performing its function. A Fair rating means that infrastructure is still performing adequately at this time, but may require preventive maintenance to prevent further deterioration and restore it to good condition. A Poor rating means that infrastructure cannot continue to perform its original function without repairs, or is in such condition that its failure is imminent.
Source: Department of Education Division of School Facilities through Fiscal 2002; School Construction Authority beginning Fiscal 2003.

Indicator name: Schools that exceed capacity (%)
- Elementary schools (%)
- Middle schools (%)
- High schools (%)
Description: The percent of schools where student enrollment is at 100 percent or more of a school's functional capacity. Committees of teachers, principals, superintendents, curriculum specialists and facilities planning experts set a school's functional capacity.
Source: Division of School Facilities.

Indicator name: Students in schools that exceed capacity (%)
- Elementary/middle schools (%)
- High schools (%)
Description: The percent of the enrolled student population that attend schools where enrollment is 100 percent or more of functional capacity. Committees of teachers, principals, superintendents, curriculum specialists and facilities planning experts set a school's functional capacity.
Source: Division of School Facilities.

DEPARTMENT OF EDUCATION

Indicator name: Total new seats created
Description: The number of new student seats created through the efforts of the Department of Education and the School Construction Authority, including construction of new buildings, construction of school additions, room portioning, and leasing.
Source: Division of School Facilities and School Construction Authority.

Indicator name: Total new seats created
- Department of Education
Description: The number of new seats created by room portioning and leased sites by the Department of Education.
Source: Division of School Facilities.

Indicator name: Total new seats created
- School Construction Authority
Description: The number of new seats created through construction of new buildings, and additions.
Source: School Construction Authority.

SCHOOL CONSTRUCTION AUTHORITY

- Indicator name: New schools and additions constructed
Description: The number of new schools and additions constructed as part of the City's elementary, intermediate and high schools. SCA measures new schools and additions from October to September to capture projects completed for the start of the school year.
Source: SCA Finance Department.
- Indicator name: New schools and additions constructed within budget (%)
Description: The percent of new schools and additions built within contract dollar amount and budgeted contingency as of June 30th.
Source: SCA Finance Department.
- Indicator name: Scheduled new seats constructed on time (%)
Description: The percent of planned new seats ready for occupancy by September, as approved and funded by the Department of Education.
Source: SCA Finance Department.
- Indicator name: Average new school construction cost per square foot (\$) - Early childhood (\$)
Description: The total construction cost of completed early childhood centers (prekindergarten-grade 2) divided by the centers' total gross floor area (measured to the outside of exterior walls on each floor). Cost includes original contract and all additional construction costs related to the original contract. NA reflects no construction done in a given category.
Source: SCA Finance Department.
- Indicator name: Average new school construction cost per square foot (\$) - Elementary (\$)
Description: The total construction cost of completed elementary schools (prekindergarten-grade 5) divided by the schools' total gross floor area (measured to the outside of exterior walls on each floor). Cost includes original contract and all additional construction costs related to the original contract. NA reflects no construction done in a given category.
Source: SCA Finance Department.
- Indicator name: Average new school construction cost per square foot (\$) - Intermediate (\$)
Description: The total construction cost of completed intermediate schools (grade 6-grade 8) divided by the schools' total gross floor area (measured to the outside of exterior walls on each floor). Cost includes original contract and all additional construction costs related to the original contract. NA reflects no construction done in a given category.
Source: SCA Finance Department.

SCHOOL CONSTRUCTION AUTHORITY

- Indicator name: Average new school construction cost per square foot (\$)
- High School (\$)
- Description: The total construction cost of completed high schools (grade 9-grade 12) divided by the schools' total gross floor area (measured to the outside of exterior walls on each floor). Cost includes original contract and all additional construction costs related to the original contract. NA reflects no construction done in a given category.
- Source: SCA Finance Department.
- Indicator name: Average new school construction cost per seat
- Early childhood (\$)
- Description: The total construction costs of early childhood centers (prekindergarten- grade 2), including the original contract and all additional construction costs related to the original construction contract, divided by the number of new student classroom seats in those centers. NA reflects no construction done in a given category.
- Source: SCA Finance Department.
- Indicator name: Average new school construction cost per seat
- Elementary (\$)
- Description: The total construction costs of elementary schools (prekindergarten- grade 5), including the original contract and all additional construction costs related to the original construction contract, divided by the number of new student classroom seats in those schools. NA reflects no construction done in a given category.
- Source: SCA Finance Department.
- Indicator name: Average new school construction cost per seat
- Intermediate (\$)
- Description: The total construction costs of intermediate schools (grades 6-8), including the original contract and all additional construction costs related to the original construction contract, divided by the number of new student classroom seats in those schools. NA reflects no construction done in a given category.
- Source: SCA Finance Department.
- Indicator name: Average new school construction cost per seat
- High school (\$)
- Description: The total construction costs of high schools (grades 9-12), including the original contract and all additional construction costs related to the original construction contract, divided by the number of new student classroom seats in those schools. NA reflects no construction done in a given category.
- Source: SCA Finance Department.

SCHOOL CONSTRUCTION AUTHORITY

- Indicator name: Capital improvement projects constructed on time or early (%)
Description: The percent of capital repair projects (such as roof repair and window replacement) completed by contract date or earlier.
Source: SCA Finance Department.
- Indicator name: Capital improvement projects constructed within budget (%)
Description: The percent of capital repair projects (such as roof repair and window replacement) completed within contract dollar amount and budgeted contingency as of June 30.
Source: SCA Finance Department.
- Indicator name: Safety recommendations issued to contractors corrected within 24 to 48 hours (%)
Description: The percent of complex safety recommendations issued that are implemented within 24 to 48 hours. Complex safety recommendations, (such as installing a tower of stairs on a scaffold so workers do not climb up the scaffold frame) take longer to implement. Minor recommendations, such as using hard hats, work boots or body harnesses, are corrected immediately and are excluded from this indicator.
Source: SCA Finance Department.
- Indicator name: Principal survey
- Satisfaction with SCA work (%)
Description: Percent of principals responding to an annual SCA survey who express satisfaction with SCA new facilities and capital improvement work.
Source: SCA Finance Department.

HUMAN RESOURCES ADMINISTRATION

- Indicator name: Reported job placements
Description: The total number of reported job placements for people receiving benefits from the federal Family Assistance Program (FAP), which provides welfare benefits to families for five years; the State Safety Net Assistance Program, which provides welfare benefits to adults without children and to some families not eligible for FAP; the State 60-month Converted Safety Net program, which provides assistance to families that have exceeded the five-year federal time limit; and through December 2002 only, persons who are not receiving Public Assistance (PA) but do receive food stamps.
Source: Human Resources Administration (HRA) Office of Program Reporting, Analysis and Accountability (OPRAA).
- Indicator name: Public Assistance cases who are partially or fully unengageable (%)
Description: At the end of the reporting period, the percent of the total cases in the Welfare Management System that are either partially or fully unable to work. This indicator includes public assistance cases that are currently either partially engaged in work-related activities, such as health, mental health, substance abuse treatment, domestic violence or other activities, or are fully unengageable and therefore unable to participate in any activity. Neither group can participate in full time employment.
Source: Welfare Management System (WMS) and HRA OPRAA.
- Indicator name: Engageable public assistance cases participating in work or work-related activities (%)
Description: As of the end of the reporting period, the percent of partially or fully engageable public assistance cases who are participating in any work or work-related activities, including work assessment or work assignment process.
Source: HRA New York City WAY (NYCWAY).
- Indicator name: Safety Net Assistance cases participating in work activities as calculated in accordance with State guidelines (%)
Description: As of the end of the reporting period, the percent of Safety Net clients, excluding those exempt from work activities, who participate in work activities in compliance with State guidelines or who are involved in resolving a dispute about their case through conference, conciliation with HRA or a fair hearing with the State. People in sanction process are removed from the calculation as long as they are in this status.
Source: HRA NYCWAY.

HUMAN RESOURCES ADMINISTRATION

Indicator name: 60-month cases converted to Safety Net assistance cases participating in work activities as calculated in accordance with State guidelines (%)

Description: At the end of the reporting period, the percentage of cases that have reached the 60-month State time limit, have been converted to Safety Net Assistance, and are participating in work activities in compliance with State guidelines.

Source: HRA NYCWAY.

Indicator name: Family Assistance Program cases participating in work activities as calculated in accordance with federal guidelines (%)

Description: As of the end of the reporting period, the percent of all Family Assistance Program families who participate in full-time work activities in compliance with federal guidelines. This calculation does not take into account child-only cases, parents with children younger than three months, persons who are subject to a sanction for not complying with work requirements, or persons who are in sanction status for up to three months in any federal fiscal year.

Source: HRA NYCWAY.

Indicator name: Engaged public assistance cases enrolled in HRA-approved job search, training, or education activities (%)

Description: As of the end of the reporting period, the percent of engaged public assistance cases that are in job search and education or training programs referred and/or approved by HRA.

Source: HRA NYCWAY.

Indicator name: WEP participants concurrently engaged in another work activity (%)

Description: As of the end of the reporting period, the percent of Work Experience Program (WEP) participants who are also engaged in any type of training or education activity.

Source: HRA NYCWAY.

Indicator name: Public assistance participants who left welfare for work and did not return within 180 days (%)

Description: The percent of public assistance recipients who had a job six months prior to the reporting period, and did not return to public assistance within the last six months of the reporting period.

Source: HRA OPRAA.

HUMAN RESOURCES ADMINISTRATION

- Indicator name: Young public assistance recipients (ages 19-21) who are heads of PA households and previously PA dependents (%)
Description: At the end of the reporting period, the percent of public assistance heads of household who were previously a dependent child in a public assistance household.
Source: New York State Welfare Management System (WMS) report.
- Indicator name: Young public assistance heads of household (ages 19-21) who are enrolled in education or training (%)
Description: At the end of the reporting period, the percent of young public assistance recipients (ages 19-21) enrolled in education or training activities.
Source: WMS and HRA's NYCWAY.
- Indicator name: Persons receiving Public Assistance
Description: As of the end of the reporting period, the number of persons who are eligible for the time-limited Family Assistance Program or the Safety Net Assistance Program. As of November 2001, the 60-month Converted to Safety Net program is included.
Source: HRA OPRAA.
- Indicator name: Average Annual Administrative Cost per public assistance case (\$)
Description: The average annual cost associated with the administration of a single public assistance case. To determine this average, the total, unduplicated number of public assistance cases that received any financial assistance during the reporting period is divided by the total annual direct and indirect administrative cost associated with all public assistance cases. The operation of HRA Job Centers is included in direct costs. Indirect cost includes an attributed portion of HRA's central administrative cost. The administrative cost associated with the provision of Medicaid or Food Stamps is not included, nor is the cost of public assistance benefits.
Source: HRA Finance Office and HRA OPRAA.
- Indicator name: Persons receiving Food Stamps
Description: As of the end of the reporting period, the number of eligible persons receiving federally supported food stamps, including both public assistance recipients and non-recipients. Includes persons who receive food stamps at residential treatment centers.
Source: HRA OPRAA.

HUMAN RESOURCES ADMINISTRATION

- Indicator name: Non-public assistance and SSI persons receiving Food Stamps (000)
Description: At the end of the reporting period, the total number of persons who receive food stamps who are not cash assistance recipients, but may be Supplemental Security Income (SSI) recipients.
Source: HRA OPRAA.
- Indicator name: Persons enrolled in Medicaid
Description: At the end of the reporting period, the total number of persons eligible to receive Medicaid services.
Source: Welfare Management System report WINR0521.
- Indicator name: Persons enrolled in Medicaid-Only (000)
Description: At the end of the reporting period, the number of persons who are not cash assistance or Supplemental Security Income (SSI) recipients who are eligible to receive Medicaid services, including those receiving Family Health Plus.
Source: Welfare Management System report WINR0521.
- Indicator name: Individuals referred to Adult Protective Services visited within three working days (%)
Description: The percent of cases referred to Adult Protective Services that are visited within the State-mandated three working days.
Source: HRA Adult Protective Services Program.
- Indicator name: Average time to initiate Home Attendant and Housekeeper Services cases (days)
Description: The average number of days from the date of application to the commencement of service for all new Home Attendant and Housekeeping cases.
Source: HRA Home Care Services Program.
- Indicator name: Clients receiving home care services (000)
Description: As of the end of the reporting period, the number of clients receiving services through programs including Medicaid-funded Home Attendant and Housekeeping; the Long Term Home Health Care program, which provides personal and home health care services in the home for those who are qualified to enter a nursing home, but prefer to remain in their communities; and the HIV/AIDS Lombardi Home Care services program, which provides services for persons with HIV/AIDS.
Source: HRA Home Care Services Program.

HUMAN RESOURCES ADMINISTRATION

- Indicator name: Households averted from homelessness (%)
Description: The percent of individuals and families at risk of losing their homes due to rent arrears, holdover petitions, complications with Section 8 housing vouchers, or other factors and whom HRA assisted in staying in their homes.
Source: HRA Office of Homeless Prevention.
- Indicator name: Individuals receiving HIV/AIDS services (000)
Description: The cumulative number of individuals with HIV/AIDS served during the year.
Source: HRA HIV/AIDS Services Administration.
- Indicator name: Clients assisted in applying for SSI or SSDI (000)
Description: The number of HRA clients assisted in obtaining Supplemental Security Income or Social Security Disability Insurance benefits.
Source: HRA Office of Policy and Program Development.

ADMINISTRATION FOR CHILDREN'S SERVICES

- Indicator name: Abuse and/or neglect reports responded to within 24 hours of receipt from State Central Registry (%)
- Description: The percent of child abuse/neglect investigations initiated within 24 hours of oral report to the State Central Registry, as monitored internally by ACS.
- Source: ACS Office of Management Development and Research.
- Indicator name: Children in completed investigations with repeat investigations within a year (%)
- Description: The percent of children who were named as alleged victims in an investigation, who were then named as alleged victims in another investigation within a year of the closing of the first investigation. Figures are provided for the fiscal year of the repeat investigation.
- Source: NYS Office of Children and Family Services; CONNECTIONS database maintained by ACS Management Information Systems Unit.
- Indicator name: Children in substantiated investigations with repeat substantiated investigations within a year (%)
- Description: The percent of children who were named as alleged victims in a substantiated investigation, who were then named as alleged victims in another substantiated investigation within a year of the closing of the first investigation. Substantiated investigations are those that produce credible evidence of abuse or neglect. Figures are provided for the fiscal year of the repeat investigation.
- Source: CONNECTIONS database maintained by ACS Management Information Systems Unit.
- Indicator name: Children receiving contract preventive services
- Description: The number of children in active contract preventive cases at the end of the reporting period.
- Source: ACS Office of Management, Development and Research.
- Indicator name: Children in foster care (average)
- Description: The average number of children in foster care during the reporting period, excluding suspended payment and trial discharge, in all facilities and homes operated by contract foster care agencies or by ACS Direct Care Services.
- Source: ACS Office of Management, Development and Research.

ADMINISTRATION FOR CHILDREN'S SERVICES

- Indicator name: All children entering foster care
Description: The number of children entering foster care. Includes children with repeat admissions into foster care.
Source: Child Care Review Service (CCRS) data extracts maintained by ACS Management Information Systems Unit.
- Indicator name: New children entering foster care
Description: The number of children entering foster care for the first time. Does not include children with repeat admissions into foster care.
Source: CONNECTIONS maintained by ACS Management Information Systems Unit.
- Indicator name: Children who re-enter foster care within a year of discharge to family (%)
Description: The percent of foster care children who are discharged to their family who re-enter foster care within a year of their discharge date. Percentages are provided for the fiscal year of re-entry.
Source: ACS Management Information Systems Unit.
- Indicator name: Children placed in foster care in their borough (%)
Description: The percent of children placed in regular foster boarding homes in their home borough.
Source: Child Care Review Service (CCRS) and CONNECTIONS maintained by ACS Management Information Systems Unit.
- Indicator name: Children placed in foster care in their community district (%)
Description: The percent of children placed in regular foster boarding homes in their home community district.
Source: Child Care Review Service (CCRS) and CONNECTIONS maintained by ACS Management Information Systems Unit.
- Indicator name: Children entering foster care who are placed with relatives (%)
Description: The percent of children entering foster care who are placed in foster boarding homes with relatives.
Source: ACS Management Information Systems Unit.
- Indicator name: Siblings placed simultaneously in the same foster home (%)
Description: The percent of siblings in foster care who are placed simultaneously, when no other siblings are in care, in the same foster home.
Source: ACS Management Information Systems Unit.

ADMINISTRATION FOR CHILDREN'S SERVICES

- Indicator name: Separated siblings in foster care receiving biweekly visits from their other siblings (%)
- Description: The percentage of separated siblings in all levels of foster care (including both kinship and foster boarding homes as well as congregate settings) who visit at least once every two weeks with their siblings. Excluded from this group are sibling groups in which it has been documented that visits are contrary to the health, safety and welfare of one or more of the siblings involved or where there is a court order prohibiting visits for a particular period of time.
- Source: ACS Central Sibling Unit.
- Indicator name: Parents or caregivers attending Post Removal 72 Hour Child Safety Conferences (%)
- Description: Percent of parents or caregivers attending child safety conferences held within 3-5 days of a child's removal from their home into foster care.
- Source: ACS Division of Child Protection.
- Indicator name: Children with parent(s) attending 6 month Service Plan Reviews for children with goal of returning home (%)
- Description: The percent of children with a goal of returning home for whom at least one parent attended a planning conference held at the foster agency every six months while the child is in foster care.
- Source: ACS Management Information Systems Unit.
- Indicator name: Children in foster care receiving biweekly visits from a parent or guardian (%)
- Description: Percent of children in all levels of foster care (including both kinship and foster boarding homes as well as congregate settings) who have a permanency plan of reunification and who visit at least once every two weeks with their parent or guardian.
- Source: ACS Service Plan Review Tracking Database.
- Indicator name: Children in foster care who had two or more transfers from one facility to another (%)
- Description: The percent of children in foster care who had, since their last placement into foster care, two or more transfers from one facility to another.
- Source: ACS Management Information Systems Unit.

ADMINISTRATION FOR CHILDREN'S SERVICES

Indicator name: Abuse and/or neglect reports for children in foster care and child care
Description: The number of abuse and/or neglect reports for children in foster care and ACS-funded child care that are investigated by ACS' Office of Confidential Investigations.
Source: ACS Management Information Systems Unit.

Indicator name: Abuse and/or neglect reports for children in foster care and child care—
for children in foster care
Description: The number of abuse or neglect reports for children in foster care, which are investigated by the Office of Confidential Investigations (OCI), a division of ACS/Division of Child Protection.
Source: CONNECTIONS database maintained by ACS Management Information Systems Unit and OCI.

Indicator name: Abuse and/or neglect reports for children in foster care and child care—
for children in child care
Description: The number of abuse or neglect reports for children in ACS funded child care which are investigated by the Office of Confidential Investigations (OCI), a division of ACS/Division of Child Protection.
Source: CONNECTIONS database maintained by ACS Management Information Systems Unit and OCI.

Indicator name: Abuse and/or neglect reports for children in foster care and child care
that are substantiated (%)
Description: The percent of abuse and/or neglect reports for children in foster care and ACS funded child care that are determined upon investigation to have credible evidence of abuse or neglect.
Source: ACS Management Information Systems Unit.

Indicator name: Abuse and/or neglect reports for children in foster care and child care
that are substantiated—for children in foster care (%)
Description: The percent of abuse and/or neglect reports for children in foster care that are determined upon investigation by the Office of Confidential Investigations (OCI) to have credible evidence of abuse or neglect.
Source: CONNECTIONS database maintained by ACS Management Information Systems Unit and OCI.

ADMINISTRATION FOR CHILDREN'S SERVICES

- Indicator name: Abuse and/or neglect reports for children in foster care and child care that are substantiated—for children in child care (%)
- Description: The percent of abuse and/or neglect reports for children in ACS funded child care that are determined upon investigation by the Office of Confidential Investigations (OCI) to have credible evidence of abuse or neglect.
- Source: CONNECTIONS database maintained by ACS Management Information Systems Unit and OCI.
- Indicator name: Cost per foster care case—Congregate care by level of need (\$)
- Description: The cost of funding one congregate care case based on OTPS projected expenditures, facilities expenditures (rentals), and direct care staffing costs without fringe. Figures are presented separately for three levels of need: Level 1 (moderate), Level 2 (intermediate), and Level 3 (severe).
- Source: ACS Financial Service Department.
- Indicator name: Cost per foster care case—Foster boarding home (\$)
- Description: The cost of funding one foster boarding home case based on foster parent stipend costs, facilities expenditures (rentals), miscellaneous program costs such as tutoring, college subsidy, independent living, etc., and direct care staffing costs without fringe.
- Source: ACS Financial Service Department.
- Indicator name: Median length of stay for children entering foster care for the first time who are returned to parent (months)
- Description: The median number of months a child, who enters care for the first time during a given year, remains in care before returning to their parents.
- Source: ACS Management Information Systems Unit.
- Indicator name: Children returned to parent(s) within 12 months (%)
- Description: The percent of children discharged from foster care to their parents within 12 months from the time they were placed in care.
- Source: ACS Management Information Systems Unit.
- Indicator name: Children adopted
- Description: The number of children with a finalized adoption through either Contract Agency Service Adoptions or ACS Direct Care Adoptions. Finalization requires a court form to verify the child's identity and date of adoption.
- Source: ACS Office of Adoption Services.

ADMINISTRATION FOR CHILDREN'S SERVICES

- Indicator name: Median length of stay in foster care before child is adopted (months)
Description: The median number of months a child, for whom adoption was decided as appropriate, remains in foster care until an adoption is finalized.
Source: ACS Management Information Systems Unit.
- Indicator name: Children adopted within 24 months from the time that adoption is decided as appropriate (%)
Description: The percent of adoptions completed during the reporting period within 24 months from the time adoption was decided as appropriate.
Source: ACS Office of Adoption Services.
- Indicator name: Average time to complete adoption (years)
Description: The average number of years a child for whom adoption was decided as appropriate remains in foster care before an adoption is finalized.
Source: ACS Office of Adoption Services.
- Indicator name: Head Start capacity filled (%)
Description: The percent of contracted Head Start slots available for which children are enrolled.
Source: ACS Department of Child Care and Head Start services.
- Indicator name: Child care capacity filled (%)
Description: The percent of family child care and group child care slots available for which children are enrolled.
Source: ACS Department of Child Care and Head Start Services.
- Indicator name: Cost per child care slot
- Group child care slot (voucher) (\$)
Description: The average cost of funding one group child care voucher based on actual expenditures submitted by vendors for payment (not to exceed the State set market rate), divided by the number of vouchers used. Does not include capital costs or costs for City staff or overhead.
Source: ACS Automated Child Care Information System.
- Indicator name: Cost per child care slot
- Family child care slot (voucher) (\$)
Description: The average cost of funding one family child care voucher based on actual expenditures submitted by vendors for payment (not to exceed the State set market rate), divided by the number of vouchers used. Does not include capital costs or costs for City staff or overhead.
Source: ACS Automated Child Care Information System.

ADMINISTRATION FOR CHILDREN'S SERVICES

- Indicator name: Cost per child care slot
- Group child care slot (contract) (\$)
Description: The average cost of one contracted child care slot based on the amount awarded to contract agencies and centralized costs for leases, repairs, maintenance and utilities for City-owned sites, as well as insurance for child care staff divided by the number of child care slots. Does not include capital costs or costs for City staff or overhead.
Source: ACS Financial Services Department.
- Indicator name: Cost per child care slot
- Family child care slot (contract) (\$)
Description: The average cost of one contracted child care slot based on the amount awarded to vendor, as well as insurance for child care staff divided by the number of child care slots. Does not include capital costs or costs for City staff or overhead.
Source: ACS Financial Services Department.
- Indicator name: Cost per Head Start slot (\$)
Description: The average cost of one contracted Head Start slot based on all of the costs awarded for the program year divided by the number of budgeted slots. Does not include capital costs or costs for city staff or overhead.
Source: ACS Financial Services Department.
- Indicator name: Child support collected (\$000)
Description: The total amount of child support collected on behalf of both public assistance and non-public assistance clients, including cases where the child resides outside the City and the non-custodial parent resides in the City.
Source: New York State Department of Child Support Enforcement, Child Support Management System.
- Indicator name: Current month's obligation that is collected (%)
Description: The percent of cumulative collections for the fiscal year that were collected for child support cases during the month they were due. Yearly number is based on monthly averages.
Source: New York State Department of Child Support Enforcement, Office of Child Support Enforcement.
- Indicator name: Cases with a support obligation (%)
Description: The percent of child support cases open with child support ordered by the court, at the end of the reporting period.
Source: New York State Department of Child Support Enforcement, Office of Child Support Enforcement.

DEPARTMENT OF HOMELESS SERVICES

- Indicator name: Families entering the DHS shelter services system for the first time
Description: All families determined to be eligible for shelter who have no previous history of being determined eligible and staying in the shelter system.
Source: Department of Homeless Services (DHS) Client Tracking System database.
- Indicator name: Single adults entering the DHS shelter services system for the first time
Description: Single adults entering the DHS shelter services system who have no previous history of residing in the shelter system.
Source: DHS Single Client Information Management System database.
- Indicator name: Single adults placed in temporary housing by outreach teams
Description: The total number of outreach team placements of persons from the streets into temporary housing, hospitals, substance abuse treatment facilities and drop-in centers. A person may be placed multiple times.
Source: DHS Quarterly Outreach Report.
- Indicator name: Outreach contacts that result in placement into temporary housing (%)
Description: The percentage of total outreach contacts made by outreach teams that result in placement into temporary housing during the reporting period.
Source: DHS Quarterly Outreach Report.
- Indicator name: Average number of families in shelters per day
Description: The average daily census of families in shelter at noon for the month. Does not include families that may not yet be assigned or are in transition to shelter at noon and those placed in overnight facilities.
Source: Noon Census & Applicants in the Emergency Assistance Unit (EAU).
- Indicator name: Average number of single adults in shelters per day
Description: The average number of single adults residing in shelters each night at 2:15 A.M.
Source: DHS Intake/Vacancy Control database.
- Indicator name: Cost per day for shelter facilities—Single adult facilities (\$)
Description: The daily cost (per diem) per person for privately run facilities providing overnight shelter to homeless single adults. It is the average cost for all units occupied at a given point in time.
Source: DHS Budget Office.

DEPARTMENT OF HOMELESS SERVICES

- Indicator name: Cost per day for shelter facilities—Family facilities (\$)
Description: The daily cost (per diem) per family for privately run facilities, including Tier IIs, hotels, and scatter-site facilities, providing overnight shelter to homeless families. It is the average cost for all units occupied at a given point in time.
Source: DHS Budget Office.
- Indicator name: Families applying for shelter services who were found eligible on their first application (%)
Description: The percentage of families found eligible for shelter services during the reporting period on their first application to the EAU. First applications are defined as the first submitted within 90 days prior to being found eligible.
Source: Client Tracking System database.
- Indicator name: Families suitably placed in the shelter services system within 10 days (%)
Description: The percent of families placed into conditional lodging within 10 days (a court mandated time frame). Conditional lodging is where families stay until their eligibility for the shelter system is determined and a placement is found in a shelter.
Source: DHS Client Tracking System database.
- Indicator name: Single adults suitably placed in the shelter services system within 21 days (%)
Description: The percent of single adults who are assessed and placed into specific program beds or general beds within 21 days. The 21-day time frame is set by DHS.
Source: DHS Single Client Information Management System database.
- Indicator name: Average school attendance rate for children in DHS shelter services system (%)
Description: The rate of actual attendance per number of school days per month, based on total number of school-aged children who have attendance/registration records.
Source: Department of Education “Students Residing in Temporary Housing” reports.
- Indicator name: Families placed in the shelter services system according to their youngest school-aged child’s school address (%)
Description: The percent of families provided with shelter who have identified their youngest school-aged child’s school, and were placed in the facility closest to that school.
Source: Department of Education’s Community Districts report.

DEPARTMENT OF HOMELESS SERVICES

| | |
|-----------------|--|
| Indicator name: | Incidents reported to the New York City Police Department in City-operated shelters per 1,000 occupied beds per night (CY98-02) |
| Description: | The number of violations, misdemeanors and felonies reported to NYPD at City-operated shelter facilities, per 1,000 nights spent by residents at DHS-operated shelter facilities during the calendar year. |
| Source: | NYPD Police Precincts. |
| Indicator name: | Safety, maintenance and cleanliness deficiencies noted on independent inspections of adult shelters |
| Description: | Total number of deficiencies noted in inspections carried out by a court-appointed inspection team to ensure shelters meet court-mandated standards. Inspections take place in adult shelters semi-annually. |
| Source: | DHS Facilities Maintenance and Development. |
| Indicator name: | Families who experience more than one facility transfer (%) |
| Description: | Of families who spend at least one night in the DHS shelter services system, the percentage that change facilities more than once in the fiscal year. |
| Source: | DHS Client Tracking System database. |
| Indicator name: | Single adults who experience more than one facility transfer (%) |
| Description: | Of single adults who spend at least one night in the DHS shelter services system, the percentage that change facilities after placement from an assessment bed into a program or general bed. |
| Source: | DHS Single Client Information Management System database. |
| Indicator name: | Average length of stay for families in temporary housing (days) |
| Description: | The average number of days families spend in transitional facilities, excluding overnight facilities, from their first date of application for shelter. Families who leave the DHS shelter system for more than 30 days are considered new applicants. |
| Source: | DHS Client Tracking System database. |
| Indicator name: | Average length of stay for single adults in temporary housing (days) |
| Description: | The average number of days an adult has spent in the DHS shelter services system during the reporting period. Includes non-consecutive days spent in shelters. |
| Source: | DHS Single Client Information Management System database. |
| Indicator name: | Families placed into permanent housing |
| Description: | The number of families relocated to permanent housing, including both subsidized and unsubsidized long-term housing placements. |
| Source: | DHS and New York City Housing Authority. |

DEPARTMENT OF HOMELESS SERVICES

- Indicator name: Single adults placed into permanent housing
Description: The number of single adults relocated to permanent housing from shelters, drop-in centers and outreach teams, including both subsidized and unsubsidized permanent housing placements.
Source: DHS Program and Housing Placement database.
- Indicator name: Families placed into permanent housing who return to the DHS shelter services system within one year (%)
Description: The percent of those families placed into permanent housing in the prior fiscal year who returned to the DHS shelter services system as an eligible family within one year of placement.
Source: DHS Client Tracking System database.
- Indicator name: Single adults placed into permanent housing who return to the DHS shelter services system within one year (%)
Description: The percentage of those single adults placed into permanent housing in the prior fiscal year who returned to the DHS shelter services system within one year. To be counted as returned clients, clients must have spent at least 30 days in the shelter services system in the year following their placement. Days do not begin accumulating until 10 days after placement.
Source: DHS Single Client Information Management System database and Program and Housing Placement databases.

DEPARTMENT OF EMPLOYMENT

- Indicator name: One-Stop system registrants
Description: The number of Adults and Dislocated Workers registered in all employment-related services administered under the federal Workforce Investment Act (WIA). Dislocated workers are adults with a history of employment who are currently unemployed, as well as displaced homemakers.
Source: Department of Employment (DOE) Automated Case Management System.
- Indicator name: Dislocated workers who completed services and were placed in jobs (%)
Description: The number of dislocated workers who found employment following completion of employment and training services, as a percent of those who completed services.
Source: DOE Automated Case Management System.
- Indicator name: Dislocated workers placed in jobs who are still employed after six months (%)
Description: The percent of dislocated workers who were employed in the first calendar quarter following their completion of employment and training services, and who remain employed by the third calendar quarter.
Source: New York State Department of Labor.
- Indicator name: Ratio of new salary to pre-employment salary for dislocated workers (%)
Description: The ratio of the new annual salary of dislocated workers who obtained employment after completing services, to their salary before becoming unemployed.
Source: New York State Department of Labor.
- Indicator name: Younger youth (14-18) participants who remained in school (%)
Description: The percent of youth in the WIA-funded in-school program who remained in or returned to school following a semester break.
Source: DOE Operational Analysis Unit.
- Indicator name: Average increase in annual earnings for older youth (19-21) placed into employment (\$)
Description: The average increase in annual salary, from prior employment to new job placement, of youth aged 19-21 participating in WIA-funded services.
Source: New York State Department of Labor.

DEPARTMENT OF EMPLOYMENT

Indicator name: Older youth (19-21) placed in jobs who are still employed after six months (%)

Description: The percent of youth participants aged 19-21 who were employed in the first calendar quarter following their placement into a job and who remain employed by the third calendar quarter.

Source: New York State Department of Labor.

DEPARTMENT FOR THE AGING

- Indicator name: Contracted cost per meal (lunch only) (\$)
Description: The average cost per lunch served at senior centers. Includes all contractor costs of food, disposables, allocated staff, and administrative and fixed costs. Excludes DFTA administrative costs.
Source: DFTA Planning Unit.
- Indicator name: Senior centers operating at a minimum of 90 percent capacity (%)
Description: The percent of senior centers that meet at least 90 percent of their contracted service targets, measured by number of lunches served.
Source: DFTA Bureau of Community Services.
- Indicator name: Hours of home care services provided (000)
Description: The number of hours of contracted in-home care services, including homemaker personal care and housekeeping/chore services, provided to frail seniors by DFTA contractors.
Source: DFTA Planning Unit.
- Indicator name: Contracted cost per hour of home care service (\$)
Description: The average hourly cost to provide contracted home care service to frail seniors. Includes all contractor costs; excludes DFTA administrative costs.
Source: DFTA Planning Unit.
- Indicator name: Crime victims referred who accept services through the Safe Streets Program (%)
Description: The percent of seniors referred by police precincts and other community-based service providers to contracted Safe Streets Program sources who agree to receive services such as counseling.
Source: DFTA Safe Streets Unit.
- Indicator name: Clients accepting/receiving security devices through the Safe Streets Program
Description: The number of clients who receive locks, peepholes or other security devices from contracted Safe Streets program sources.
Source: DFTA Safe Streets Unit.
- Indicator name: Trainees placed in unsubsidized employment (%)
Description: The percent of seniors who were placed in permanent, paying jobs after completing training through either Title V, a federal program that funds trainings and jobs for the elderly, or On-the-Job training programs.
Source: DFTA Employment Unit.

DEPARTMENT FOR THE AGING

- Indicator name: Screenings completed through the UNIFORM Benefits Assessment System
- Description: The number of seniors who receive an automated screening for multiple benefits through one in-person interview at the Department's Information and Referral Unit.
- Source: DFTA Information and Referral Unit.
- Indicator name: Average processing time for SCRIE applications (days)
- Description: The average number of days it takes new applications for the Senior Citizens Rent Increase Exemption (SCRIE) program to be processed, from receipt of a completed application to approval or denial. Estimated based on the processing time during the last quarter of the fiscal year.
- Source: DFTA SCRIE Unit.
- Indicator name: Caregivers who received casework services or training through the Alzheimer's and Long Term Care Program
- Description: The number of caregivers who receive counseling, assistance with entitlements and benefits, information, or training from DFTA's Alzheimer's and Long Term Care Program.
- Source: DFTA Alzheimer's Center and Long-Term Care Services Unit.

DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT

- Indicator name: Youth programs achieving positive outcomes, based on enrollment rate (%)
Description: The percent of youth programs that meet at least 85 percent of their annual enrollment targets.
Source: DYCD Youth Operations Office.
- Indicator name: Calls to Youthline
Description: The number of calls received, excluding hang-up calls.
Source: DYCD Special Youth Initiatives Unit.
- Indicator name: Beacon programs achieving positive outcomes, based on enrollment rate (%)
Description: The percent of Beacon programs that meet their annual enrollment target.
Source: DYCD After-School Programs.
- Indicator name: Runaway and homeless youth served through crisis beds
Description: The unduplicated number of youth who are provided beds at sites contracted as part of the Department's Congregate Care Crisis Shelter Program.
Source: DYCD Special Youth Initiatives Unit.
- Indicator name: Runaway and homeless youth served through independent living beds
Description: The unduplicated number of youth who are provided beds at sites contracted to provide Independent Living Transitional Beds.
Source: DYCD Special Youth Initiatives Unit.
- Indicator name: Utilization rate for crisis beds (%)
Description: The percent of crisis beds, certified by the State Office of Children & Family Services, that are occupied on average over the course of the reporting period.
Source: DYCD Special Youth Initiatives Unit.
- Indicator name: Youth reunited with their family or placed in a suitable environment (%)
Description: The percent of youth, served through the Department's Runaway and Homeless Youth Program crisis shelters or independent living sites, who make the transition to independence or return to their families.
Source: DYCD Special Youth Initiatives Unit.

DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT

- Indicator name: Community development program participants achieving target outcomes designated for clients in each program area (%)
- Description: The percent of all community development participants achieving defined milestones and outcomes, which are negotiated with each provider based on the goal of the program.
- Source: DYCD Community Development Operations.
- Indicator name: Adult Basic Education and English for Speakers of Other Languages (ESOL) participants
- Description: The numbers of students enrolled in Adult Basic Education and English for Speakers of Other Languages programs, and who have attended for at least 12 hours.
- Source: New York State Adult Literacy Information and Evaluation System.
- Indicator name: Adult Basic Education and ESOL participants meeting federal standards of improvement in demonstrating an increased ability to read, write and speak English (%)
- Description: The percent of participants meeting federal standards of improvement in their ability to read, write and speak English, as determined by initial and final tests.
- Source: New York State Adult Literacy Information and Evaluation System.
- Indicator name: Naturalization applications filed with the INS
- Description: The number of Naturalization applications and Derivative Citizenship applications the Department helped file with the federal Immigration and Naturalization Service (INS). Foreign-born children who are younger than 18 years of age, and who have at least one parent who is a US citizen, are eligible for derivative citizenship.
- Source: DYCD Office of Immigrant Initiatives.

INFRASTRUCTURE, ADMINISTRATIVE AND COMMUNITY SERVICES

PERFORMANCE STATISTICS



Department of Environmental Protection



Department of Transportation



Department of Buildings



New York City Housing Authority



Department of Housing Preservation and Development



Department of Design and Construction



Department of Citywide Administrative Services



Department of Information Technology and Telecommunications



Department of Records and Information Services



Department of Sanitation



Department of Parks and Recreation



Department of City Planning



Landmarks Preservation Commission

DEPARTMENT OF ENVIRONMENTAL PROTECTION

- Indicator name: In-City samples meeting water quality standards for coliform (%)
Description: The percent of time the City drinking water meets the State quality standard for coliform bacteria. This is a standard measure of microbiological purity for drinking water.
Source: Bureau of Water Supply, Division of Drinking Water Quality Control.
- Indicator name: Completed applications for work to comply with Watershed Rules and Regulations
Description: The number of applications received for approval under the City's Watershed Rules and Regulations that could be reviewed for compliance. Some applications received by DEP are missing information; these applications are returned.
Source: Bureau of Water Supply, Division of Operations and Engineering.
- Indicator name: Notices of Violation and Notices of Warning issued in the watershed
Description: Violations and warnings issued in the watershed by the DEP Environmental Police force and watershed protection staff. These can cite violations of the Watershed Rules and Regulations, criminal statutes, Environmental Conservation Law, etc.
Source: Bureau of Water Supply, Police Division and Division of Operations and Engineering.
- Indicator name: Patrol hours for Environmental Police and watershed protection staff (000)
Description: Number of hours spent patrolling the watershed.
Source: Bureau of Water Supply, Police Division and Division of Operations and Engineering.
- Indicator name: Average daily in-City water consumption (millions of gallons)
Description: The mean number of gallons delivered each day for in-City consumption.
Source: Bureau of Water Supply, Division of Water System Planning.
- Indicator name: Wastewater treatment plant effluent meeting federal standards (%)
Description: The percent of treated wastewater leaving in-City treatment plants that meets federal standards for suspended solids and biochemical oxygen demand.
Source: Bureau of Wastewater Treatment, Division of Facility Operations.
- Indicator name: Harbor survey stations in compliance with State standard for dissolved oxygen (%)
Description: The percent of harbor water samples taken from the 45 harbor survey stations that met State standards for the amount of dissolved oxygen.
Source: Bureau of Wastewater Treatment, Marine Sciences Section.

DEPARTMENT OF ENVIRONMENTAL PROTECTION

| | |
|-----------------|--|
| Indicator name: | Sewer backup resolution time (hours) |
| Description: | The average amount of time that DEP takes to clear a sewer backup from the time the complaint is received. |
| Source: | Bureau of Water and Sewer Operations. |
| Indicator name: | Leak resolution time (days) |
| Description: | The average number of days that it takes DEP to fix a leak in any part of the water distribution system, from the time a complaint is received. |
| Source: | Bureau of Water and Sewer Operations. |
| Indicator name: | Water main breaks |
| Description: | The number of water main breaks responded to by DEP. |
| Source: | Bureau of Water and Sewer Operations. |
| Indicator name: | Water main surveyed for leak detection (% linear feet) |
| Description: | The percent of all water mains in the City surveyed for leaks. |
| Source: | Bureau of Water and Sewer Operations. |
| Indicator name: | Repairs to distribution system |
| Description: | The total number of repairs made by DEP to the water distribution system; these repairs include those made to water mains, hydrants and all other system components. |
| Source: | Bureau of Water and Sewer Operations. |
| Indicator name: | Broken and inoperative hydrants (%) |
| Description: | The percent of all hydrants in the City that are broken and inoperative. |
| Source: | Bureau of Water and Sewer Operations. |
| Indicator name: | Catch basin backup resolution time (days) |
| Description: | The average amount of time DEP takes to clear a clogged catch basin from the time the complaint is received. |
| Source: | Bureau of Water and Sewer Operations. |
| Indicator name: | Estimated bills (%) |
| Description: | The proportion of water and sewer bills mailed that are not based on actual meter readings. |
| Source: | Bureau of Customer Service. |
| Indicator name: | Total revenue collected (\$ millions) |
| Description: | Total amount of money collected by DEP for water and sewer charges. |
| Source: | New York City Water Board. |

DEPARTMENT OF ENVIRONMENTAL PROTECTION

- Indicator name: Meters repaired
Description: The number of water meters repaired by DEP and its contractors.
Source: Bureau of Customer Service.
- Indicator name: Asbestos complaints responded to within three hours (%)
Description: The percent of complaints concerning asbestos responded to within three hours of receipt.
Source: Bureau of Environmental Compliance.
- Indicator name: Air complaints responded to within five days (%)
Description: The percent of complaints concerning air quality responded to within five days of receipt.
Source: Bureau of Environmental Compliance.
- Indicator name: Noise complaints not requiring access to premises responded to within five days (%)
Description: Percent of complaints concerning noise, not requiring scheduling with the complainant, responded to within five days.
Source: Bureau of Environmental Compliance.
- Indicator name: DEP-issued violations
Description: The total number of violations issued by the Department for asbestos, air and noise violations.
Source: Bureau of Environmental Compliance.
- Indicator name: - Asbestos violations
Description: The number of violations issued for illegal asbestos removal.
Source: Bureau of Environmental Compliance.
- Indicator name: - Air violations
Description: The number of violations issued for air quality.
Source: Bureau of Environmental Compliance.
- Indicator name: - Noise violations
Description: The number of violations issued for infractions of the noise code.
Source: Bureau of Environmental Compliance.
- Indicator name: - Case resolution rate at the Environmental Control Board
Description: Cases resolved during the reporting period as a percent of all violations issued during the reporting period. Resolved cases include violations paid, violations dismissed, and cases found in violation with no civil penalty.
Source: Environmental Control Board.

DEPARTMENT OF ENVIRONMENTAL PROTECTION

Indicator name: Emergencies responded to within one hour (%)
Description: The percent of emergencies involving hazardous materials responded to within one hour of notification.
Source: Bureau of Environmental Compliance.

DEPARTMENT OF TRANSPORTATION

- Indicator name: Traffic signals installed within six months of approval (%)
Description: The percent of signals installed within six months from the date that they are determined warranted.
Source: Division of Traffic Operations – Signals Unit.
- Indicator name: Traffic signal defects responded to within 48 hours of notification (%)
Description: The percent of signal defects corrected within 48 hours of the Department’s notification by members of the public, other City agencies, or DOT inspectors. Includes intersections made temporarily safe with measures such as a temporary Stop sign, until permanent signal repairs can be made.
Source: Division of Traffic Operations – Signals Unit.
- Indicator name: Priority regulatory signs repaired or replaced within nine days of notification (%)
Description: The percent of life-protecting signs (Stop, Yield, Do Not Enter, One-Way) repaired or replaced within nine days of DOT’s notification by members of the public, other City agencies, or DOT inspectors.
Source: Division of Traffic Operations – Signs and Markings Unit.
- Indicator name: Signalized intersections with Light Emitting Diode lenses/international pedestrian signals (%)
Description: The percent of street intersections citywide with traffic signals that have Light Emitting Diode lenses, as well as Walk/Don’t Walk signals that use pictures rather than words.
Source: Division of Traffic Operations – Signals Unit.
- Indicator name: Streetlight defects responded to within 10 days of notification (%)
Description: The number of streetlight defects addressed within 10 days of notification by members of the public, other City agencies, or DOT inspectors. In the case of defects caused by a faulty bulb, fuse, or other physical component, DOT’s contractor performs the repair. In the case of a lack of electrical current, Con Edison is notified.
Source: Division of Traffic Operations – Streetlighting Unit.
- Indicator name: Citywide traffic fatalities
Description: The number of pedestrian, motorist, bicyclist, and passenger deaths resulting from traffic accidents.
Source: Office of the Commissioner – Safety Education Programs.

DEPARTMENT OF TRANSPORTATION

Indicator name: Change in average number of Notices of Liability issued per red light camera (%)

Description: The number of Notices of Liability issued for violations detected by red light cameras, divided by the number of red light cameras located citywide. The change in this number from year to year is reported as a percent.

Source: Division of Traffic Operations – Systems Engineering Unit.

Indicator name: Attendance at Safety City educational centers

Description: The total number of individuals attending traffic safety education courses and presentations at DOT's six Safety City facilities.

Source: Office of the Commissioner – Safety Education Programs.

Indicator name: Tort cases commenced

Description: The number of tort matters assigned a litigation start date.

Source: New York City Law Information System (NYCLIS).

Indicator name: Tort dispositions

Description: The number of tort cases resolved through settlement, dismissal, discontinuance, verdicts or insurance takeovers.

Source: New York City Law Information System (NYCLIS).

Indicator name: Total tort payout (\$000)

Description: The amount paid by the City to resolve tort cases through settlement or verdict.

Source: Office of Management and Budget.

Indicator name: Lane miles reconstructed/resurfaced in Lower Manhattan with federal funding

Description: The number of lane miles reconstructed and/or resurfaced in Lower Manhattan using funds from the Federal Emergency Management Agency and other federal agencies.

Source: Office of the Lower Manhattan Borough Commissioner.

Indicator name: Traffic-monitoring cameras

Description: The number of traffic-monitoring cameras in use citywide by DOT.

Source: Division of Traffic Operations – Systems Engineering Unit.

Indicator name: Traffic signal modifications

Description: The number of traffic signal modifications, such as timing, sequencing, and linkage to a central computer, that are made during the reporting period.

Source: Division of Traffic Operations – Signals Unit.

DEPARTMENT OF TRANSPORTATION

- Indicator name: On-street parking meters that are operable (%)
Description: The number of inspected on-street parking meters that are found to be functioning, divided by the total number of on-street parking meters inspected.
Source: Division of Traffic Operations – Parking Unit.
- Indicator name: Parking meters that are electronic (%)
Description: The percent of electronic parking meters citywide.
Source: Division of Traffic Operations – Parking Unit.
- Indicator name: Multi-space parking meters citywide
Description: The number of meters governing more than one parking space.
Source: Division of Traffic Operations – Parking Unit.
- Indicator name: Monetary value of commercial parking cards sold (\$)
Description: Revenue generated through the sale of cards for multi-space meters to drivers of commercial vehicles.
Source: Division of Traffic Operations – Parking Unit.
- Indicator name: Construction permits issued (000)
Description: The number of permits issued for street openings, building operations, sidewalk construction, canopies and miscellaneous purposes.
Source: Division of Administration – Permit Management Unit.
- Indicator name: Street inspections conducted (000)
Description: The number of inspections of street construction work conducted by the Highway Inspection and Quality Assurance Unit.
Source: Division of Sidewalks and Inspection Management – Highway Inspection and Quality Assurance unit.
- Indicator name: Inspected street work rated satisfactory (%)
Description: The number of permitted jobs passing inspection divided by the total number of permitted jobs inspected.
Source: Division of Sidewalks and Inspection Management – Highway Inspection and Quality Assurance unit.
- Indicator name: Summonses issued
Description: The number of summonses issued for work without a permit, violation of permit stipulations, failure to properly restore streets/sidewalks, etc.
Source: Division of Sidewalks and Inspection Management – Highway Inspection and Quality Assurance unit.

DEPARTMENT OF TRANSPORTATION

- Indicator name: Bridge flags eliminated
Description: The number of bridge flags – structural or maintenance conditions requiring attention - eliminated through repair, reconstruction, etc. as of the end of the reporting period.
Source: Division of Bridges – Management and Support Services Bureau.
- Indicator name: Bridges rated Very Good (%)
- rated Good (%)
- rated Fair (%)
- rated Poor (%)
Description: Federal and State law mandate that bridge structures be inspected at least once every two years. Engineering consultants from the New York State Department of Transportation perform biennial inspections for all New York City bridge structures except pedestrian bridges and structures under 20 feet in length. Bridge structures not inspected by the State are inspected by DOT's Division of Bridges. Ratings are conducted on a scale from 1 to 7, and results are grouped in the following categories for each calendar year:
Very Good – ratings of 6.1 to 7.
Good – ratings of 5 to 6.
Fair – ratings of 3.1 to 4.9.
Poor – ratings of 1 to 3.
Source: Division of Bridges – Management and Support Services Bureau.
- Indicator name: East River bridge projects (structural work) substantially completed on schedule (%)
Description: The percent of East River bridge (re)construction/rehabilitation projects completed early or on time, not including minor work.
Source: Division of Bridges – Management and Support Services Bureau.
- Indicator name: Non-East River bridge projects (structural work) substantially completed on schedule (%)
Description: The percent of non-East River bridge (re)construction/rehabilitation projects completed on time or ahead of schedule, not including minor work
Source: Division of Bridges – Management and Support Services Bureau.

DEPARTMENT OF TRANSPORTATION

- Indicator name: - Streets maintained with a pavement rating of Good (%)
- Streets maintained with a pavement rating of Fair (%)
- Streets maintained with a pavement rating of Poor (%)
- Description: The number of surveyed lane miles of local roadways assigned a condition rating of Good, Fair, or Poor, divided by the total number of surveyed lane miles. DOT surveys at least 50% of City streets each year.
- Source: Division of Sidewalks and Inspection Management – Highway Inspection and Quality Assurance unit.
- Indicator name: Average cost per lane mile resurfaced citywide (\$)
- Description: Expenditures for milling and paving divided by the number of lane miles resurfaced. Expenditures reflect the cost of in-house resurfacing operations, including labor, materials, capital, and overhead, as well as payments to contractors. Does not include contract milling costs.
- Source: Division of Roadway Maintenance – Resource Management Unit.
- Indicator name: Average cost per ton of asphalt placed citywide (\$)
- Description: Expenditures for milling and paving divided by the number of tons of asphalt used for resurfacing. Expenditures reflect the cost of in-house resurfacing operations, including labor, materials, capital, and overhead, as well as payments to contractors. Does not include contract milling costs.
- Source: Division of Roadway Maintenance – Resource Management Unit.
- Indicator name: Average in-house cost of asphalt per ton (\$)
- Description: Hamilton Avenue Asphalt Plant expenditures totaled and divided by the total number of tons of asphalt produced. Expenditures include only in-house cost of asphalt production, including labor, materials, capital, and overhead.
- Source: Division of Roadway Maintenance – Resource Management Unit.
- Indicator name: Average vendor cost of asphalt per ton (\$)
- Description: Payments to vendors divided by the total number of tons received from vendors. Costs include only payments to vendors.
- Source: Division of Roadway Maintenance – Resource Management Unit.
- Indicator name: Pothole complaints
- Description: The number of small street defects reported to the Department by members of the public, elected officials, or DOT inspectors.
- Source: Division of Roadway Maintenance – Resource Management Unit.

DEPARTMENT OF TRANSPORTATION

| | |
|-----------------|--|
| Indicator name: | Potholes repaired |
| Description: | The number of small street defects corrected, excluding those repaired on arterial highways. |
| Source: | Division of Roadway Maintenance – Resource Management Unit. |
| Indicator name: | Potholes repaired within 30 days of notification (%) |
| Description: | The percent of pothole (small street defect) work orders closed within 30 days of being opened in response to notifications. |
| Source: | Division of Roadway Maintenance – Resource Management Unit. |
| Indicator name: | Arterial highway system that is adopted (%) |
| Description: | The number of miles of the City’s highway system for which maintenance is sponsored through the Adopt-A-Highway Program, divided by the total number of adoptable highway miles. |
| Source: | Division of Roadway Maintenance – Arterial Maintenance Unit. |
| Indicator name: | Adopted highway miles that are audited (%) |
| Description: | The number of sponsored miles inspected for cleanliness divided by the total number of sponsored miles. |
| Source: | Division of Roadway Maintenance – Arterial Maintenance Unit. |
| Indicator name: | Audited adopted highway miles that receive cleanliness ratings of Good (%) |
| Description: | The number of inspected miles rated Good for cleanliness divided by the total number of inspected miles. |
| Source: | Division of Roadway Maintenance – Arterial Maintenance Unit. |
| Indicator name: | Audited adopted highway miles that receive cleanliness ratings of Fair (%) |
| Description: | The number of inspected miles rated Fair for cleanliness divided by the total number of inspected miles. |
| Source: | Division of Roadway Maintenance – Arterial Maintenance Unit. |
| Indicator name: | Audited adopted highway miles that receive cleanliness ratings of Poor (%) |
| Description: | The number of inspected miles rated Poor for cleanliness divided by the total number of inspected miles. |
| Source: | Division of Roadway Maintenance – Arterial Maintenance Unit. |
| Indicator name: | Private ferry service change in number of passengers (%) |
| Description: | The percent change in average weekday private ferry ridership from the prior fiscal year to the current fiscal year. |
| Source: | Division of Passenger Transport – Private Ferries Program. |

DEPARTMENT OF TRANSPORTATION

- Indicator name: Private ferry service change in number of routes (%)
Description: The percent change in the total number of private ferry routes from the prior fiscal year to the current fiscal year.
Source: Division of Passenger Transport – Private Ferries Program.
- Indicator name: Staten Island Ferry trips that are on time (%)
Description: The percent of Staten Island Ferry trips completed on schedule.
Source: Division of Passenger Transport – Staten Island Ferry Operations.
- Indicator name: Staten Island Ferry change in number of passengers (%)
Description: The percent change in total Staten Island Ferry ridership from the prior fiscal year to the current fiscal year.
Source: Division of Passenger Transport – Staten Island Ferry Operations.
- Indicator name: Staten Island Ferry average cost per passenger (\$)
Description: Total Staten Island Ferry operating expenses, including labor, material, capital and overhead, divided by the total number of passengers carried.
Source: Division of Passenger Transport – Staten Island Ferry Operations.
- Indicator name: Franchise bus program – passengers served (millions)
Description: Combined ridership on the seven subsidized franchised bus lines during the reporting period.
Source: Division of Passenger Transport – Surface Transit Unit.
- Indicator name: Franchise bus program – change in passengers served (%)
Description: The percent change in combined ridership on the seven subsidized franchised bus lines from the prior fiscal year to the current fiscal year.
Source: Division of Passenger Transport – Surface Transit Unit.
- Indicator name: Franchise bus program - overall cleanliness rating for all companies combined
Description: The percent of all private buses meeting or exceeding the minimally acceptable standards for cleanliness during the calendar year.
Source: Division of Passenger Transport – Surface Transit Unit.
- Indicator name: Change in miles of bicycle lanes (%)
Description: The percent change in the number of bicycle lane miles (Class I, II, and III) existing citywide from the prior fiscal year to the current fiscal year.
Source: Division of Traffic Operations – Planning Unit.

DEPARTMENT OF TRANSPORTATION

Indicator name: Change in number of bicycle racks (%)
Description: The percent change in the total number of bicycle racks installed citywide from the prior fiscal year to the current fiscal year.
Source: Division of Traffic Operations – Planning Unit.

DEPARTMENT OF BUILDINGS

- Indicator name: Construction inspections completed
Description: The number of construction inspections completed citywide.
Source: Paper records maintained by inspection units.
- Indicator name: - Complaints (%)
Description: The percent of construction inspections performed citywide in response to complaints, excluding complaint inspections done by the Building Enforcement Safety Team, Emergency Response Team, Local Law Unit and Special Projects Inspection Team.
Source: Paper records maintained by inspection units and Building Information System (BIS) mainframe database maintained by DOB.
- Indicator name: - Certificate of Occupancy (%)
Description: The percent of construction inspections performed for purposes of Certificate of Occupancy issuance.
Source: Paper records maintained by inspection units.
- Indicator name: - Construction Monitoring (%)
Description: The percent of construction inspections that monitored new construction and demolition jobs.
Source: Paper records maintained by inspection units.
- Indicator name: - Other (%)
Description: The percent of construction inspections that were not complaint, Certificate of Occupancy, or construction monitoring.
Source: Paper records maintained by inspection units.
- Indicator name: Average construction inspections per inspector day
Description: The number of construction inspections performed by Borough Construction Units and the BEST Squad, divided by field and office hours worked by those units.
Source: Paper records maintained by inspection units.
- Indicator name: Construction inspections resulting in at least one Stop Work Order (%)
Description: The percent of construction inspections during which at least one order to stop work was issued.
Source: Paper records maintained by inspection units.
- Indicator name: Construction inspections resulting in a Vacate Order (%)
Description: The percent of construction inspections during which an order to vacate all or part of a premises was issued.
Source: Paper records maintained by inspections units.

DEPARTMENT OF BUILDINGS

| | |
|-----------------|--|
| Indicator name: | Construction inspections resulting in at least one Work Without a Permit Violation (%) |
| Description: | The percent of construction inspections which determined that work was being done without a permit, resulting in the issuance of at least one Environmental Control Board (ECB) violation. |
| Source: | AIMS mainframe/BIS mainframe database maintained by ECB/DOB. |
| Indicator name: | Priority A complaints (emergency) responded to within 1.5 days (%) |
| Description: | The percent of complaints describing emergency (Priority A) conditions to which DOB responded within 1.5 business days. |
| Source: | BIS mainframe maintained by DOB. |
| Indicator name: | Priority B complaints (nonemergency) responded to within 25 days (%) |
| Description: | The percent of complaints describing nonemergency (Priority B) conditions to which DOB responded within 25 business days. |
| Source: | BIS mainframe maintained by DOB. |
| Indicator name: | Licenses issued (new and renewal) |
| Description: | The number of licenses issued for all categories of licenses. |
| Source: | BIS mainframe database maintained by DOB. |
| Indicator name: | Investigations resulting in enforcement action |
| Description: | Disciplinary actions against city licensees, registered architects and professional engineers, and criminal court summonses for unlicensed work. |
| Source: | Paper records maintained by Investigations and Discipline Division of DOB. |
| Indicator name: | Violations and summonses issued to individuals for work without proper qualifications |
| Description: | ECB violations issued to unlicensed riggers and criminal court summonses for unlicensed work, including unlicensed rigging, electrical and plumbing work. |
| Source: | Paper records maintained by issuing units. |
| Indicator name: | Environmental Control Board violations issued |
| Description: | The number of violations issued by DOB that fall under the jurisdiction of the Environmental Control Board. |
| Source: | AIMS mainframe/BIS mainframe database maintained by ECB/DOB. |

DEPARTMENT OF BUILDINGS

- Indicator name: Environmental Control Board violations issued that were upheld in court
Description: Environment Control Board violations where the respondent stipulated to the offense or was found in violation after a contested hearing at ECB.
Source: AIMS mainframe/BIS mainframe database maintained by ECB/DOB.
- Indicator name: Certificates of Correction Approved
Description: Total number of Certificates of Correction approved by the Department's Administrative Enforcement Unit after review. A Certificate of Correction is a notarized affirmation from the respondent stating that an ECB violation has been corrected.
Source: Certificate of Correction Database maintained by the Administrative Enforcement Unit.
- Indicator name: Jobs filed
Description: The total number of jobs filed for New Buildings, Alteration type I (major renovation) and Alteration types II and III (minor renovation).
Source: BIS mainframe database maintained by DOB.
- Indicator name: - New buildings
Description: The number of jobs filed for new buildings.
Source: BIS mainframe database maintained by DOB.
- Indicator name: - Alteration I (major renovation)
Description: The number of jobs filed for Alteration I (major renovation).
Source: BIS mainframe database maintained by DOB.
- Indicator name: - Alterations II and III (minor renovation)
Description: The number of jobs filed for Alteration types II and III (minor renovation).
Source: BIS mainframe database maintained by DOB.
- Indicator name: Jobs pending with objections by DOB (%)
Description: The percent of jobs filed in the reporting period that were at J status (disapproved) as of the beginning of the following fiscal year.
Source: BIS mainframe database maintained by DOB.
- Indicator name: Jobs approved with modifications made (%)
Description: The percent of jobs filed in the reporting period that went from J status (disapproved) to P status (approved) as of the beginning of the following fiscal year.
Source: BIS mainframe database maintained by DOB.

DEPARTMENT OF BUILDINGS

Indicator name: Certificate of Occupancy applications approved
Description: The number of initial temporary certificates of occupancy issued plus the number of final certificates of occupancy issued.
Source: Paper records maintained by issuing units.

Indicator name: Jobs professionally certified (%)
Description: The percent of jobs filed in the reporting period that were approved without review by DOB staff.
Source: BIS mainframe database maintained by DOB.

Indicator name: Jobs professionally certified that were audited (%)
Description: The percent of jobs filed in the reporting period that were approved without review by DOB staff and received post-approval review by DOB staff.
Source: BIS mainframe database maintained by DOB.

Indicator name: Audits resulting in revocation notice (%)
Description: The percent of jobs professionally certified that were deemed unacceptable by DOB staff following an audit.
Source: BIS mainframe database maintained by DOB.

Indicator name: Applications resulting in a permit (%)
Description: Jobs filed in the reporting period that reached R status (permit) by the beginning of the following fiscal year.
Source: BIS mainframe database maintained by DOB.

Indicator name: Average days to complete first plan review
Description: For all jobs filed in the reporting period, average number of business days for jobs to go from D status (data entry) to either J status (disapproved) or P status (approved) by the beginning of the following fiscal year.
Source: BIS mainframe database maintained by DOB.

Indicator name: - New buildings
Description: For new buildings filed in the reporting period, the average number of business days for jobs to go from D status (data entry) to either J status (disapproved) or P status (approved) by the beginning of the following fiscal year.
Source: BIS mainframe database maintained by DOB.

DEPARTMENT OF BUILDINGS

- Indicator name: - Alteration I (major renovation)
Description: For Alteration type I applications filed in the reporting period, the average number of business days for jobs to go from D status (data entry) to either J status (disapproved) or P status (approved) by the beginning of the following fiscal year.
Source: BIS mainframe database maintained by DOB.
- Indicator name: - Alterations II and III (minor renovation)
Description: For Alteration types II and III (minor renovation) applications filed during the reporting period, average number of business days for jobs to go from D status (data entry) to either J status (disapproved) or P status (approved), by the beginning of the following fiscal year.
Source: BIS mainframe database maintained by DOB.
- Indicator name: Average days to process application
Description: For all jobs filed in the reporting period, the average number of business days for jobs to go from C status (filing/payment received) to D status (data entry complete) by the beginning of the following fiscal year.
Source: BIS mainframe database maintained by DOB.
- Indicator name: - With PC filing
Description: For all jobs PC filed (application was submitted on diskette) in the reporting period, the average number of business days for jobs to go from C status (filing/payment received) to D status (data entry complete) by the beginning of the following fiscal year.
Source: BIS mainframe database maintained by DOB.
- Indicator name: - Without PC filing
Description: For all jobs that were not PC filed in the reporting period, the average number of business days for jobs to go from C status (filing/payment received) to D status (data entry complete) by the beginning of the following fiscal year.
Source: BIS mainframe database maintained by DOB.

NEW YORK CITY HOUSING AUTHORITY

| | |
|-----------------|---|
| Indicator name: | Occupancy rate (%) |
| Description: | The percentage of all New York City public housing units that are occupied. |
| Source: | Operations Services- Weekly Vacancy Report (PIMS). |
| Indicator name: | Management cost per dwelling unit (\$) |
| Description: | The average dollar amount NYCHA spends to manage an apartment each month. Calculated as a “fully loaded” cost including salaries, utilities, equipment, contracts, debt service and miscellaneous expenses. |
| Source: | Finance- Revenues and Expenses Report. |
| Indicator name: | Working families residing in public housing (cumulative) (%) |
| Description: | The percent of working families residing in public housing. |
| Source: | TDS Move-in file: Research Department. |
| Indicator name: | Applicants placed in public housing |
| Description: | The number of applicants who received public housing during the reporting period. |
| Source: | TDS Move-in file: Research Department. |
| Indicator name: | Applicants placed in public housing- Working families placed in public housing (%) |
| Description: | The percent of applicants placed in public housing during the reporting period who were classified as working families |
| Source: | TDS Move-in file- Research Department. |
| Indicator name: | Applicants placed in public housing- Disabled persons placed in public housing (%) |
| Description: | The percent of applicants placed in public housing during the reporting period who were disabled. |
| Source: | TDS Move-in file: Research Department. |
| Indicator name: | Applicants placed in public housing- Homeless families placed in public housing (%) |
| Description: | The percent of applicants placed in public housing during the reporting period from among homeless families. |
| Source: | Housing Applications weekly relocation report. |
| Indicator name: | Families on Section 8 waiting list (000) |
| Description: | The number of families on the waiting list to receive a Section 8 voucher (federal rent assistance). |
| Source: | HATS file; monthly report housing applications. |

NEW YORK CITY HOUSING AUTHORITY

Indicator name: Utilization rate for Section 8 vouchers (%)
Description: The percent of Section 8 vouchers allotted to NYCHA from the federal Department of Housing and Urban Development that are used by families to rent housing on the private market.
Source: Leased housing monthly status report.

Indicator name: Homeless families placed through Section 8 vouchers
Description: The number of homeless families who used Section 8 vouchers to rent housing.
Source: Leased housing- monthly status report.

Indicator name: Average time to resolve nonemergency complaints (days)
Description: The average time to resolve complaints that are not emergency cases or elevator complaints.
Source: Operations services- Work Ticket System.

Indicator name: Average time to resolve emergency complaints (hours)
Description: The average time to resolve heat, hot water and electrical complaints.
Source: Operations services- Work Ticket System.

Indicator name: Average time to resolve elevator complaints (hours)
Description: The average time to resolve a reported elevator complaint.
Source: Elevator Division.

Indicator name: Crime reduction in developments with CCTV (%)
Description: The percent change in the total of seven major felony categories in NYCHA developments that use closed circuit television (CCTV) for security monitoring, from the prior fiscal year to the current fiscal year. The seven major felony categories are: murder, non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, grand larceny and grand larceny auto.
Source: NYPD.

Indicator name: Crime reduction in major felony areas (%)
Description: The percent change in the total of seven major felony categories in NYCHA developments, from the prior fiscal year to the current fiscal year. The seven major felony categories are: murder, non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, grand larceny and grand larceny auto.
Source: NYPD.

NEW YORK CITY HOUSING AUTHORITY

| | |
|-----------------|---|
| Indicator name: | Utilization of community centers (%) |
| Description: | The percent of residents who use NYCHA's community centers, divided by the number of people the community centers can accommodate. |
| Source: | Community Operations- attendance sheets. |
| Indicator name: | Utilization of senior centers (%) |
| Description: | The percent of residents who utilize NYCHA's senior centers, divided by the number of people the senior centers can accommodate. |
| Source: | Community Operations- attendance sheets. |
| Indicator name: | Community center programs operated |
| Description: | The number of programs offered at NYCHA community centers. |
| Source: | Community Operations- Paper records. |
| Indicator name: | Senior center programs operated |
| Description: | The number of programs offered by NYCHA senior centers. |
| Source: | Community Operations- Paper records. |
| Indicator name: | Home visit requests conducted within five days of referral (%) |
| Description: | The percent of home visits conducted by NYCHA social workers within five days of the resident's request. |
| Source: | Community Operations. |
| Indicator name: | Residents approved for the Emergency Transfer Program |
| Description: | The number of residents approved for transfer of housing through the Emergency Transfer Program, which gives priority transfers to residents who are domestic violence victims, intimidated victims, intimidated witnesses or sexual abuse victims. |
| Source: | Community Operations. |
| Indicator name: | Supportive services rendered to senior residents |
| Description: | The number of instances in which services were provided to senior residents. |
| Source: | Community Operations. |
| Indicator name: | Job training graduates placed in jobs (%) |
| Description: | The percent of NYCHA residents who completed job training programs and found jobs. |
| Source: | Department of Economic and Business Initiatives. |

NEW YORK CITY HOUSING AUTHORITY

Indicator name: Residents placed in jobs
Description: The number of NYCHA residents placed in jobs through the assistance of the Department of Economic and Business Initiatives.
Source: Department of Economic and Business Initiatives.

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

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

- Indicator name: Units started (rehabilitation)
Description: Existing housing units in private ownership that receive loans from HPD to start rehabilitation construction work.
Source: Division of Housing Finance.
- Indicator name: Units completed (rehabilitation)
Description: Existing housing units in private ownership that completed rehabilitation construction work with loans from HPD
Source: Division of Housing Finance.
- Indicator name: Units in homeownership buildings completed with HPD assistance
Description: Completed construction of units in buildings that are intended for homeownership.
Source: Division of Homeownership and Division of Alternative Management Programs (DAMP).
- Indicator name: - Owner occupied units (%)
Description: The percentage of units in completed homeownership buildings that will be occupied by their owners.
Source: Division of Homeownership and DAMP.
- Indicator name: Units started (new construction)
Description: Units started in newly constructed buildings through HPD programs.
Source: Division of Homeownership and Division of Housing Finance.
- Indicator name: Units completed (new construction)
Description: Units completed in newly constructed buildings through HPD programs.
Source: Division of Homeownership and Division of Housing Finance.
- Indicator name: Units completed (special needs housing)
Description: Units completed in buildings that serve the elderly, people with mental illness, and other special needs populations.
Source: Division of Special Needs Housing and Division of Planning.
- Indicator name: - Homeless individuals and families
Description: Units completed that are allocated to homeless individuals and families.
Source: Office of Development.

**DEPARTMENT OF HOUSING PRESERVATION
AND DEVELOPMENT**

Indicator name: Units started under New York/New York II
 Description: Units with construction starts that are to be allocated to the New York/New York II program, providing beds for homeless mentally ill individuals.
 Source: Division of Special Needs Housing.

Indicator name: Total buildings assessed
 Description: The number of buildings surveyed for risk of abandonment by the Division of Anti-Abandonment (DAA).
 Source: Division of Anti-Abandonment.

Indicator name: Total assessed buildings with treatment commenced
 Description: The number of buildings assessed by the Division of Anti-Abandonment that have begun anti-abandonment treatments such as entry into voluntary repair agreements, participation in training, and other anti-abandonment strategies.
 Source: Division of Anti-Abandonment and Division of Housing Finance.

Indicator name: Buildings assessed and determined to be at risk of abandonment
 Description: Buildings surveyed by the Division of Anti-Abandonment and deemed in “poor” condition.
 Source: Division of Anti-Abandonment.

Indicator name: - At-risk buildings with treatment commenced
 Description: The number of buildings in “poor” condition where treatment was begun by the Division of Anti-Abandonment.
 Source: Division of Anti-Abandonment.

Indicator name: Buildings with completed treatment outcomes
 Description: The number of buildings with successful treatment outcomes.
 Source: Division of Anti-Abandonment.

Indicator name: - Completed repair agreements (%)
 Description: The number of buildings whose owners complied with their Voluntary Repair Agreements divided by the total number of completed treatment outcomes.
 Source: Division of Anti-Abandonment.

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

Indicator name: - Education/counseling (%)
Description: The number of owners referred by the Division of Anti-Abandonment through outreach and intervention activities to housing management courses and owner counseling to improve their management skills, divided by the total number of completed treatment outcomes.
Source: Division of Anti-Abandonment.

Indicator name: - Code enforcement actions completed (%)
Description: The number of owners referred by the Division of Anti-Abandonment to Code Enforcement for removal of code violations and other interventions, divided by the total number of completed treatment outcomes.
Source: Division of Anti-Abandonment.

Indicator name: - Loans committed (%)
Description: The number of the Division of Anti-Abandonment loan referrals to HPD and other sources that have been committed, divided by the total number of completed treatment outcomes.
Source: Division of Anti-Abandonment.

Indicator name: - Other (%)
Description: The number of other treatments, such as Housing Litigation, 7A and Third Party Transfer, divided by the total number of completed treatment outcomes.
Source: Division of Anti-Abandonment.

Indicator name: Units sold
Description: Units in primarily occupied City-owned buildings sold to private owners through the disposition programs of the Division of Alternative Management Programs.
Source: Division of Alternative Management Programs.

Indicator name: - Sold to tenants (%)
Description: The number of units sold to tenants divided by the total number of units sold.
Source: Division of Alternative Management Programs.

Indicator name: - Sold to nonprofit organizations (%)
Description: The number of units sold to nonprofit organizations divided by the total number of units sold.
Source: Division of Alternative Management Programs.

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

- Indicator name: - Sold to community-based real estate professionals (%)
Description: The number of units sold to community-based real estate professionals divided by the total number of units sold.
Source: Division of Alternative Management Programs.
- Indicator name: Reduction in number of units in City management since 1994 (%)
Description: The percent difference between the number of units remaining in City management at the end of the current reporting period, and the number of units in City management at the end of 1994.
Source: Division of Property Management.
- Indicator name: Total complaints reported (000)
Description: The number of reported problems in privately owned buildings, recorded by the 311 Citizen Service Center and Code Enforcement Borough Offices, that are forwarded to the Borough Offices for inspection. Excludes duplicate problems on some building-wide conditions.
Source: Division of Code Enforcement – HPDInfo computer system.
- Indicator name: - Heat and hot water (000)
Description: The number of heat and hot water problems in privately owned buildings requiring an inspection by HPD.
Source: Division of Code Enforcement – HPDInfo computer system.
- Indicator name: - Emergency (000)
Description: The number of priority problems (not including heat and hot water or lead based paint problems) in privately owned buildings.
Source: Division of Code Enforcement – HPDInfo computer system.
- Indicator name: - Lead (000)
Description: The number of problems received for lead-based paint conditions (pursuant to Local Law 38) in privately owned buildings requiring an inspection.
Source: Division of Code Enforcement – HPDInfo computer system.
- Indicator name: - Other (000)
Description: All other problems (nonemergency) for privately-owned buildings.
Source: Division of Code Enforcement – HPDInfo computer system.

**DEPARTMENT OF HOUSING PRESERVATION
AND DEVELOPMENT**

Indicator name: Average time to respond to an emergency complaint (hours)
Description: The average number of hours for the Division of Code Enforcement to respond to an emergency complaint in a privately owned building.
Source: Division of Code Enforcement.

Indicator name: Inspections completed (000)
Description: The number of problem inspections and reinspections completed.
Source: Division of Code Enforcement.

Indicator name: Inspection visits per team per day
Description: Average number of visits per inspection route. A visit is an attempted physical observation of a problem or group of problems filed at the same time.
Source: Division of Code Enforcement.

Indicator name: Ratio of completed inspections to attempted inspections (%)
Description: The number of completed inspections divided by the number of attempted inspections.
Source: Division of Code Enforcement.

Indicator name: Total violations issued (000)
Description: The total number of violations issued. Excludes lead-based paint violations that have been downgraded to less serious conditions based on new information.
Source: Division of Code Enforcement.

Indicator name: - Heat and hot water (000)
Description: The total number of emergency repair-generating violations issued for a lack of heat or hot water. Emergency repair-generating violations are those for emergency conditions that HPD will attempt to address if the landlord fails to do so.
Source: Division of Code Enforcement.

Indicator name: - Emergency (000)
Description: The total number of emergency repair-generating “C” violations issued. These are violations classed as immediately hazardous.
Source: Division of Code Enforcement.

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

- Indicator name: - Lead (000)
Description: The total number of lead-based paint violations. Excludes lead-based paint violations that have been downgraded to less serious conditions based on new information.
Source: Division of Code Enforcement.
- Indicator name: - Other (000)
Description: The total number issued of “A” violations (non-hazardous), “B” violations (hazardous), and “C” violations that do not call for emergency repairs by HPD.
Source: Division of Code Enforcement.
- Indicator name: Total violations removed (000)
Description: Total violations removed during the fiscal year, regardless of the date the violation was issued. A violation is removed once it is deemed corrected based on landlord certification, callback to a tenant, or a follow-up inspection by HPD.
Source: Division of Code Enforcement.
- Indicator name: Violations issued and removed in the same fiscal year (%)
Description: The number of violations removed during the fiscal year, divided by the total number of violations issued in the same fiscal year.
Source: Division of Code Enforcement.
- Indicator name: Emergency violations corrected by owner (%)
Description: Emergency repair-generating violations issued in the fiscal year that were deemed complied, closed as corrected on inspection, or closed as landlord complied, divided by the total number of emergency repair-generating violations issued in the same fiscal year.
Source: Division of Code Enforcement.
- Indicator name: Emergency violations corrected by HPD (%)
Description: The proportion of violations closed because repairs were completed by HPD.
Source: Division of Code Enforcement.
- Indicator name: Average cost of repair work performed by HPD (\$)
Description: Average cost of all repair work completed by HPD. Costs include both payments to contractors and the direct costs of in-house repairs, and are based on the final approved costs of Open Market Orders (OMOs) and Handyperson Work Orders (HWOs).
Source: Division of Code Enforcement.

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

Indicator name: - Emergency (non-lead) (\$)
Description: Average cost of all repair work not involving lead paint abatement completed by HPD. Costs include both payments to contractors and the direct costs of in-house repairs, and are based on the final approved costs of Open Market Orders (OMOs) and Handyperson Work Orders (HWOs).
Source: Division of Code Enforcement.

Indicator name: - Lead (\$)
Description: Average cost of all repair work involving lead paint abatement completed by HPD. Costs include both payments to contractors and the direct costs of in-house repairs, and are based on the final approved costs of Open Market Orders (OMOs) and Handyperson Work Orders (HWOs).
Source: Division of Code Enforcement.

Indicator name: Total outstanding code compliance cases at start of fiscal year
Description: The number of court cases brought by HPD to enforce City Code provisions, that were not yet closed at the start of the fiscal year.
Source: Division of Housing Litigation.

Indicator name: - Code compliance cases closed (%)
Description: The number of cases closed divided by the number of outstanding cases.
Source: Division of Housing Litigation.

Indicator name: Judgments and settlements collected (\$000)
Description: The dollar amount received from Housing Court judgments and settlements.
Source: Division of Housing Litigation.

Indicator name: Building systems replaced
Description: Systems, including roofs, plumbing, electrical, and heating plants, replaced within buildings managed by HPD.
Source: Division of Property Management.

DEPARTMENT OF DESIGN AND CONSTRUCTION

- Indicator name: Design projects completed
Description: The total number of projects for which design was completed during the reporting period.
Source: DDC's Project Info database.
- Indicator name: - Completed early (%)
Description: The percentage of projects for which design was completed 30 or more days ahead of the baseline schedule, exclusive of programmatic scope changes.
Source: DDC's Project Info database.
- Indicator name: - Completed on time (%)
Description: Aside from those completed early, the percentage of projects for which design was completed within 30 days of the baseline schedule, exclusive of programmatic scope changes.
Source: DDC's Project Info database.
- Indicator name: Construction projects completed
Description: The total number of construction projects that were substantially completed during the reporting period.
Source: DDC's Project Info database.
- Indicator name: - Completed early (%)
Description: The percentage of projects that reached substantial completion 30 or more days ahead of the baseline schedule, exclusive of programmatic scope changes.
Source: DDC's Project Info database.
- Indicator name: - Completed on time (%)
Description: Aside from those completed early, the percentage of projects that reached substantial completion within 30 days of the baseline schedule, exclusive of programmatic scope changes.
Source: DDC's Project Info database.
- Indicator name: Lane miles reconstructed
Description: Total length of roadway fully reconstructed (new concrete base and asphalt topping) during the reporting period, measured in units 11 feet wide and one mile in length.
Source: DDC's Project Info database.

DEPARTMENT OF DESIGN AND CONSTRUCTION

- Indicator name: - Construction completed on schedule (%)
Description: The percentage of street reconstruction projects that were completed within 30 days of the baseline schedule, exclusive of programmatic scope changes.
Source: DDC's Project Info database.
- Indicator name: Sewers constructed/reconstructed (miles)
Description: Total length of sewer lines built or refurbished during the reporting period.
Source: DDC's Project Info database.
- Indicator name: - Construction completed on schedule (%)
Description: The percent of sewer construction/reconstruction projects that were completed within 30 days of the baseline schedule, exclusive of programmatic scope changes.
Source: DDC's Project Info database.
- Indicator name: Water mains replaced (miles)
Description: Total length of water mains replaced during the reporting period.
Source: DDC's Project Info database.
- Indicator name: - Construction completed on schedule (%)
Description: The percent of water main replacement projects that were completed within 30 days of the baseline schedule, exclusive of programmatic scope changes.
Source: DDC's Project Info database.
- Indicator name: Average cost change for all completed construction contracts (excluding programmatic scope changes) (%)
Description: Average change in the construction budgets for projects that reached substantial completion, as a percent of the original construction budget, exclusive of programmatic scope changes.
Source: DDC's Project Info database.
- Indicator name: Average cost change for all completed consultant design and construction supervision contracts (excluding programmatic scope changes) (%)
Description: Average change in the design and consultant budgets for projects that reached substantial completion, as a percent of the original design and consultant budgets, exclusive of programmatic scope changes.
Source: DDC's Project Info database.

DEPARTMENT OF DESIGN AND CONSTRUCTION

| | |
|-----------------|--|
| Indicator name: | Projects audited (%) |
| Description: | The percentage of active projects in construction during the reporting period for which at least one Quality Assurance/Site Safety audit was performed. Excludes projects that are under \$100,000 and were completed within the first six weeks of the reporting period or started within the last six weeks of the period. |
| Source: | Quality assurance database. |
| Indicator name: | Capital commitment plan committed to within the first six months of the fiscal year (%) |
| Description: | Dollar value of contracts registered within the first six months of the fiscal year, as a percent of total planned capital contracts for the fiscal year. |
| Source: | Contract registrations database. |
| Indicator name: | Eligible projects for which outreach was conducted (%) |
| Description: | The number of projects for which outreach was conducted during the reporting period as a percentage of total active infrastructure projects. |
| Source: | DDC's Project Info database. |
| Indicator name: | Active projects with information available on the Internet |
| Description: | The number of projects for which information was available on the Internet during the fiscal year. |
| Source: | DDC's Project Info database. |
| Indicator name: | Lane miles resurfaced |
| Description: | Total length of roadway milled and resurfaced with new asphalt topping in Lower Manhattan during the reporting period, measured in units 11 feet wide and one mile in length. |
| Source: | DDC's Project Info database. |
| Indicator name: | Lane miles reconstructed |
| Description: | Total length of roadway fully reconstructed (new concrete base and asphalt topping) in Lower Manhattan during the reporting period, measured in units 11 feet wide and one mile in length. |
| Source: | DDC's Project Info database. |
| Indicator name: | Sewers reconstructed (linear feet) |
| Description: | Total length of sewer lines built or refurbished in Lower Manhattan during the reporting period. |
| Source: | DDC's Project Info database. |

DEPARTMENT OF DESIGN AND CONSTRUCTION

Indicator name: Water mains replaced (linear feet)
Description: Total length of water mains replaced in Lower Manhattan during the reporting period.
Source: DDC's Project Info database.

Indicator name: Manhattan Community Board 1 lane miles resurfaced or reconstructed (%)
Description: Lane miles (segments 11 feet wide by one mile long) of roadway in Manhattan Community Board 1 either resurfaced or reconstructed, as a percent of the total lane miles of roadway in that area.
Source: DDC's Project Info database.

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

- Indicator name: Applications received for open competitive civil service exams
Description: The number of applications received by the Division of Citywide Personnel Services (DCPS) in the fiscal year for open competitive civil service examinations.
Source: Mainframe computer system (APPS), maintained by the Bureau of Examination, within the Division of Citywide Personnel Services.
- Indicator name: Exams administered on schedule (%)
Description: The percentage of examinations in the fiscal year that are administered on the scheduled date.
Source: Mainframe computer system, maintained by the Bureau of Examination, within the Division of Citywide Personnel Services.
- Indicator name: Training sessions evaluated as satisfactory or better (%)
Description: The percentage of total training sessions in the fiscal year rated “satisfactory or better” by training participants.
Source: Computer tracking system, maintained by the Bureau of Personnel Development, within the Division of Citywide Personnel Services.
- Indicator name: Average cost of training per employee
Description: The average cost of training per City employee trained during the reporting period. Calculated as a “fully loaded” cost including vendor payments, staff costs, and facility overhead.
Source: Vendor training costs are taken from an internal database maintained by the Division of Citywide Personnel Services and the Agency Chief Contracting Officer. DCAS personnel costs are taken from the City’s Payroll Management System. Overhead costs are calculated based on information in the City’s Financial Management System.
- Indicator name: Court space that receives acceptable ratings for cleanliness and maintenance (%)
Description: The percent of total court space that received an acceptable rating in the fiscal year. The State Office of Court Administration (OCA), in conjunction with DCAS, monitors cleanliness and maintenance of court space.
Source: Paper surveys are submitted by OCA and kept on file by the Division of Facilities Management and Construction (DFMC).

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

- Indicator name: Non-court space that receives acceptable ratings for cleanliness and maintenance (%)
Description: The percentage of non-court buildings that receive acceptable annual ratings. To receive an acceptable rating, a building has to earn more than 29 out of a possible 47 points.
Source: Annual tenant representative survey.
- Indicator name: Average cost of cleaning per square foot
Description: The annual cost of supplies, equipment, and personnel expenses per square foot of space cleaned, including both court and non-court buildings.
Source: Budget.
- Indicator name: In-house work orders received
Description: The number of work orders received for building repair and maintenance by DCAS staff in the fiscal year.
Source: Internal Division of Facilities Management and Construction database.
- Indicator name: In-house work orders completed within 30 days (%)
Description: The percentage of in-house work orders completed by DCAS staff within 30 days of the request for work.
Source: Internal Division of Facilities Management and Construction database.
- Indicator name: Revenue generated from the sale of surplus goods (\$000)
Description: The amount of revenue generated from the sale of surplus goods.
Source: Budget.
- Indicator name: Real estate auction bids received (\$000)
Description: The dollar amount of bids received from the sale of City-owned property to the private sector at property auctions during the reporting period.
Source: IPIS, a mainframe computer system maintained by the Division of Real Estate Services (DRES).
- Indicator name: Lease revenue generated (\$000)
Description: The revenue generated from the lease of City-owned properties.
Source: IPIS, a mainframe computer system maintained by the Division of Real Estate Services.

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

- Indicator name: Rents collected as a percentage of rents billed
Description: The percentage of rent collected from private sector tenants, as compared to rent billed during the fiscal year.
Source: IPIS, a mainframe computer system maintained by the Division of Real Estate Services.
- Indicator name: Lots fenced
Description: The number of lots fenced by DCAS during the fiscal year to discourage illegal uses of vacant properties.
Source: IPIS, a mainframe computer system maintained by the Division of Real Estate Services.
- Indicator name: Lots fenced within 7 weeks (%)
Description: The percentage of lots fenced in the fiscal year within seven weeks from the date of the request received for property fencing.
Source: IPIS, a mainframe computer system maintained by the Division of Real Estate Services.
- Indicator name: Average number of bidders per bid
Description: The total bids tabulated divided by the total number of bid openings, excluding bids for surplus goods sold by the Department.
Source: Commodity Line Item Purchasing System, a mainframe computer system maintained by the Division of Municipal Supply Services.
- Indicator name: Alternative fuel vehicles purchased (%)
Description: The percentage of Local Law Six eligible vehicle purchases that qualify as alternative fuel vehicles
Source: Vehicle Tracking System.

DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS

- Indicator name: Calls made to 311 (000)
Description: The number of calls made to the Citizen Service Center by dialing 3-1-1 directly; by dialing 212-NEWYORK -- the number available to callers outside the five boroughs of the City or to those callers whose phone service providers have not yet made dialing 3-1-1 available; or by dialing agency call centers or hotlines that were consolidated into 311 operations.
Source: 311 Citizen Service Center
- Indicator name: Calls answered in 30 seconds or less (%)
Description: The percent of calls answered by a call center representative in 30 seconds or less. Time begins after the initial recorded message.
Source: 311 Citizen Service Center
- Indicator name: Call takers time occupied (%)
Description: The percent of time call center representatives are speaking with callers, researching information for callers, and processing call records.
Source: 311 Citizen Service Center
- Indicator name: Non-English speaking callers assisted
Description: The number of callers who need the assistance of language services upon reaching the Citizen Service Center.
Source: 311 Citizen Service Center
- Indicator name: NYC.gov online forms submitted by the public (average monthly)
Description: The average number of instances in which a form available on the City's website, such as a complaint form or a message to the head of an agency, is submitted electronically. Data reported for Fiscal 2002 reflects the period of January through June.
Source: Enterprise Application Management and Support Unit.
- Indicator name: NYC.gov online forms available
Description: The number of forms that can be submitted electronically via the City's website.
Source: Enterprise Application Management and Support Unit.
- Indicator name: Original programs produced by NYC TV
Description: The number of television programs created in whole or in part by NYC TV staff, including regularly scheduled programs like Access Mayor and Council 51, as well as public service announcements and electronic bulletin board information.
Source: Data maintained by NYC TV.

DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS

- Indicator name: City services presented on NYC TV
Description: The number of City agency services presented on the television network through a variety of means, including press conferences, digital magazine announcements, public service announcements, “crawls” at the bottom of the television screen, special events coverage, and original programming.
Source: Data maintained by NYC TV
- Indicator name: All cable complaints resolved (%)
Description: The percent of all reported complaints about the City’s franchised cable television providers that are resolved to the consumer’s satisfaction.
Source: Cable Consumer Service Unit.
- Indicator name: Service complaints resolved (%)
Description: The percent of reported complaints about cable television picture or sound quality that are resolved to the consumer’s satisfaction.
Source: Cable Consumer Service Unit.
- Indicator name: Billing complaints resolved (%)
Description: The percent of reported cable television billing disputes that are resolved to the consumer’s satisfaction.
Source: Cable Consumer Service Unit.
- Indicator name: Inspected phones deemed operable (%)
Description: The percent of public pay telephones on City streets that DoITT inspectors found in working order.
Source: Public Pay Telephone Enforcement Unit.
- Indicator name: Inspected phones passing scorecard appearance standards (%)
Description: The percent of public pay telephones on City streets that DoITT inspectors found meeting or exceeding the City’s standards for cleanliness and the absence of graffiti, based on a four-point picture-based rating scale. Data reported for Fiscal 2002 reflects the period of March through June.
Source: Public Pay Telephone Enforcement Unit.
- Indicator name: Illegal phones removed
Description: The number of public pay telephones on City streets that are removed because they are not authorized or permitted.
Source: Public Pay Telephone Enforcement Unit.

DEPARTMENT OF RECORDS AND INFORMATION SERVICES

- Indicator name: Publications and records acquired
Description: The number of government reports, studies, professional journals, published books and collections of legal statutes and codes the Department has officially accessioned.
Source: City Hall Library.
- Indicator name: Records preserved (000)
Description: The number of items treated in the Department's conservation laboratory and the total number of images produced in the Department's microfilm laboratory.
Source: Municipal Archives Division.
- Indicator name: Volume of library collection (000)
Description: The number of New York City government reports, books and other publications housed in the Department's City Hall Library.
Source: City Hall Library.
- Indicator name: General requests received (000)
Description: A total number that includes in-person, telephone, mail and e-mail requests for information received by staff of the Archives Division.
Source: Municipal Archives Division.
- Indicator name: Research and reference (library) requests received (000)
Description: The number of requests for information received in person, through the telephone, mail or e-mail by the City Hall Library.
Source: City Hall Library.
- Indicator name: Vital record requests received (000)
Description: The number of applications submitted for search of and/or copies of birth, death, and marriage certificates.
Source: Municipal Archives Division.
- Indicator name: Vital record requests responded to in an average of 12 business days (%)
Description: The percent of vital record requests that were responded to in 12 days.
Source: Municipal Archives Division.

DEPARTMENT OF SANITATION

- Indicator name: Streets rated acceptably clean (%)
Description: Percent of over 6,000 sample blocks rated acceptably clean by Mayor's Office field inspectors, based on a seven-point picture-based rating scale. Figures show annual averages based on twice-monthly ratings of the citywide street sample.
Source: Mayor's Office of Operations.
- Indicator name: Dirty/marginal sanitation sections (out of 230)
Description: The number of sanitation sections rated dirty (less than 50% acceptably clean streets) or marginal (from 50% to 66.9% acceptably clean streets) by Mayor's Office field inspectors, based on a seven-point picture-based rating scale.
Source: Mayor's Office of Operations.
- Indicator name: Snow overtime (\$000)
Description: Amount of overtime incurred during the season due to snow removal.
Source: DSNY Fiscal Services; Bureau of Planning & Budget.
- Indicator name: Snowfall (inches)
Description: Amount of snow that has fallen during the fiscal year.
Source: Bureau of Cleaning & Collection; Bureau of Planning & Budget.
- Indicator name: Salt used (tons)
Description: Amount of salt used due to snowfall and icy conditions.
Source: Bureau of Cleaning & Collection; Bureau of Planning & Budget.
- Indicator name: Refuse cost per ton (fully loaded) (\$)
Description: Cost of collection and disposal on a per ton basis. This is a "fully loaded" cost including a complete range of direct, indirect and overhead expenses.
Source: Internal reports and budget documents.
- Indicator name: Refuse collection cost per ton (\$)
Description: Cost of collecting refuse on a per ton basis. This is a "fully loaded" cost including a complete range of direct, indirect and overhead expenses.
Source: Internal reports and budget documents.
- Indicator name: Disposal cost per ton (\$)
Description: Cost of refuse disposal on a per ton basis. This is a "fully loaded" cost including a complete range of direct, indirect and overhead expenses.
Source: Internal reports and budget documents.

DEPARTMENT OF SANITATION

| | |
|-----------------|--|
| Indicator name: | Missed refuse collections (%) |
| Description: | Percent of scheduled curbside refuse collection routes not completed by midnight. Excludes holiday weeks. |
| Source: | Operations Management Division; Bureau of Planning & Budget. |
| Indicator name: | Refuse tons per truck-shift |
| Description: | Average curbside household refuse tons collected by each truck working an eight-hour shift. |
| Source: | Operations Management Division; Bureau of Planning & Budget. |
| Indicator name: | Annual tons disposed (000) |
| Description: | Total refuse tonnage disposed by the Department. |
| Source: | Bureau of Waste Disposal; Bureau of Planning and Budget. |
| Indicator name: | Tons per day disposed |
| Description: | Average tons of refuse disposed per operational day. |
| Source: | Bureau of Waste Disposal; Bureau of Planning and Budget. |
| Indicator name: | Annual tons recycled (000) |
| Description: | Annual tons of recycled materials include residential curbside and containerized, institutional, City office paper, indirect, bulk and private sector recyclables. |
| Source: | Operations Management Division; Bureau of Planning and Budget. |
| Indicator name: | Recycled tons per day |
| Description: | Tons of recycled materials per day, including residential curbside and containerized, institutional, City office paper, indirect, bulk and private sector recyclables. |
| Source: | Operations Management Division; Bureau of Planning and Budget. |
| Indicator name: | Curbside and containerized recycling diversion rate (%) |
| Description: | Percent of the Department's residential waste stream that is recycled. |
| Source: | Operations Management Division; Bureau of Planning and Budget. |
| Indicator name: | Total recycling diversion rate (%) |
| Description: | Percent of the City's total waste stream that is recycled. |
| Source: | Operations Management Division; Bureau of Planning and Budget. |
| Indicator name: | Recycling summonses issued |
| Description: | Summonses issued to residents and commercial establishments for violating recycling regulations. |
| Source: | Bureau of Planning and Budget. |

DEPARTMENT OF SANITATION

| | |
|-----------------|--|
| Indicator name: | Recycling tons per truck-shift |
| Description: | Average curbside recycling tons collected by each truck working an eight-hour shift. |
| Source: | Operations Management Division; Bureau of Planning and Budget. |
| Indicator name: | Recycling cost per ton (fully loaded) (\$) |
| Description: | Cost of recycling and processing on a per ton basis. This is a “fully loaded” cost including a complete range of direct, indirect and overhead expenses. |
| Source: | Internal reports and budget documents. |
| Indicator name: | Recycling collection cost per ton (\$) |
| Description: | Cost of collecting recyclables on a per ton basis. This is a “fully loaded” cost including a complete range of direct, indirect and overhead expenses. |
| Source: | Internal reports and budget documents. |
| Indicator name: | Paper recycling revenue per ton (\$) |
| Description: | The actual amount of revenue per ton agreed to in the Department’s contracts with paper recyclers. |
| Source: | Bureau of Waste Prevention, Reuse and Recycling records. |
| Indicator name: | Private transfer stations |
| Description: | Number of permitted transfer stations. |
| Source: | Department’s Legal Affairs Division. |
| Indicator name: | Private transfer station inspections performed |
| Description: | Number of inspections performed by the Department’s permit unit. |
| Source: | Permit inspection unit report. |
| Indicator name: | Tort cases commenced |
| Description: | The number of tort matters assigned a litigation start date. |
| Source: | New York City Law Information System (NYCLIS). |
| Indicator name: | Tort dispositions |
| Description: | The number of tort cases resolved through settlement, dismissal, discontinuance, verdicts or insurance takeovers. |
| Source: | New York City Law Information System (NYCLIS). |
| Indicator name: | Total tort payout (\$000) |
| Description: | The amount paid by the City to resolve tort cases through settlement or verdict. |
| Source: | Office of Management and Budget. |

DEPARTMENT OF PARKS AND RECREATION

Indicator name: Parks rated “acceptable” for overall condition (%)
Description: Percentage of parks that pass an inspection based on 16 individual features. If three or more features are rated unacceptable based on the Parks Inspection Program, or if one condition is judged a serious safety hazard, the entire site is rated unacceptable.
Source: Operations & Management Planning Unit.

Indicator name: Parks rated “acceptable” for cleanliness (%)
Description: Cleanliness is a subset of Overall Condition. The percentage of parks with acceptable cleanliness is the percentage rated acceptable for litter, broken glass, graffiti and weeds.
Source: Operations & Management Planning Unit.

Indicator name: Playgrounds’ safety surfaces rated “acceptable” (%)
Description: Percentage of safety surfaces (impact-absorbing material placed on the ground) in playgrounds that pass an inspection during the reporting period.
Source: Operations & Management Planning Unit.

Indicator name: Playground equipment rated "acceptable" (%)
Description: Percentage of play equipment such as slides and jungle gyms in playgrounds in large and small parks, that pass an inspection during the reporting period.
Source: Operations & Management Planning Unit.

Indicator name: Parks with an affiliated volunteer group (%)
Description: Percentage of parks that are affiliated with a volunteer group run by Partnerships for Parks.
Source: Partnership for Parks Unit.

Indicator name: Summonses issued
Description: Number of summons issued during the reporting period for parking and health code violations.
Source: Parks Enforcement Patrol Unit.

Indicator name: Comfort stations in service (in season only) (%)
Description: Percent of comfort stations that are open and in service during the time of park inspection.
Source: Operations & Management Planning Unit.

DEPARTMENT OF PARKS AND RECREATION

Indicator name: Spray showers in service (in season only) (%)
Description: Percent of spray showers required to be on during the summer months that are operating at the time of park inspections. Spray showers are required to be on when the temperature exceeds 80 degrees and when children are present.

Source: Operations & Management Planning Unit.

Indicator name: Drinking fountains in service (in season only) (%)
Description: Percent of drinking fountains during the summer months that are operating at the time of park inspection.

Source: Operations & Management Planning Unit.

Indicator name: Pruning cost per tree (\$)
Description: Contract price plus in-house costs including supervision, vehicle maintenance and salaries for tree pruning.

Source: Forestry Unit.

Indicator name: Trees removed within 30 days of service request (%)
Description: Percentage of street trees removed within 30 days of public service request.

Source: Forestry Unit.

Indicator name: Acres restored
Description: Number of acres ecologically restored by DPR during the reporting period.

Source: Natural Resources Group.

Indicator name: Total acres of natural area preserved
Description: Number of acres that are protected from development and managed by DPR.

Source: Natural Resources Group.

Indicator name: New acres of parkland
Description: Number of acres acquired by DPR during the reporting period.

Source: Parklands Unit.

Indicator name: Attendance at historic house museums (000)
Description: Number of people who visited DPR's historic house museums throughout the reporting period.

Source: Historic House Trust.

DEPARTMENT OF PARKS AND RECREATION

Indicator name: Monuments receiving annual maintenance (%)
Description: Percentage of monuments that receive maintenance on a yearly basis.
Source: Art and Antiquity.

Indicator name: Tort cases commenced
Description: The number of tort matters assigned a litigation start date.
Source: New York City Law Information System (NYCLIS)

Indicator name: Tort dispositions
Description: The number of tort cases resolved through settlement, dismissal, discontinuance, verdicts or insurance takeovers.
Source: New York City Law Information System (NYCLIS)

Indicator name: Total tort payout (\$000)
Description: The amount paid by the City to resolve tort cases through settlement or verdict.
Source: Office of Management and Budget

Indicator name: Capital projects completed
Description: Number of projects completed by DPR's Capital division during the reporting period.
Source: Capital Projects Unit.

Indicator name: Capital projects completed on time or early (%)
Description: Percentage of construction projects completed during the reporting period that were finished within 30 days of the scheduled completion date. Projects completed less than 30 days before the scheduled completion date are considered early; those completed more than 30 days after the scheduled completion date are considered late. All others are considered on time.
Source: Capital Projects Unit.

Indicator name: Capital projects completed within budget (%)
Description: Percentage of capital projects completed during the reporting period that remain within budget.
Source: Capital Projects Unit.

Indicator name: Greenways added (miles)
Description: Number of miles of Greenways (linear, nonmotorized, open space that links parks and communities around the City) completed during the reporting period.
Source: Planning Unit.

DEPARTMENT OF PARKS AND RECREATION

Indicator name: Lifeguards – calendar year
Description: Number of lifeguards working at the City’s pools and beaches during the calendar year.
Source: Office of Deputy Commissioner, Operations.

Indicator name: Change in pool attendance (%) - calendar year
Description: Percent change between this calendar year and previous calendar year for attendance at DPR-managed Olympic and Intermediate pools.
Source: Office of Deputy Commissioner, Operations.

Indicator name: Change in recreation center membership (%)
Description: Percent change between current reporting period and previous reporting period for adults, children, seniors and youth who become members of recreation centers.
Source: Operations & Management Planning Unit.

Indicator name: Change in program participation (%)
Description: Percent change between current reporting period and previous reporting period for number of people who attend recreation center special events, tournaments and community programs.
Source: Operations & Management Planning Unit.

Indicator name: Recreation center members who are seniors (%)
Description: Percentage of recreation center members age 55 and older.
Source: Operations & Management Planning Unit.

DEPARTMENT OF CITY PLANNING

- Indicator name: Proposals completed and presented to the public
- Business district proposals
- Description: Proposals to encourage growth and development of the City's central and regional business districts, in the form of written reports, certified applications for zoning map or text amendments, website postings, and/or public presentations of recommended actions.
- Source: Records maintained by DCP's Director of Studies.
- Indicator name: Proposals completed and presented to the public
- Housing and mixed-use proposals
- Description: Proposals to encourage development of new housing and mixed uses in existing residential neighborhoods and in unproductive manufacturing areas, in the form of written reports, certified applications for zoning map or text amendments, website postings, and/or public presentations of recommended actions.
- Source: Records maintained by DCP's Director of Studies.
- Indicator name: Proposals completed and presented to the public
- Neighborhood enhancement proposals
- Description: Proposals to preserve the character of existing neighborhoods, improve pedestrian and vehicular traffic flow, and enhance the design and use of the City's public spaces, in the form of written reports, certified applications for zoning map or text amendments, website postings, and/or public presentations of recommended actions.
- Source: Records maintained by DCP's Director of Studies.
- Indicator name: Land-use applications certified or referred (%)
- Description: The percent of land-use applications certified or referred by DCP within the fiscal year in which they were received.
- Source: Land-Use Management Information System (LUMIS), a CityNet mainframe computer application maintained by DCP's Land-Use Review Division.

LANDMARKS PRESERVATION COMMISSION

Indicator name: Individual landmarks and historic districts designated
Description: The number of individual landmarks and historic districts designated by the Commission during the fiscal year.
Source: Paper records maintained by LPC Research Department.

Indicator name: Work permit applications received
Description: The number of work permit applications received during the fiscal year.
Source: Paper and database records maintained by LPC Research Department.

Indicator name: Work permit applications received – Actions taken
Description: The number of actions taken on the work permit applications received. More than one action can be taken on a single application.
Source: Paper and database records maintained by LPC Research Department.

Indicator name: Certificates of No Effect issued within 10 days (%)
Description: The percent of permits issued when proposed work on a designated structure requires a permit from the Department of Buildings but the proposed work will not affect a protected architectural feature of the structure.
Source: Paper and database records maintained by LPC Preservation Department.

Indicator name: Expedited Certificates of No Effect issued within two days (%)
Description: The percent of permits issued when the proposed work requires a Department of Buildings permit and will not affect a protected architectural feature of interior work above the second floor of a building.
Source: Paper database records maintained by LPC Preservation Department.

Indicator name: Permits for minor work issued within 10 days (%)
Description: The percent of permits issued for minor work that does not require a Department of Buildings permit, such as window or door replacements.
Source: Paper and database records maintained by LPC Preservation Department.

Indicator name: Warning letters issued
Description: The number of warning letters issued for illegal work performed on designated structures.
Source: Paper and database records maintained by LPC Enforcement Department.

Indicator name: Cases resolved at warning letter stage (%)
Description: The percent of illegal conditions resolved by issuance of a warning letter.
Source: Paper and database records maintained by LPC Enforcement Department.

LANDMARKS PRESERVATION COMMISSION

Indicator name: Notices of Violation upheld at the Environmental Control Board (%)
Description: The percent of Notices of Violation upheld at the Environmental Control Board. This does not include cases that are on hold while legal papers are being served, pending cases, or dismissed cases.
Source: Paper and database records maintained by LPC Enforcement Department.

Indicator name: Archeology applications received
Description: The number of archeology applications received during the fiscal year.
Source: Paper and database records maintained by LPC Archeology Department.

Indicator name: Archeology applications reviewed within 10 days (%)
Description: The percent of archeology applications reviewed within 10 days of receipt of a completed application.
Source: Paper and database records maintained by LPC Archeology Department.

PUBLIC SAFETY AND LEGAL AFFAIRS

PERFORMANCE STATISTICS



New York City Police Department



Fire Department



Office of Emergency Management



Department of Correction



Department of Probation



Department of Juvenile Justice



Civilian Complaint Review Board



Law Department



Department of Investigation



City Commission on Human Rights



Office of Administrative Trials and Hearings

NEW YORK CITY POLICE DEPARTMENT

- Indicator name: Major felony crime
Description: Total number of major felony crimes within seven categories, corresponding to New York State Penal Law: murder and non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, grand larceny, and grand larceny auto. Figures are also listed separately for each category of major felony. The Department's Fiscal 2002 felony crime data does not include the victims of the September 11, 2001 attacks on the World Trade Center.
Source: CompStat Report.
- Indicator name: Major felony crime in housing developments
Description: Total of seven major felony crimes (murder and non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, grand larceny, and grand larceny auto) occurring on New York City Housing Authority property, including buildings, grounds and facilities.
Source: NYPD Housing Bureau.
- Indicator name: Major felony crime in transit system
Description: Total of six major felony crimes (murder and non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, and grand larceny) occurring within New York City Transit Authority trains, stations and facilities.
Source: NYPD Transit Bureau.
- Indicator name: Crime related to domestic violence – murder, rape and felonious assault
Description: The total number of murders, rapes and felonious assaults involving family members who are either related by blood, related by marriage (in-laws), married, have children in common, formerly married to one another (separated or divorced), or live in a family-type arrangement.
Source: NYPD Domestic Violence Unit.
- Indicator name: Narcotics Arrests
Description: Felony, misdemeanor and violation arrests effected citywide for the sale, possession or use of narcotics or marijuana.
Source: NYPD On Line Booking System.
- Indicator name: Juvenile arrests for major felonies
Description: Arrests of youth, over 7 and under 16 years of age, for one of the seven major felony crimes.
Source: NYPD On Line Booking System.

NEW YORK CITY POLICE DEPARTMENT

- Indicator name: School Safety - Seven major crimes
Description: All crimes categorized as a major index crime (Murder and Non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, grand larceny and grand larceny auto) occurring within city public schools.
Source: NYPD School Safety Division
- Indicator name: Other criminal categories
Description: Summary of all other reported felonies and misdemeanors occurring within city public schools.
Source: NYPD School Safety Division
- Indicator name: Other incidents
Description: All serious non-criminal incidents occurring within city public schools.
Source: NYPD School Safety Division
- Indicator name: Gang motivated incidents
Description: Incidents that involve unlawful conduct committed primarily to benefit the interests of a gang (a group of people with an informal or formal structure, with designated leaders, engaging in or supporting illegal activities).
Source: NYPD Detective Bureau.
- Indicator name: Counterterrorism training provided by the Counterterrorism Bureau to members and non-members of the Department (hours)
-Uniformed members
-Non-members
Description: Hours of training, for uniformed members and non-members of the Department, conducted by the NYPD Counterterrorism Bureau regarding the prevention, detection and effective response to potential terrorist incidents.
Source: Deputy Commissioner Counterterrorism.
- Indicator name: Quality-of-life summonses
Description: Summonses returnable to the New York City Criminal Court, the Environmental Control Board, or the Transit Adjudication Bureau for offenses that have a negative impact on City residents, including aggressive panhandling, window washing, unreasonable noise and urinating in public.
Source: NYPD Patrol Services Bureau.

NEW YORK CITY POLICE DEPARTMENT

- Indicator name: Traffic fatalities (motorists/passengers)
Description: Motor vehicle operators or passengers killed in vehicle accidents.
Source: NYPD Chief of Transportation.
- Indicator name: Traffic fatalities (bicyclists/pedestrians)
Description: Bicyclists and pedestrians killed in vehicle accidents.
Source: NYPD Chief of Transportation.
- Indicator name: Summonses for prohibited use of cellular phones
Description: Summonses issued for operating a motor vehicle on a public highway while using a mobile telephone to engage in a call while the vehicle is in motion, as defined by NYS Vehicle and Traffic Law.
Source: NYPD Patrol Services Bureau.
- Indicator name: Summonses for hazardous violations
Description: Summonses issued for traffic infractions that have been identified by the Department as being the major causes of most accidents, deaths and injuries on the roadways, including the prohibited use of a cellular phone while operating a motor vehicle, disobeying traffic signals, and improper passing and speeding.
Source: NYPD Patrol Services Bureau.
- Indicator name: DWI-related fatalities
Description: The number of fatalities resulting from motor vehicle accidents that involve intoxicated motorists (Driving While Intoxicated).
Source: NYPD Chief of Transportation.
- Indicator name: Courtesy, Professionalism and Respect (CPR) testing
Description: The number of tests conducted by the Department's Quality Assurance Division, with results shown by category. These tests are conducted of randomly selected uniformed and civilian personnel to gauge their demeanor and helpfulness during interactions with the public.
Source: NYPD Quality Assurance Division.
- Indicator name: Total civilian complaints against members of the service
Description: The number of complaints made by civilians against members of the Department, investigated by the Civilian Complaint Review Board, for allegations of excessive force, abuse of authority, discourtesy and offensive language.
Source: Civilian Complaint Review Board.

NEW YORK CITY POLICE DEPARTMENT

- Indicator name: Average response time to all crimes in progress (minutes)
Description: The average response time to all critical crimes (such as shots fired, robbery, assault with a weapon), serious crimes (such as larceny from a person, assault involving a weapon, larceny of an auto) and noncritical crimes (those crimes not involving an imminent threat of personal injury). Response time is measured from the receipt of a call to the time officers arrive on the scene.
Source: NYPD Office of Management Analysis and Planning – Resource Analysis Section.
- Indicator name: Tort cases commenced
Description: The number of tort matters assigned a litigation start date.
Source: New York City Law Information System (NYCLIS)
- Indicator name: Tort dispositions
Description: The number of tort cases resolved through settlement, dismissal, discontinuance, verdicts or insurance takeovers.
Source: New York City Law Information System (NYCLIS)
- Indicator name: Total tort payout (\$000)
Description: The amount paid by the City to resolve tort cases through settlement or verdict.
Source: Office of Management and Budget

FIRE DEPARTMENT

| | |
|-----------------|---|
| Indicator name: | Average response time to structural fires, by borough (minutes:seconds) |
| Description: | The average time it takes the first responding unit to arrive on the scene of a structural fire, counting from the receipt of an alarm. |
| Source: | FDNY Computer Aided Dispatch(CAD) System/STARFIRE. |
| Indicator name: | Average annual cost of an engine company (\$ millions) |
| Description: | The average cost to operate an engine company for a year. This is a “fully loaded” calculation including direct and indirect personnel costs, other than personal service costs, leasing, City overhead and fringe costs. |
| Source: | FDNY Bureau of Budget Services. |
| Indicator name: | Average annual cost of a ladder company (\$ millions) |
| Description: | The average cost to operate a ladder company for a year. This is a “fully loaded” calculation including direct and indirect personnel costs, other than personal service costs, leasing, City overhead and fringe costs. |
| Source: | FDNY Bureau of Budget Services. |
| Indicator name: | Fire safety education presentations |
| Description: | The number of events conducted by the Fire Safety Education Unit at schools, libraries, street fairs, block parties, and senior citizen and neighborhood community centers. |
| Source: | Bureau of Intergovernmental Affairs. |
| Indicator name: | Civilian fire fatalities |
| Description: | The number of people, excluding firefighters, who died as a result of injuries sustained in a fire. |
| Source: | Bureau of Fire Investigation. |
| Indicator name: | Completed inspections performed by fire prevention staff |
| Description: | The number of checks of a premise or location by civilian personnel of the Department against established standards, such as the Administrative Code, the Rules of the City of New York and other FDNY rules and regulations. |
| Source: | Bureau of Fire Prevention. |
| Indicator name: | Field force inspections |
| Description: | The number of inspections of commercial and residential buildings performed by fire units within designated administrative districts. |
| Source: | Fire Department Field Units. |

FIRE DEPARTMENT

| | |
|-----------------|--|
| Indicator name: | Investigations |
| Description: | The number of investigations by fire marshals into the causes and origins of fires and other fire-related offenses. |
| Source: | Bureau of Fire Investigation. |
| Indicator name: | Average response time to life-threatening medical emergencies by ambulance units (minutes:seconds) |
| Description: | The average time for the first responding ambulance unit to arrive on the scene of a life-threatening medical emergency, including incidents of cardiac arrest, choking, unconsciousness, difficulty breathing, and major burns and trauma, counting from the time the Department's dispatcher receives an emergency call from a 911 operator. |
| Source: | FDNY Computer Aided Dispatch (CAD) System/Emergency Medical Service. |
| Indicator name: | Average response time to life-threatening medical emergencies by fire units (minutes: seconds) |
| Description: | The average time for the first responding fire unit to arrive on the scene of a life-threatening medical emergency, including incidents of cardiac arrest, choking, unconsciousness, difficulty breathing, and major burns and trauma, counting from the time the Department's dispatcher receives an emergency call from a 911 operator. |
| Source: | FDNY Computer Aided Dispatch (CAD) System/STARFIRE. |
| Indicator name: | Combined response time to life-threatening medical emergencies by ambulance and fire units (minutes:seconds) |
| Description: | The average time in which either an ambulance or fire unit arrives at the scene of a life-threatening medical emergency, based upon the first unit to arrive. |
| Source: | FDNY Computer Aided Dispatch (CAD) System/STARFIRE/Emergency Medical Service. |
| Indicator name: | Response time of less than 10 minutes to Advanced Life Support medical emergencies by Advanced Life Support ambulances (%) |
| Description: | The percent of responses by Advanced Life Support ambulances that arrive on the scene of an Advanced Life Support medical emergency in less than 10 minutes, counting from the time the Department's dispatcher receives an emergency call from a 911 operator. |
| Source: | FDNY Computer Aided Dispatch (CAD) System/Emergency Medical Service. |

FIRE DEPARTMENT

Indicator name: Average cost of ambulance tours per day (\$)
Description: The cost of Emergency Medical Service operations for a single ambulance unit per tour per day. This is a “fully loaded” calculation including direct and indirect personnel costs, overhead, capital and leasing.
Source: FDNY Bureau of Budget Services.

OFFICE OF EMERGENCY MANAGEMENT

Indicator name: Incident responses
Description: The number of emergency incidents responded to by an Interagency Coordinator or that the Agency monitors and provides coordination from the central Watch Command.
Source: OEM Database

Indicator name: Emergency Operations Center activations
Description: The number of activations of the Emergency Operations Center.
Source: OEM Database

Indicator name: Individuals trained
Description: The number of individuals taking part in Agency-sponsored training programs.
Source: OEM Division of Preparedness

Indicator name: Field drills
Description: The number of field drills held by the Agency.
Source: OEM Division of Preparedness

Indicator name: Tabletop drills
Description: The number of tabletop exercises conducted by the Agency.
Source: OEM Division of Preparedness

Indicator name: Participation in other drills
Description: The number of drills and exercises that Agency staff participate in with other agencies (federal, State and local), jurisdictions and entities (private and nonprofit).
Source: OEM Division of Preparedness and Response Division

DEPARTMENT OF CORRECTION

Indicator name: Escapes
Description: The number of inmates who escaped from DOC custody.
Source: DOC Security database.

Indicator name: Suicides
Description: The number of inmate deaths that were ruled a suicide by the medical examiner.
Source: DOC Security database.

Indicator name: Average cost per inmate per year (\$)
Description: The average cost to house an inmate for an entire year, calculated as total Department expenditures minus revenues, divided by the average daily population.
Source: DOC Administration.

Indicator name: Searches
Description: The number of searches conducted by uniformed staff.
Source: DOC Security database.

Indicator name: Weapons recovered
Description: The number of weapons recovered during searches.
Source: DOC Security database.

Indicator name: Stabbings and slashings
Description: The number of inmate altercations that were determined to be a stabbing or slashing by medical staff.
Source: DOC Security database.

Indicator name: Assaults on staff
Description: The number of inmate assaults on DOC staff.
Source: DOC Security database.

Indicator name: Fight/assault infractions
Description: The number of fights and assault infractions that were processed by the Department's adjudication unit.
Source: DOC Security database.

Indicator name: Jail-based arrests of inmates
Description: The number of inmates who were arrested for committing criminal offenses while in custody.
Source: DOC Security database.

DEPARTMENT OF CORRECTION

| | |
|-----------------|--|
| Indicator name: | Inmate health clinic visits |
| Description: | The number of inmate visits to medical staff. |
| Source: | DOC Strategic Planning and Programs database. |
| Indicator name: | -Average inmate waiting time (minutes) |
| Description: | The average number of minutes an inmate waits to see medical staff at a facility clinic. |
| Source: | DOC Strategic Planning and Programs database. |
| Indicator name: | Jail cells unavailable (short-term repair) (%) |
| Description: | The percent of jail cells in need of short-term repair. |
| Source: | DOC Custody Management database. |
| Indicator name: | Filled open bed capacity (%) |
| Description: | The percent of open and ready beds that are occupied by inmates. |
| Source: | DOC Population Research database. |
| Indicator name: | Inmates delivered to court |
| Description: | The number of deliveries of inmates to court during the reporting period. |
| Source: | DOC Criminal Justice Bureau database. |
| Indicator name: | On-trial inmates delivered to court on time (%) |
| Description: | The percent of inmates who are on trial that were delivered to court on time. |
| Source: | DOC Criminal Justice Bureau database. |
| Indicator name: | Average daily attendance in school programs |
| Description: | The average number of inmates attending school at DOC facilities. |
| Source: | DOC Strategic Planning and Programs database. |
| Indicator name: | Inmates taking GED exams who pass (%) |
| Description: | The percent of inmates taking the General Equivalency Diploma (GED) exam who received a passing grade. |
| Source: | DOC Strategic Planning and Programs database. |
| Indicator name: | Inmates in drug abuse programs |
| Description: | The number of inmates admitted into the Substance Abuse Intervention Division (SAID) program. |
| Source: | DOC Strategic Planning and Programs database. |

DEPARTMENT OF CORRECTION

Indicator name: Inmates for whom placement was secured in drug abuse programs after their release

Description: The number of inmates placed in community drug programs after discharge.

Source: DOC Strategic Planning and Programs database.

Indicator name: Average daily number of inmates in vocational skills training programs

Description: The average daily number of inmates attending vocational development programs.

Source: DOC Strategic Planning and Programs database.

Indicator name: Inmates in jail-based work assignments (weekly)

Description: The average number of inmates per week working in supervised jail-based work assignments.

Source: DOC Financial Systems database.

Indicator name: Victim Identification Notification Everyday (VINE) system registrations

Description: The number of notifications to affected individuals of the release date of an inmate.

Source: DOC Strategic Planning and Programs database.

Indicator name: VINE confirmed notifications

Description: The number of notifications for which registrants entered a Personal Identification Number (PIN) when notified by VINE of a release or transfer of an inmate.

Source: DOC Strategic Planning and Programs database

Indicator name: Reducing Adolescent Problems (RAP) program participants

Description: The number of youth attending DOC's citywide educational presentations designed to deter youth from criminal activity.

Source: DOC Strategic Planning and Programs database.

DEPARTMENT OF PROBATION

- Indicator name: Pre-Sentence Investigation Reports on adult cases submitted 24 hours prior to scheduled hearing (%)
Description: The percent of reports, mandated by statute for convicted adult defendants, that are submitted to courts 24 hours before scheduled day of sentencing.
Source: Borough Offices/Adult Investigations Unit
- Indicator name: Family Court cases with Investigations and Reports submitted 2 days prior to appearance for juvenile cases (%)
Description: The percent of reports for juvenile cases prepared at the direction of the Family Court for the purpose of aiding the courts in reaching an appropriate decision or disposition, submitted to the court 2 days prior to appearance.
Source: Borough Offices/Family Court Services
- Indicator name: High-risk probationers supervised per Probation Officer
Description: The average number of probationers that are considered to be high risk (based on a risk score for violent recidivism) assigned to a casebearing Probation Officer. These probationers have frequent contacts with Probation Officers and are subject to home visits and frequent drug testing.
Source: Adult Restructuring Tracking System/Statistical Tracking and Reporting System
- Indicator name: Capacity utilized at Alternative To Detention (ATD) program sites (%)
Description: The percent of ATD program slots filled by youths eligible to remain in the community with their families instead of being placed in detention.
Source: Alternative to Detention Centers and Borough Offices/Family Court Services
- Indicator name: ATD Retention Rate (%)
Description: The percent of juveniles in compliance with the Alternative to Detention program and court-mandated requirements who are not returned to the court.
Source: Alternative to Detention Centers & Borough Offices/Family Court Services

DEPARTMENT OF PROBATION

- Indicator name: Alternative to Detention program cost per youth per day (\$)
Description: The average cost per day of supervising a juvenile in the Alternative to Detention program, including personnel, fringe benefits, equipment and supplies, leases and other administrative overhead. The costs associated with the program are divided by the number of youth served during the reporting period, and the result is divided by the average length of stay in the program.
Source: Fiscal/Management Analysis & Planning
- Indicator name: Juvenile Delinquency cases diverted from court through adjustment (%)
Description: The percent of Juvenile Delinquency cases eligible for diversion from court through adjustment, due to the nature of the act committed, to other services such as substance abuse treatment and counseling.
Source: Borough Offices/Family Court Services
- Indicator name: Persons in Need of Supervision (PINS) cases diverted (%)
Description: The percent of PINS cases open for service that are diverted from Family Court to other services such as mediation training, awareness and counseling. Persons in Need of Supervision are youth who are truant, runaways, disobedient, or beyond the control of parents or guardians.
Source: Borough Offices/Family Court Services

DEPARTMENT OF JUVENILE JUSTICE

| | |
|-----------------|--|
| Indicator name: | Readmission rate |
| Description: | The percent of youth admitted to DJJ custody during the reporting period with at least one prior admission. |
| Source: | Comprehensive Justice Information System (CJIS). |
| Indicator name: | Combined average length of stay (ALOS) in secure & non-secure detention (days) |
| Description: | The average number of days between the admission date and release date of all youth released from either secure detention or non-secure detention. |
| Source: | Comprehensive Justice Information System (CJIS). |
| Indicator name: | Youth-on-youth assaults/altercations with injury |
| Description: | The number of reported instances of assaults and altercations between youth resulting in physical injury requiring medical attention. |
| Source: | 24-hour incident reports from Movement Control and Communications Unit (MCCU). |
| Indicator name: | Youth-on-staff assaults/altercations with injury |
| Description: | The number of reported instances of youth assaults and altercations resulting in physical injury to department personnel. |
| Source: | 24-hour incident reports from Movement Control and Communications Unit (MCCU). |
| Indicator name: | Escapes in secure detention |
| Description: | The number of youth who escape from a secure detention facility, court-related service, or medical/mental health service while in the custody of secure detention staff. |
| Source: | 24-hour incident reports from Movement Control and Communications Unit (MCCU). |
| Indicator name: | Abscond rate in non-secure detention (%) |
| Description: | The percent of youth who abscond from a non-secure group home, field site, court-related service, or medical/mental health service while in the custody of non-secure detention staff. |
| Source: | 24-hour incident reports from Movement Control and Communications Unit (MCCU). |
| Indicator name: | Searches |
| Description: | The total number of scheduled, unscheduled and random searches conducted by facility staff. |
| Source: | Group Oriented Analysis of Leadership (GOALS) Unit, GOALS database. |

DEPARTMENT OF JUVENILE JUSTICE

- Indicator name: Weapons and narcotics recovered
Description: The number of weapons and narcotics found during all searches for contraband conducted by facility staff.
Source: GOALS Unit/reports from facilities.
- Indicator name: Youth who received medical screening within 24 hours of admission (%)
Description: The percent of youth who receive medical screening within 24 hours of admission.
Source: Medical Service Contractor.
- Indicator name: Residents seen within 24 hours of Sick Call Report (%)
Description: The percent of residents who were seen within 24 hours of submitting a sick call request.
Source: Medical Service Contractor.
- Indicator name: Youth who received mental health services (%)
Description: The percent of youth referred for mental health services who attended one or more individual mental health counseling sessions.
Source: Medical Service Contractor.
- Indicator name: General healthcare cost per youth per day (\$)
Description: The daily dollar value of all medical and mental health care contracts, related counseling staff (including salaries and fringe benefits), and indirect costs, divided by the average daily population.
Source: Medical service contractor / DJJ Payroll data / CJIS population report.
- Indicator name: Juveniles served by Community-Based Intervention (CBI) programs
Description: The number of youth served by directly operated and contracted programs.
Source: Community-Based Intervention unit database.
- Indicator name: Percent of Juveniles who successfully complete any CBI program (%)
Description: The percent of juveniles in Community-Based Intervention programs who successfully complete a program.
Source: Community-Based Intervention unit database.

CIVILIAN COMPLAINT REVIEW BOARD

- Indicator name: Full investigations as a percentage of total caseload (%)
Description: The percent of all cases on the Board's docket as of the first day of the fiscal year that were closed during that fiscal year after being fully investigated.
Source: CCRB Complaint Tracking System.
- Indicator name: Closed allegations with affirmative dispositions (%)
Description: The percent of allegations that were fully investigated and closed as either substantiated, exonerated or unfounded. Affirmative dispositions are made by the Board when sufficient evidence has been gathered to allow a factual conclusion to be made.
Source: CCRB Complaint Tracking System.
- Indicator name: Average case completion time for full investigations (days)
Description: The average number of days required to complete an investigation, measured from the date CCRB received the complaint.
Source: CCRB Complaint Tracking System.
- Indicator name: Age of docket (by date of report) (%)
Description: The percent of open cases, listed by age since complaint was reported to CCRB.
Source: CCRB Complaint Tracking System.
- Indicator name: Age of cases when substantiated (by date of incident) (%)
Description: The percent of cases that were substantiated and referred to NYPD for disciplinary action, listed by age since date of incident.
Source: CCRB Complaint Tracking System.
- Indicator name: Officers disciplined (excluding pending and filed cases) (%)
Description: The percent of police officers whose substantiated complaint was referred to NYPD and who received some form of discipline. This excludes pending cases and those in which officers were no longer employees of the Department when the case was reviewed.
Source: New York City Police Department.
- Indicator name: Average mediation case completion time (days)
Description: The average number of days required for completion of cases referred to mediation, from date a complaint is received by CCRB, to date closed through mediation or attempted mediation.
Source: CCRB Complaint Tracking System.
- Indicator name: Age of mediation docket (by date of referral to mediation)
Description: The age of cases referred to mediation, listed by months in the mediation unit.
Source: CCRB Complaint Tracking System.

LAW DEPARTMENT

| | |
|-----------------|--|
| Indicator name: | Total tort cases pending |
| Description: | The number of tort cases (such as personal injury cases) that have not yet been disposed (resolved). |
| Source: | New York City Law Information System (NYCLIS) |
| Indicator name: | Tort cases commenced – Citywide |
| Description: | The number of tort matters assigned a litigation start date. |
| Source: | New York City Law Information System (NYCLIS) |
| Indicator name: | Tort dispositions – Citywide |
| Description: | The number of tort cases resolved through settlement, dismissal, discontinuance, verdicts or insurance takeovers. |
| Source: | New York City Law Information System (NYCLIS) |
| Indicator name: | Total tort payout – Citywide (\$000) |
| Description: | The amount paid by the City to resolve tort cases through settlement or verdict. |
| Source: | Office of Management and Budget |
| Indicator name: | Referred cases filed for prosecution (%) |
| Description: | The percent of cases involving juveniles that are filed for prosecution by the Family Court Division following a completion of the investigation phase (identifying, locating and deposing crime victims, interviewing police personnel and determining the legal sufficiency of the cases). |
| Source: | Management Information Services |
| Indicator name: | Declined cases referred to mediation (%) |
| Description: | The percent of cases involving juveniles that the Law Department declines to prosecute that are referred to community-based counseling and mediation programs who would not otherwise be eligible for court mandated services. |
| Source: | Management Information Services |
| Indicator name: | Juvenile conviction rate (%) |
| Description: | The Family Court Division's conviction rate for juveniles, whether by plea bargains or trials. |
| Source: | Management Information Services |

DEPARTMENT OF INVESTIGATION

| | |
|-----------------|---|
| Indicator name: | Complaints |
| Description: | The number of complaints received via e-mail, telephone, walk-ins and conventional mail. Not all complaints received fall under DOI's jurisdiction. |
| Source: | Case Analyst Case Tracking System (CACTIS). |
| Indicator name: | Caseload |
| Description: | The number of case investigations in progress. |
| Source: | Case Analyst Case Tracking System (CACTIS). |
| Indicator name: | Cases closed |
| Description: | The number of investigation cases closed after having been substantiated or disapproved. |
| Source: | Case Analyst Case Tracking System (CACTIS). |
| Indicator name: | Referrals for criminal prosecution |
| Description: | The number of referrals made to the District Attorneys' Offices as a result of information obtained from an investigation. |
| Source: | Case Analyst Case Tracking System (CACTIS). |
| Indicator name: | - Resulting in arrests |
| Description: | The number of arrests stemming from referrals for criminal prosecution by DOI to District Attorneys' Offices as a result of information obtained from an investigation by DOI. |
| Source: | Case Analyst Case Tracking System (CACTIS). |
| Indicator name: | Referrals for civil and administrative action |
| Description: | The number of referrals made to federal, State and City agencies for an action to be taken. |
| Source: | Case Analyst Case Tracking System (CACTIS). |
| Indicator name: | Average time to complete a case (days) |
| Description: | The length of time to complete a case investigation as a function of the case's complexity. |
| Source: | Case Analyst Case Tracking System (CACTIS) |
| Indicator name: | -Major Investigations |
| Description: | Investigations involving an elected official, employee of the Mayor's Office, Assistant Commissioner or higher in a City agency, systemic corruption in an agency involving numerous prosecutions, and where the amount of government funds stolen exceeds \$500,000. |
| Source: | Case Analyst Case Tracking System (CACTIS) |

DEPARTMENT OF INVESTIGATION

- Indicator name: -Significant Investigations
Description: Investigations involving a mid-level manager in a City agency below Assistant Commissioner, investigations referred by the Conflicts of Interest Board, Whistleblower investigations, where the amount of government funds stolen exceeds \$100,000 but is less than \$500,000, and cases not falling under the Major Investigations category at the discretion of the Inspector General.
Source: Case Analyst Case Tracking System (CACTIS)
- Indicator name: -Routine Investigations
Description: Investigations involving customary or regular investigations which do not fall under the Major or Significant categories.
Source: Case Analyst Case Tracking system (CACTIS)
- Indicator name: Background investigations closed within six months (%)
Description: The percent of investigations of candidates for decision-making or sensitive City jobs closed within six months or less.
Source: Background Investigative Section of New York (BISON).
- Indicator name: Time to notify agencies of workers with criminal records after receipt from the State Division of Criminal Justice Services (days)
Description: The average number of days from DOI's receipt of positive results from the State Division of Criminal Justice Services to date of notification letter from DOI to affected agencies of employees.
Source: Background Investigative Section of New York (BISON).
- Indicator name: Arrest notifications received for current or former childcare workers
Description: The number of arrest notifications received for current or former childcare workers fingerprinted by DOI.
Source: Background Investigative Section of New York (BISON).
- Indicator name: Corruption Prevention and Whistleblower lectures conducted
Description: The number of lectures conducted by DOI at City agencies.
Source: Offices of the Inspectors General computerized database.
- Indicator name: - Individuals attending lectures
Description: Number of City employees attending corruption prevention and whistleblower lectures.
Source: Offices of the Inspectors General

DEPARTMENT OF INVESTIGATION

- Indicator name: Network vulnerability scans and anti-virus reviews
Description: The number of Network scans to identify vulnerabilities in computer online applications, and anti-virus reviews of computers at risk for virus infections at City agencies.
Source: Citywide Information Security Architecture, Formulation and Enforcement Unit (CISAFE)
- Indicator name: VENDEX name checks completed within 30 days (%)
Description: The percent of all name and background checks of companies, as well as their principals, doing business with the City completed within 30 days.
Source: Vendor Information Exchange System (VENDEX) database
- Indicator name: Companies monitored by IPSIG program
Description: The number of companies who agree to enter into an Independent Private Sector Inspectors General (IPSIG) agreement, which requires that, the companies retain an independent monitor, at its own expense, to review and to report on, those aspects of their operation identified as problematic from the standpoint of responsibility and business integrity. IPSIG agreements are entered into with DOI and participating agency and usually require Law Department approval.
Source: Offices of the Independent Private Sector Inspectors General (IPSIG)

CITY COMMISSION ON HUMAN RIGHTS

Indicator name: Complaint investigations completed (%)
Description: The percent of pending complaint investigations completed during the reporting period.
Source: Case Tracking System, Law Enforcement Bureau.

Indicator name: Pre-complaint resolutions
Description: The number of resolutions of potential allegations of Human Rights violations prior to the actual filing of a complaint.
Source: Case Tracking System, Law Enforcement Bureau

Indicator name: Cases completed by type of complaint
Description: The number of closed cases, listed by type of complaint.
Source: Case Tracking System, Law Enforcement Bureau.

Indicator name: -Employment discrimination
Description: The number of complaints of discrimination in the workplace where more than four workers are employed.
Source: Case Tracking System, Law Enforcement Bureau.

Indicator name: -Housing discrimination
Description: The number of complaints regarding discrimination in most types of housing.
Source: Case Tracking System, Law Enforcement Bureau.

Indicator name: -Public accommodation discrimination
Description: The number of complaints of discrimination in places that provide goods and services to the general public.
Source: Case Tracking System, Law Enforcement Bureau.

Indicator name: -Bias-related harassment
Description: The numbers of complaints regarding bias-related harassment, defined as threats, intimidation or coercion with a discriminatory motivation.
Source: Case Tracking System, Law Enforcement Bureau.

Indicator name: Cases closed by type of closure
Description: The number of closed cases, listed by type of closure.
Source: Case Tracking System, Law Enforcement Bureau.

Indicator name: -No probable cause determination
Description: The number of closed cases where the Commission does not believe the claim of discrimination can be proven in court.
Source: Case Tracking System, Law Enforcement Bureau.

CITY COMMISSION ON HUMAN RIGHTS

Indicator name: -Probable cause determination
Description: The number of closed cases where the Commission believes a claim of discrimination can be proven in court.
Source: Case Tracking System, Law Enforcement Bureau.

Indicator name: -Administrative cause
Description: The number of cases that are closed based on, but not limited to, failure to locate complainant, failure of complainant to appear, failure of complainant to accept a reasonable settlement offer, complainant's disruptive conduct, complainant's request for dismissal, or the belief that the prosecution of the complaint will not serve the public interest.
Source: Case Tracking System, Law Enforcement Bureau.

Indicator name: Settlement
Description: Cases which the parties agree to terms which will resolve and close the complaint.
Source: Case Tracking System, Law Enforcement Bureau

Indicator name: Average value of cash settlement (\$)
Description: The average cash settlement amount for resolved cases.
Source: Case Tracking System, Law Enforcement Bureau

Indicator name: Modifications for accessibility
Description: The number of modifications made to housing accommodations, public accommodations, or workplaces in order to allow for accessibility for individuals with disabilities.
Source: Case Tracking System, Law Enforcement Bureau

Indicator name: Average age of complaint caseload (years)
Description: The average number of years a case has been in progress.
Source: Case Tracking System, Law Enforcement Bureau

Indicator name: Cases pending by age
-Less than one year
-1-3 years old
-3-5 years old
-5-7 years old
-Older than 7 years
Description: The number of open cases still in progress for each respective age group.
Source: Case Tracking System, Law Enforcement Bureau.

CITY COMMISSION ON HUMAN RIGHTS

- Indicator name: Caseload
Description: The number of pending cases at the end of the fiscal year.
Source: Case Tracking System, Law Enforcement Bureau.
- Indicator name: Conferences, workshops and training sessions
Description: The number of conferences, workshops and training sessions provided for a variety of groups and community organizations on Human Rights Law, cultural diversity, and conflict resolution.
Source: Community Relations Bureau , Research Division.
- Indicator name: Community-based technical assistance
Description: The number of technical assistance sessions that field staff provide to the community, individuals and professional groups. Most assistance includes responding to human rights inquiries on disability, housing and immigrant and professional groups, pre-complaint intervention and information on community concerns such as intergroup conflict and multicultural initiatives.
Source: Community Relations Bureau, Research Division.
- Indicator name: School-based training sessions conducted
Description: The number of workshops and training sessions on New York City Human Rights Law, cultural diversity, and conflict resolution provided to students, teachers, parents, and administrators in schools.
Source: Community Relations Bureau, Research Division.

OFFICE OF ADMINISTRATIVE TRIALS AND HEARINGS

- Indicator name: Cases offered conference or trial calendar dates within 15 business days (%)
Description: The percent of cases for which OATH was able to provide a hearing date within 15 business days of the case being received.
Source: OATH Calendar Unit.
- Indicator name: Cases offered conference or trial calendar dates within 5 business days of the requested date (%)
Description: The percent of cases for which OATH was able to provide a hearing date within 5 business days of the date requested.
Source: OATH Calendar Unit.
- Indicator name: Average adjournment time (business days)
Description: The average number of business days in which adjournments are granted.
Source: OATH Calendar Unit.
- Indicator name: Settlement rate (%)
Description: The percentage of cases received that are settled without a trial.
Source: OATH Calendar Unit.
- Indicator name: Days to issue decisions after record is closed
Description: The number of business days it took OATH to issue a decision after the record is closed.
Source: OATH Calendar Unit.
- Indicator name: Cases with decisions issued within targeted number of business days (%)
Description: The percent of cases for which decisions were issued within the targeted number of business days after the record is closed.
Source: OATH Calendar Unit.
- Indicator name: Facts and conclusions adopted by agency (%)
Description: The percent of facts and conclusions issued by OATH that were accepted and adopted by agency heads.
Source: OATH Calendar Unit.

BUSINESS AND CULTURAL AFFAIRS

PERFORMANCE STATISTICS



Department of Finance



Economic Development Corporation



Department of Consumer Affairs



Department of Small Business Services



Department of Cultural Affairs

DEPARTMENT OF FINANCE

- Indicator name: Average wait time on telephone help lines (minutes)
--Parking Violations offices
--Taxpayer Assistance offices
- Description: Average wait time from receipt of call to live-operator pick-up.
- Source: Interactive Voice Response (IVR) systems, and program applications maintained in the parking violation and taxpayer assistance phone units.
- Indicator name: Walk-in average wait times for parking ticket hearings (minutes)
- Description: Average wait time from customer request for hearing to beginning of hearing by Administrative Law Judge.
- Source: Q-matics system program in each Borough Business Center; survey methods used in the Bronx Parking Violations Help Center.
- Indicator name: Time to render tax conciliation decision (%)
--Cases decided within 6 months
--Cases decided within 6-12 months
--Cases decided within 12-18 months
- Description: The percent of business cases decided and closed within the designated time period from the receipt of conciliation requests to the issuance of decisions.
- Source: Computer program maintained within the Department's Conciliations Unit.
- Indicator name: Average time to issue parking ticket hearing-by-mail or by-web decision (days)
- Description: Average time from receipt of request for hearing until decision is issued.
- Source: Chronological file of hearings maintained in the Department's Adjudications Unit.
- Indicator name: Average time to issue decision of parking ticket appeals (months)
- Description: Average time from receipt of appeal to issuance of decision.
- Source: Chronological file of appeals maintained in the Department's Adjudications unit.
- Indicator name: Average time to process a parking ticket appeal reversal or tow refund (days)
--Appeal
--Tow refund
- Description: Average time from receipt of refund request until issuance of refund.
- Source: Chronological file of refund requests maintained in parking violation refunds.

DEPARTMENT OF FINANCE

- Indicator name: Vehicles towed in error (%)
Description: Percentage of vehicles towed by Office of the Sheriff due to incorrect license plate information.
Source: Computer and paper reports maintained by Office of the Sheriff.
- Indicator name: Average time to process property tax exemption/abatement applications (days)
Description: Average number of days to process a request for exemption from receipt of application, to mailed decision and/or completion of update to real property assessment roll. Only the following applications are included:
-Residential Construction
-New/Substantially Renovated 1-2 Family Home (421-B Program)
-New Multi Family Home (421-A Program)
-Renovated Multi-Family Home (J-51 Program)
-Commercial Revitalization Program
-Commercial Expansion Program
-Industrial Commercialization Incentive Program
-Senior Citizen Homeowner Exemption
-Veteran Property Tax Exemption
Source: Data maintained by the Department's Exemptions Unit.
- Indicator name: Average response time for mail and e-mail correspondence (days)
--E-mail
--Correspondence
--Certified Mail
Description: Average time from receipt of correspondence until response is issued.
Source: Chronological file of mail received in the Department's Taxpayer Assistance Unit.
- Indicator name: Summonses processable (%)
Description: Percentage of summonses received by parking violations offices that match the Summons Tracking and Accounts Receivable System (STARS) or Department of Motor Vehicles (DMV) database records of vehicles in certain key fields.
Source: STARS report maintained on mainframe computer.
- Indicator name: Filed property assessment appeals resulting in reductions (%)
Description: Percentage of all appeals that led to downward revision of property assessments through the remission process.
Source: Tax Commission.

DEPARTMENT OF FINANCE

- Indicator name: Residential property auctions resulting from lien sales (%)
Description: Residences auctioned subsequent to foreclosure by lien purchaser.
Source: Data maintained by a Department consultant for lien sales.
- Indicator name: Liens declared defective (%)
Description: Portion of liens sold in any given lien sale that are returned to the Department for action.
Source: Data maintained by a Department consultant for lien sales.
- Indicator name: Delinquent business tax revenue reduction (%)
--Debt owed less than 1 year (%)
--Debt owed between 1-3 years (%)
--Debt owed between 3-5 years (%)
--Debt owed greater than 5 years (%)
Description: The percent of overall delinquent business tax debt reduced during the fiscal year.
Source: Fairtax system report produced by the Department's Revenue Operations Division.
- Indicator name: Field audit cases closed within 1 year (%)
Description: The percent of field audit cases decided and closed within 1 year from start of audit to actual case closing.
Source: Data maintained by the Department's Audit Division.
- Indicator name: Average amount collected from a closed field audit case (\$000)
Description: Average revenue collected per field audit closed during the fiscal year.
Source: Data maintained by the Department's Audit Division
- Indicator name: Business tax revenue collected from non-filers (%)
Description: Percent of overall business tax revenues paid by non-filers after being audited.
Source: Non-filer data maintained by the Department's Revenue Operations Division and collections data maintained by the Department's Tax Policy Unit.
- Indicator name: Change in non-filer collections from previous fiscal year (%)
Description: Percent change in non-filer business tax collections between prior fiscal year and current fiscal year.
Source: Non-filer data maintained by the Department's Revenue Operations Division, and collections data maintained by the Department's Tax Policy Unit.

DEPARTMENT OF FINANCE

- Indicator name: Summonses paid online (%)
Description: Total number of parking summons payments made through the Internet, as a percent of total number of paid parking violation summonses.
Source: Computer reports maintained by the Department's Parking Violations Revenue Accounting Unit and the Parking Violations Tax Policy Unit.
- Indicator name: Average time to record and index property documents (days)
--Manhattan
--Bronx
--Queens
--Brooklyn
Description: Average time from the receipt of property records to completion of the entry process. Staten Island property documents are recorded at the Richmond County Clerk's office.
Source: Spreadsheet report maintained in the Department's Office of the City Register.
- Indicator name: Returned outgoing mail (%)
Description: Percentage of mail returned to the Department that is not deliverable due to invalid address.
Source: Data maintained by the Department's Collection and Data Management Division.

ECONOMIC DEVELOPMENT CORPORATION

- Indicator name: Jobs retained
Description: The number of jobs that companies commit to maintain in the City over a contractually agreed period of time in connection with Industrial Development Agency incentive packages.
Source: Client Coverage Division.
- Indicator name: Projected job growth
Description: The number of new jobs that are projected to be created and/or relocated into the City over some period of time in connection with commercial incentive packages.
Source: Structuring Department
- Indicator name: Average cost per job created, retained and recruited
Description: Total costs to create, retain and recruit jobs including City and State tax exemptions, divided by the total number of jobs created, retained, and recruited.
Source: Client Coverage Division.
- Indicator name: Direct City tax revenues generated from retention and recruitment deals
Description: Estimated City tax revenues for retention transactions involving incentives, using an input-output model developed by the U.S. Department of Commerce. For recruitment outreach activities, City tax revenues are based on per-employee multipliers of average tax revenues generated by a typical worker in designated industries.
Source: Client Coverage Division.
- Indicator name: Projected direct City revenues in local neighborhood development
Description: Estimate of the revenue generated by the sale or lease of City-owned property.
Source: Real Estate Division.
- Indicator name: Jobs retained, created and recruited under grant agreements in Lower Manhattan
Description: Number of jobs retained, created and recruited under the federally-funded Small Firm Attraction and Retention Grant Program and the Job Creation and Retention Program operated by the Economic Development Corporation (EDC) and the Empire State Development Corporation.
Source: EDC/Empire State Development Corporation.

ECONOMIC DEVELOPMENT CORPORATION

- Indicator name: Eligible leases signed under Small Firm Attraction and Retention Grant Program in Lower Manhattan
Description: Number of new leases and lease extensions signed as a result of the incentives available under the federally-funded Small Firm Attraction and Retention Grant Program.
Source: EDC/Empire State Development Corporation.
- Indicator name: Commercial building occupancy rate in Lower Manhattan
Description: Percentage of occupied Class A commercial space below Canal Street.
Source: Trade reports.
- Indicator name: Lower Manhattan office rent cost
Description: Average Class A asking rent per square foot.
Source: Trade reports.

DEPARTMENT OF CONSUMER AFFAIRS

| | |
|-----------------|--|
| Indicator name: | Licensing Center wait time (minutes) |
| Description: | Average wait time from time of arrival to service at Licensing Center windows. |
| Source: | Q-matic system maintained by the Department's Licensing Division. |
| Indicator name: | Change in newly licensed businesses in selected categories from previous fiscal year (%) - Home improvement contractors (%) - Sidewalk cafés (%) |
| Description: | Percent changes from previous fiscal year in the number of newly licensed home improvement contractors and newly licensed sidewalk cafés. |
| Source: | Licensing Division. |
| Indicator name: | License Law compliance rate (%) - Garages/Parking lots (capacity) (%) |
| Description: | Percent of garages and parking lots that are licensed and found to be in compliance with maximum capacity regulations during inspections. |
| Source: | Enforcement Division. |
| Indicator name: | Consumer Protection Law compliance rate (%) - Supermarket/Pharmacy chain stores (%) - Electronic stores (%) |
| Description: | Percent of supermarket/pharmacy chain stores and electronic stores in compliance with pricing disclosure regulations during inspection. |
| Source: | Enforcement Division. |
| Indicator name: | Weights & Measures Law compliance rate (%) - Gasoline pumps (%) - Fuel trucks (%) |
| Description: | Percent of gasoline pumps and fuel trucks that accurately dispense indicated amounts during meter inspections. |
| Source: | Enforcement Division. |
| Indicator name: | Inspected stores complying with tobacco regulations (%) |
| Description: | Percent of tobacco vendors who did not illegally sell tobacco products to minors during undercover operations. |
| Source: | Enforcement Division. |
| Indicator name: | Second time tobacco regulation offenders (%) |
| Description: | Percent of tobacco vendors who repeated the illegal sale of tobacco products to minors during undercover operations. |
| Source: | Enforcement Division. |

DEPARTMENT OF CONSUMER AFFAIRS

| | |
|-----------------|---|
| Indicator name: | Complaint resolution rate (%) |
| Description: | Percentage of valid and docketed complaints that the Department closed during the fiscal year. |
| Source: | Consumer Complaints Division. |
| Indicator name: | Complaints resolved in favor of consumer (%) |
| Description: | Percentage of complaints in mediation resolved in favor of the consumer. |
| Source: | Consumer Complaints Division. |
| Indicator name: | Average complaint processing time (days) |
| Description: | Average time to resolve all complaints handled by DCA from the point when a complaint is assigned to a mediator until it is resolved. |
| Source: | Consumer Complaints Division. |
| Indicator name: | Home improvement contractors receiving licenses due to outreach activities (%) |
| Description: | The percentage of newly licensed home improvement contractors who obtained licenses through Department of Consumer Affairs seminars. |
| Source: | Communications Division. |
| Indicator name: | Settlements against offenders - Total settlement amount - Average settlement amount |
| Description: | Fines collected as a result of settlements of lawsuits brought by the DCA Legal Division. |
| Source: | Legal Division. |

DEPARTMENT OF SMALL BUSINESS SERVICES

- Indicator name: Average time to resolve government service and public utility issues
Description: Average number of days between the time a case requesting assistance was opened to the time the case was closed.
Source: Division of Business Services.
- Indicator name: Eligible emergency grant applications approved
Description: Percentage of eligible companies that applied for the Agency's Business Emergency Grant and were awarded grant assistance (events of September 11th are excluded).
Source: Division of Business Services.
- Indicator name: Value of Energy Cost Savings Program (ECSP) savings for businesses
Description: Total estimated annual dollar value of utility discounts for businesses approved for ECSP benefits during the fiscal year.
Source: Business Incentives Unit.
- Indicator name: Jobs created or retained by ECSP
Description: Total number of full-time employees at the time the company was approved for ECSP benefits.
Source: Business Incentives Unit.
- Indicator name: Value of Lower Manhattan Energy Program (LMEP) savings for businesses
Description: Cumulative annual dollar value of savings on electrical utility costs of all buildings receiving LMEP benefits.
Source: Business Incentives Unit.
- Indicator name: Commercial tenants added to LMEP
Description: Cumulative number of commercial tenants within buildings approved for LMEP benefits.
Source: Business Incentives Unit.
- Indicator name: Value of grants dispensed through Industrial Relocation Grants (IRG)
Description: Total dollar value of grants dispensed to eligible businesses.
Source: Business Incentives Unit.
- Indicator name: Jobs created or retained by IRG
Description: Total number of full-time employees at time of grant approval.
Source: Business Incentives Unit.

DEPARTMENT OF SMALL BUSINESS SERVICES

Indicator name: Average acceptably clean BID sidewalk ratings
Description: Percent of sample blocks in selected Business Improvement Districts (BIDs) rated acceptably clean by Mayor's Office field inspectors, based on a seven-point picture-based rating scale. Ratings are averaged across 24 BIDs which perform sanitation services and for which data is available for Fiscal 2000 - 2003. Figures show annual averages based on monthly ratings of each BID.
Source: Mayor's Office of Operations.

Indicator name: Value of Local Development Corporations (LDCs) funding
Description: Total dollar value of funds approved for LDCs that have contracts registered by the City Comptroller's Office.
Source: Neighborhood Development Division.

Indicator name: Businesses newly certified in Empire Zones
Description: Number of businesses that were newly certified to receive State Empire Zone incentives within the Empire Zones located in the City.
Source: Empire State Development Corporation.

Indicator name: Value of capital investments made in Empire Zones
Description: Dollar value of capital expenditures made by companies located within Empire Zones.
Source: Empire State Development Corporation.

Indicator name: Jobs created in Empire Zones
Description: The number of new jobs created by Empire Zone certified companies.
Source: Empire State Development Corporation.

Indicator name: Newly registered businesses in Bid-Match Program
Description: Number of businesses newly registered to participate in the City's Bid-Match small procurement system.
Source: Division of Economic and Financial Opportunity.

Indicator name: Newly registered businesses in Procurement Outreach Program
Description: Number of businesses newly registered to participate in the Procurement Outreach Program.
Source: Division of Economic and Financial Opportunity.

DEPARTMENT OF SMALL BUSINESS SERVICES

Indicator name: Newly certified businesses in Minority/Woman-Owned Business Enterprise Program
Description: Number of businesses in the tri-state region, ownership of which is at least 51 percent by women and/or minorities, that have been newly certified by SBS to be published in SBS' Minority/Woman Owned Business Enterprise Program directory.
Source: Division of Economic and Financial Opportunity.

Indicator name: Newly certified businesses in Locally Based Enterprise Program
Description: Number of construction and construction-related firms that have been newly certified by SBS as locally-based enterprises. To qualify, a firm must have had average revenues of less than \$2 million for the previous three years and be based in New York City.
Source: Division of Economic and Financial Opportunity.

DEPARTMENT OF CULTURAL AFFAIRS

- Indicator name: Operating support payments made to Cultural Institutions Group within 5 business days of request (%)
- Description: Percent of payment requests approved within five business days of receiving correct submission and expenditure report for previous month.
- Source: "Batch Ledger" Excel spreadsheet maintained by the Department of Cultural Affairs (DCLA).
- Indicator name: Program budget line item award notifications made within 15 business days (%)
- Description: Percent of expense budget line item award letters disseminated to known organizations within 15 business days of reconciliation of adopted budget.
- Source: Internal files maintained by the Program Services and Finance Unit.
- Indicator name: Community Development Fund award notifications made within 15 business days (%)
- Description: Percent of Community Development Fund award letters disseminated within 15 business days after panel recommendations are acted on by the Commissioner.
- Source: Internal files maintained by the Program Services Unit.
- Indicator name: Program grant advance payments made within 15 days (%)
- Grants over \$100,000
 - Grants under \$100,000
- Description: For Program grant agreements above \$100,000, percent of advance payments approved in the City's Financial Management System within 15 business days after contract registration, and for grant agreements less than \$100,000, percent of advance payments approved in the City's Financial Management System within 15 business days after agency receives signed Program grant agreement.
- Source: Excel spreadsheet maintained by DCLA.
- Indicator name: Program grant subsequent/final payments made within 15 business days (%)
- Description: Percent of subsequent and final payments for Program grants approved in the City's Financial Management System within 15 business days after submission of correct payment requisition.
- Source: Excel spreadsheet maintained by DCLA.

DEPARTMENT OF CULTURAL AFFAIRS

| | |
|-----------------|--|
| Indicator name: | New capital projects initiated (%) |
| Description: | Percent of capital projects new to Agency's current fiscal year budget and sent to managing agency, for which a full scope of work has been received and capital eligibility verified. |
| Source: | Database files maintained by Capital Projects Unit. |
| Indicator name: | Percent for Art projects commissioned (%) |
| Description: | Percent of projects in Percent for Art portfolio at the beginning of the year for which commissions have been awarded. |
| Source: | Internal files maintained by the Percent for Arts Program. |
| Indicator name: | Winter Festival participants |
| Description: | Total number of organizations whose programs are promoted by Winter Festival. |
| Source: | Internal files maintained by DCLA. |
| Indicator name: | Winter Festival events |
| Description: | Total number of Winter Festival events presented by Winter Festival participants. |
| Source: | Internal files maintained by DCLA. |
| Indicator name: | Value of contributed Materials for the Arts (MFTA) materials and equipment (\$ millions) |
| Description: | Estimated dollar value of reusable material and equipment donated to the MFTA Program |
| Source: | Database files maintained by MFTA. |
| Indicator name: | MFTA donors |
| Description: | Number of individuals and businesses that donated reusable material to the MFTA Program. |
| Source: | Database files maintained by MFTA. |
| Indicator name: | MFTA transactions |
| Description: | Number of direct donations to users and visits by not-for-profit organizations, public schools and City agencies to the MFTA warehouse. |
| Source: | Database files maintained by MFTA. |
| Indicator name: | Teachers and school children served through MFTA |
| Description: | Number of public school teachers and school children served through materials and equipment provided by the MFTA Program. |
| Source: | Database files maintained by MFTA. |

NON-MAYORAL AGENCIES

PERFORMANCE STATISTICS



Public Libraries



Taxi and Limousine Commission



City University of New York

PUBLIC LIBRARIES

- Indicator name: Average weekly scheduled hours
Description: The total amount of scheduled public service hours at all libraries/branches divided by the number of locations.
Source: Library Schedule of Hours.
- Indicator name: Libraries open seven days per week (%)
Description: Libraries/Branches open 7 days per week as a percent of the total locations.
Source: Library Schedule of Hours.
- Indicator name: Libraries open six days per week (%)
Description: Libraries/Branches open 6 days per week as a percent of the total locations.
Source: Library Schedule of Hours.
- Indicator name: Circulation per capita
Description: The total number of library materials, e.g., books, periodicals, and other materials, checked out or renewed at all library locations divided by the population of the service area.
Source: Library automation system software and U.S. Census Report.
- Indicator name: Reference and information queries (000)
Description: The total number of reference questions asked of library staff by patrons both in person and by telephone or e-mail.
Source: Brooklyn Public Library: Annual Reference Survey.
New York Public Library: Quarterly Reader Service Statistics Report.
Queens Borough Public Library: Quarterly Reference Sample Report.
- Indicator name: Connecting Libraries and Schools Program (CLASP) – schools served (%)
Description: Total number of schools in CLASP as a percent of the total number of public and private schools for grades K-8 in the service area.
Source: Brooklyn Public Library: Branch Locations & Department of Education.
New York Public Library: Branch Locations & Department of Education.
Queens Borough Public Library: CLASP offices & Department of Education.

PUBLIC LIBRARIES

- Indicator name: Workstations with on-line public access catalog (%)
Description: Total number of computer workstations available to the public in library locations that have access to library's On-line Catalog as a percent of the total number of public workstations.
Source: Brooklyn Public Library: Information Technology Department.
New York Public Library: Information and Technology Group.
Queens Borough Public Library: Information and Technology Department.
- Indicator name: Workstations with public Internet access (%)
Description: Total number of computer workstations available to the public in library locations that have access to the Internet as a percent of the total number of public workstations.
Source: Brooklyn Public Library: Information Technology Department.
New York Public Library: Information and Technology Group.
Queens Borough Public Library: Information and Technology Department.
- Indicator name: Library branches with public Internet access (%)
Description: Total number of library locations with access to the Internet as a percent of the total number of library locations.
Source: Brooklyn Public Library: Information Technology Department.
New York Public Library: Information and Technology Group.
Queens Borough Public Library: Information and Technology Department.
- Indicator name: Electronic databases
Description: Total number of subscription databases made available on library's website.
Source: Brooklyn Public Library: Office of Materials Selection.
New York Public Library: Office of Information Services.
Queens Borough Public Library: Technical Services Department.
- Indicator name: Technology-based public instructional programs
Description: Total number of programs offered to the public that cover Internet and PC skills, online reference databases and searching techniques, and PC application software skills.
Source: Branch locations.

TAXI AND LIMOUSINE COMMISSION

Indicator name: Average time to process an expedited operator's license (business days)
--Medallion driver
--For-hire vehicle driver
Description: Number of business days to process an operator's license from the date of filing a new application to the date of license issuance.
Source: Licensing Bureau data; Computer Assisted Management Information System (CAMIS).

Indicator name: Average waiting time at Long Island City licensing facility (hours: minutes)
Description: Average number of hours/minutes a licensee/applicant waits at the licensing facility from time of arrival to the start of service by a TLC customer representative.
Source: Licensing Bureau; Q-Matic System.

Indicator name: Average time to close consumer complaints from City residents (business days)
--Medallion complaints
--For-hire vehicle complaints
Description: Average number of business days to close complaints from receipt of complaint to the time a case is scheduled for a hearing or resolved.
Source: Consumer Complaints Division.

Indicator name: Medallion enforcement: Operation Refusal compliance rate (%)
Description: The number of licensees who complied with service refusal rules, divided by the number of enforcement tests. The Operation Refusal program uses undercover TLC inspectors as prospective taxicab passengers to test taxicab drivers' compliance with the rules and laws against all forms of passenger service refusal.
Source: TLC Enforcement Division.

Indicator name: Medallion safety and emissions inspections conducted
Description: The number of initial and re-test inspections performed for medallion taxicabs as required by a TLC rule that mandates three inspections per year for each taxicab.
Source: TLC Safety and Emissions Division.

Indicator name: Medallion safety and emissions failure rate (%)
Description: The percentage of medallion taxicabs that fail initial inspections or reinspections.
Source: TLC Safety and Emissions Division.

TAXI AND LIMOUSINE COMMISSION

Indicator name: Medallion summonses for non-inspection
Description: The number of summonses issued to medallion owners for failure to inspect/reinspect their taxicabs.
Source: TLC Safety and Emissions Division.

Indicator name: Medallions confiscated as a result of inspections (%)
Description: The number of medallions confiscated at the safety and emissions facility for various violations as a percentage of the total medallions.
Source: TLC Safety and Emissions Division.

Indicator name: License revocation rate (%)
Description: The percentage of licenses revoked against all TLC-licensed drivers.
Source: TLC Office of Legal Affairs.

Indicator name: Street hail summonses issued to for-hire vehicle drivers
Description: The number of summonses issued to for-hire vehicle drivers for accepting street hails.
Source: TLC Enforcement Division.

Indicator name: Unlicensed for-hire vehicle bases closed
Description: Number of bases closed permanently as a result of padlock proceedings.
Source: TLC Office of Legal Affairs.

- Indicator name: High school students participating in college preparation program (College Now)
 Description: The number of high school students participating in College Now during an academic year. College Now programs, offered at each college, help prepare students for college-level work. College Now offers college-level courses as well as remediation in reading, writing and math.
 Source: CUNY Office of Academic Affairs.
- Indicator name: Students conditionally admitted to senior college who successfully complete remedial summer instruction as a requirement for enrollment (%)
 Description: The proportion of students participating in the University Summer Immersion Program who are skills-proficient by its end. Conditionally-admitted students have met the criteria for admittance to a baccalaureate program but have not demonstrated reading, writing and math proficiency by the beginning of summer.
 Source: University Applications Processing Center, CUNY Office of Academic Affairs, and CUNY Office of Institutional Research and Analysis.
- Indicator name: Community college and second year baccalaureate students who pass CUNY's writing ability test for attainment of associate degree or movement to next year in senior college (%)
 Description: The percent of students taking the CUNY Proficiency Exam (CPE) in a given fall term who pass the exam. The CPE is a written exam in which students demonstrate their competence in academic literacy by composing essays on written passages and data. Students must pass the exam to earn an associate degree or to pursue upper-division studies.
 Source: CUNY Office of Assessment.
- Indicator name: Mean SAT Score of freshmen entering baccalaureate programs
 Description: The average total score on the Scholastic Aptitude Test for freshmen admitted to baccalaureate programs.
 Source: CUNY Office of Institutional Research and Analysis.
- Indicator name: Baccalaureate degree seeking students admitted who enroll (%)
 Description: The percent of students admitted to a CUNY baccalaureate program (met regular admissions criteria and passed or were exempt from basic skills tests) in the fall term who enroll in a CUNY baccalaureate program that fall.
 Source: CUNY Office of Institutional Research and Analysis.

Indicator name: Honors College student enrollment
 Description: The number of students enrolling in the CUNY Honors College program. The Honors College provides educational opportunities for academically gifted students citywide. The program includes financial support, interdisciplinary seminars, and access to instructional technology, dedicated mentors, internships and study abroad, as well as a Cultural Passport.

Source: CUNY Office of Institutional Research and Analysis

Indicator name: One-year (fall to fall) student retention rate (%)
 - Baccalaureate programs (%)

Description: The percent of regularly-admitted full-time, first-time freshmen who are still enrolled the fall term following the fall of entry into a baccalaureate program. For example, students entering CUNY as full-time, first-time freshmen in Fall 2000 must be enrolled at CUNY in Fall 2001 to be counted as retained.

Source: CUNY Office of Institutional Research and Analysis

Indicator name: One-year (fall to fall) student retention rate (%)
 - Associate programs (%)

Description: The percent of regularly-admitted, full-time, first-time freshmen who are still enrolled the fall term following the fall of entry into an associate program. For example, students entering CUNY as full-time, first-time freshmen in Fall 2000 must be enrolled at CUNY in Fall 2001 to be counted as retained.

Source: CUNY Office of Institutional Research and Analysis

Indicator name: Students graduating within six years (%)
 - Baccalaureate programs (%)

Description: The percent of regularly-admitted, full-time freshmen who earn a CUNY degree within six years of entry. For example, full-time, first-time, bachelor's degree-seeking students entering CUNY in Fall 1995 must earn a degree by the end of August 2001 to be counted as having graduated. Graduation rates are reported for the fiscal year corresponding with the end of the 6-year period.

Source: CUNY Office of Institutional Research and Analysis

- Indicator name: Students graduating within six years (%)
 - Associate programs (%)
- Description: Percentage of regularly-admitted, full-time freshmen who earn a CUNY degree within six years of entry. For example, full-time, first-time, associate degree-seeking students entering CUNY in Fall 1995 must earn a degree by the end of August 2001 to be counted as having graduated. Graduation rates are reported for the fiscal year corresponding with the end of the 6-year period.
- Source: CUNY Office of Institutional Research and Analysis
- Indicator name: Students passing the New York State Teacher Certification Examination (%)
- Description: The percent of students who pass the Liberal Arts and Sciences New York State Teacher Certification Examination in a given academic year.
- Source: New York State Education Department
- Indicator name: Students passing the National Council Licensure Examination for Registered Nurse (%) (CY 1997-2001)
- Description: The percent of students who pass the NCLEX-RN in a given calendar year.
- Source: New York State Education Department
- Indicator name: Instructional hours delivered by full-time faculty (Fall)
 - Senior colleges (%)
- Description: The percent of total hours of senior college course instruction taught by full-time members of CUNY's faculty in the Fall term.
- Source: City University Personnel System and CUNY Office of Institutional Research and Analysis
- Indicator name: Instructional hours delivered by full-time faculty (Fall)
 - Community colleges (%)
- Description: The percent of total hours of community college course instruction taught by full-time members of CUNY's faculty in the Fall term.
- Source: City University Personnel System and CUNY Office of Institutional Research and Analysis

AGENCY RESOURCES

| | |
|-----------------|---|
| Indicator name: | Expenditures |
| Description | Actual and planned expenditures across all units of appropriation in an agency's expense budget. This does not include capital resources (see Capital commitments, below). |
| Source | The Office of Management and Budget. Data prior to Fiscal 2003 is consistent with previous Mayor's Management Reports. Fiscal 2003 expenditures reflect the forecast of Fiscal 2003 final expenditures submitted to the Financial Control Board as of June 2003. Fiscal 2003 targets reflect the City's January 2003 Financial Plan. Fiscal 2004 targets are consistent with the City's Fiscal 2004 Adopted Budget. The Health and Hospitals Corporation and the New York City Housing Authority self-report expenditure information. |
| Indicator name: | Revenues |
| Description | Funds collected by agency revenue-generating operations. Does not include State and federal monies and routine City tax collections. |
| Source | The Office of Management and Budget. Data prior to Fiscal 2003 is consistent with previous Mayor's Management Reports. Fiscal 2003 revenues are derived from the City's Financial Management System and include anticipated closing adjustments. Fiscal 2003 targets reflect the City's January 2003 Financial Plan. Fiscal 2004 targets are consistent with the City's Fiscal 2004 Adopted Budget. The Health and Hospitals Corporation and the New York City Housing Authority self-report revenue information. |
| Indicator name: | Personnel |
| Description | The total employees, from all funding sources, active on the final day of the reporting period. Among the civilian workforce, non-full-time employees and seasonal employees are counted as full-time equivalents (FTEs), adjusting for the proportion of a full-time salary that they earn. FTEs were not included in this data prior to December 2001. |
| Source | The Office of Management and Budget. Fiscal 2003 personnel reflect the number of employees active on June 30, 2003. Fiscal 2003 targets are consistent with the City's January 2003 Financial Plan. Fiscal 2004 targets are based on the Fiscal 2004 Adopted Budget. |
| Indicator name: | Overtime earned |
| Description | The total amount of overtime earned by employees during the period. |
| Source | The Payroll Management System PCEPM511 Total Monthly Overtime Report for the period ending June 30 of the fiscal year. The Health and Hospitals Corporation and the New York City Housing Authority self-report this overtime information. |

AGENCY RESOURCES

| | |
|-----------------|---|
| Indicator name: | Capital commitments |
| Description | The value of contracts for capital projects that the agency is authorized to register and actually registers. Capital projects include construction work and some other categories of procurements, including computer hardware and software, heavy equipment and vehicles. Some construction projects counted within a given agency's commitment total may be managed by other agencies. The School Construction Authority self-reports capital commitment data. |
| Source | The Office of Management and Budget. Data prior to Fiscal 2003 is consistent with previous Mayor's Management Reports. Fiscal 2004 capital commitment targets are consistent with the City's April 2003 Capital Commitment Plan. |
| Indicator name: | Human services contract budget |
| Description | Total amount budgeted or actually obligated for human services contracts. This data is shown for the seven agencies that each had a Fiscal 2003 target greater than \$100 million for human service contracts and together account for 99 percent of the City total in this category. These agencies are: Department of Health and Mental Hygiene, Human Resources Administration, Administration for Children's Services, Department of Homeless Services, Department of Employment, Department for the Aging and Department of Youth and Community Development. |
| Source | The Office of Management and Budget provides actual figures, based on the Financial Management System. Targets are consistent with the Contracts section of the City's adopted budget. |
| Indicator name: | Work Experience Program (WEP) participants assigned |
| Description | The number of WEP participants assigned to agency activities at the close of the reporting period. |
| Source | Human Resources Administration, Family Independence Administration. |