Department of Investigation

Indicator name: Complaints
Description: The number of complaints containing allegations of criminal activity, corruption or conflicts of interest, as well as service complaints, received via the internet, telephone, walk-ins and conventional mail. Not all complaints received fall under DOI's jurisdiction.
Source: Case Management System (CMS).

Indicator name: Written policy and procedure recommendations to City agencies
Description: The number of formal written recommendations by the Department for citywide or City agency-specific changes in policies and procedures to correct operational vulnerabilities identified through DOI investigations.
Source: Case Management System (CMS).

Indicator name: Written policy and procedure recommendations accepted by City agencies (%)
Description: The percentage of DOI's formal written recommendations that have been accepted by City agencies and will be adopted to cure operational vulnerabilities.
Source: Case Management System (CMS).

Indicator name: Corruption prevention and whistleblower lectures conducted
Description: The number of lectures conducted by DOI to new City employees, agencies undergoing major investigations and vendors conducting business with, or receiving benefits from, the City.
Source: Offices of the Inspectors General computerized database.

Indicator name: Corruption prevention lecture e-learning attendees
Description: The number City employees, including employees at agencies under major investigations, and consultants that complete the City's online anti-corruption lectures.
Source: Department of Citywide Administrative Services/DOI.

Indicator name: Integrity monitoring agreements
Description: The number of monitoring agreements entered into by City vendors who have been required to retain an Integrity Monitor at the company's expense in order to be found responsible to do business with the City. Integrity Monitors are generally retained to monitor a company's ongoing operations, with an emphasis placed on the areas that have raised integrity issues in the past. Integrity Monitors are selected by DOI and report directly to DOI.
Source: Integrity Monitor Program.

Indicator name: VENDEX name checks completed within 30 days (%)
Description: The percent of all name and background checks of companies, as well as principals, AKAs and Affiliates, doing business with the City completed within 30 calendar days as per the Procurement Policy Board Rules.
Source: Vendex Master Inquiry system (VENDEX database).

Indicator name: Average time to complete an investigation (days)
Description: The average length of time to complete all investigations of alleged corruption, fraud, waste, abuse or unethical conduct (excluding background investigations which are captured separately) as a function of the investigation's complexity from intake to when the investigation is completed. The sum of the time to complete each investigation that is closed within the reporting period is divided by the total number closed in that period.
Source: Case Management System (CMS).

Indicator name: Referrals for civil and administrative action
Description: The number of referrals made to federal, state or City agencies. Civil actions may include financial recoveries, restitution or recommendations for the initiation of lawsuits to collect damages. Administrative actions may include disciplinary, civil and Conflicts of Interest Board referrals.
Source: Case Management System (CMS).

Indicator name: Referrals for criminal prosecution
Description: The number of referrals made to federal, state and local prosecutors' offices as a result of information obtained from a DOI investigation.
Source: Case Management System (CMS).

Indicator name: Arrests resulting from DOI investigations
Description: The number of arrests by the Department or federal, state or local law enforcement agencies as a result of information obtained from a DOI investigation.
Source: Case Management System (CMS).

Indicator name: Financial recoveries to the City ordered/agreed ($)
Description: The total dollar value of financial recoveries ordered or agreed to be paid to, or otherwise recovered by, the City as a result of DOI investigations in civil, criminal and administrative cases, including Special Commissioner of Investigation for the City School District and Department of Buildings Inspector General Office/Buildings Special Investigations Unit cases. These funds include restitution (money paid to the City as compensation for monetary loss); fines (monetary penalties levied by a court, administrative tribunal, or agency action upon an individual or company for criminal or civil offenses); forfeiture (the seizure of assets that were used in the commission of a crime or the proceeds of a crime); or other money recovered by the City, such as the satisfaction of debt owed to the City, including the reinstatement of fines or taxes collected, contract adjustments or credits, reimbursements or the recovery of City equipment or property.
Source: Offices of Inspector General and General Counsel.

Indicator name: Financial recoveries to the City collected ($)
Description: The total dollar value of financial recoveries actually received by the City as a result of DOI investigations, including the payment of restitution, fines, forfeiture, satisfaction of debt, or the recovery of City equipment/property.
Source: Offices of Inspector General and General Counsel.

Indicator name: Average time to complete a background investigation (from investigation start date) (days)
Description: The average number of days to complete background investigations of candidates for decision-making or sensitive City jobs from initiation to completion of an investigation.
Source: Background Unit database.

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 Unit database.

Indicator name: Average time to complete a background investigation (from date of receipt) (days)
Description: The average number of days to complete background investigations of candidates for decision-making or sensitive City jobs from date of receipt of background packet to completion of investigation.
Source: Background Unit database.

Indicator name: Background investigations closed within 12 months (%)
Description: The percent of investigations of candidates for decision-making or sensitive City jobs closed within 12 months or less.
Source: Background Unit database.

Department of Investigation

Indicator name: Time to notify agencies of prospective childcare, home care and family care workers with criminal records after receipt from State Division of Criminal Justice Services and FBI (days)
Description: The average number of days from DOI's receipt of criminal record results for prospective childcare, home care and family care workers from the State Division of Criminal Justice Services and Federal Bureau of Investigation (FBI) to the notification letter from DOI to affected agencies.
Source: Fingerprint Unit database.

Indicator name: Time to notify agencies of arrest notifications for current childcare, home care and family care workers after receipt from the State Division of Criminal Justice Services (days)
Description: The average number of days from DOI's receipt of an arrest notification for current childcare, home care and family care workers previously fingerprinted by DOI to the notification letter from DOI to affected agency.
Source: Fingerprint Unit database.

Indicator name: Completed requests for interpretation
Description The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source: DOI.

Indicator name: Letters responded to in 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: DOI.

Indicator name: E-mails responded to in 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: DOI.

Indicator name: Average wait time to speak with a customer service agent (minutes)
Description: The average time in minutes from the time a customer meets with a greeter or information desk representative until he or she is met by a customer service representative. Security/building entry wait times are not included unless a security guard plays a formal intake role.
Source: DOI.

Indicator name: CORE facility rating (0-100)
Description: An average CORE (Customers Observing and Reporting Experiences) score based on the rating of 15 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g. wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations.