

OFFICE OF ADMINISTRATIVE TRIALS AND HEARINGS

Indicator name:	Average time for OATH Trials Division to issue decisions after records closed (business days)
Description:	The average number of business days it took the OATH Trials Division to issue a decision after the record is closed.
Source:	OATH Calendar Unit.
Indicator name:	OATH Trials Division cases with decisions issued within 45 business days (%)
Description:	The percentage of OATH Trials Division cases for which decisions were issued within the targeted number of business days after the record was closed.
Source:	OATH Calendar Unit.
Indicator name:	OATH Trials Division facts and conclusions adopted by agencies (%)
Description:	The percent of facts and conclusions issued by the OATH Trials Division that were accepted and adopted by agency heads.
Source:	OATH Calendar Unit.
Indicator name:	Average adjournment time at the OATH Trials Division (business days)
Description:	The average number of business days for which adjournments are granted at the OATH Trials Division.
Source:	OATH Calendar Unit.
Indicator name:	OATH Trials Division settlement rate (%)
Description:	The percentage of cases that are disposed of by settlement, either at the referring agency or at the OATH Trials Division.
Source:	OATH Calendar Unit.
Indicator name:	Cases filed at the OATH Trials Division (total)
Description:	The total number of cases filed at the OATH Trials Division.
Source:	OATH Calendar Unit.
Indicator name:	Cases closed at the OATH Trials Division (total)
Description:	The total number of cases closed at the OATH Trials Division.
Source:	OATH Calendar Unit.
Indicator name:	Cases closed per ALJ (total)
Description:	The average number of cases closed by each Administrative Law Judge (ALJ) at the OATH Trials Division.
Source:	OATH Calendar Unit.
Indicator name:	Total summonses received from the issuing agencies at the OATH Hearings Division
Description:	Total number of summonses received by the OATH Hearings Division from the City agencies that issue the summonses, or notices of violation, for which it conducts hearings. The volume will include all such documents received by the OATH Hearings Division, as it undertakes the expanding activity administered by the Division's three sections, known now as ECB, Health, and TLC & Vehicles for Hire.
Source:	OATH Hearings Division.
Indicator name:	Total hearings at the OATH Hearings Division
Description:	Total volume of hearings held by the OATH Hearings Division as it undertakes its responsibility to resolve administrative law violations issued by the more than one dozen City agencies that issue them. The volume includes all hearings held by the OATH Hearings Division, as it undertakes the expanding activity administered by the Division's three legacy sections, known now as ECB, Health, and TLC & Vehicles for Hire.
Source:	OATH Hearings Division.

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Indicator name:	Notices of Violations (NOV) received by OATH ECB Hearings
Description:	Total number of Notices of Violations (NOV) received by OATH Environmental Control Board (ECB) Hearings for hearing, issued by City agencies.
Source:	OATH ECB Hearings Unit.
Indicator name:	OATH ECB Hearings hearings conducted
Description:	Total number of hearings conducted by OATH Environmental Control Board (ECB) Hearings.
Source:	OATH ECB Hearings Unit.
Indicator name:	Average time from OATH ECB Hearings hearing assignment to decision (days)
Description:	Average time in calendar days from the last date an OATH Environmental Control Board (ECB) hearing is assigned to an Administrative Law Judge to the date the decision is final.
Source:	OATH ECB Hearings Unit.
Indicator name:	OATH ECB Hearings cases with decisions issued within 45 days of hearing assignment (%)
Description:	The percentage of OATH ECB Hearings cases during the period with decisions reached within 45 days of the date the Environmental Control Board (ECB) hearing is assigned to an Administrative Law Judge.
Source:	OATH ECB Hearings Unit.
Indicator name:	OATH ECB Hearings decisions rendered
Description:	Total number of Notices of Violation (NOV) where a decision has been rendered by OATH Environmental Control Board (ECB) Hearings. Possible decisions include dismissal, found in violation (respondent is found guilty and must pay the fine and/or correct), or stipulated (only available for certain violations; represents an admission of guilt, accepting the stipulation to remedy the problem).
Source:	OATH ECB Hearings Unit.
Indicator name:	Dockets received by OATH Health Hearings
Description:	Total number of dockets for cases received by OATH Health Hearings for hearing during the reporting period, issued by City agencies.
Source:	OATH Health Hearings.
Indicator name:	OATH Health Hearings hearings conducted
Description:	Total number of hearings conducted by OATH Health Hearings during the reporting period.
Source:	OATH Health Hearings.
Indicator name:	OATH Health Hearings decisions rendered
Description:	Total number of dockets where a decision has been rendered by OATH Health Hearings.
Source:	OATH Health Hearings.
Indicator name:	Summonses received by OATH Vehicle for Hire Hearings
Description:	Total number of summonses for cases received by OATH Vehicle for Hire Hearings for hearing during the reporting period.
Source:	OATH Vehicle for Hire Hearings.
Indicator name:	OATH Vehicle for Hire Hearings hearings conducted
Description:	Total number of hearings conducted by OATH Vehicle for Hire Hearings during the reporting period.
Source:	OATH Vehicle for Hire Hearings.
Indicator name:	OATH Vehicle for Hire Hearings decisions rendered
Description:	Total number of summonses where a decision has been rendered by OATH Vehicle for Hire Hearings.
Source:	OATH Vehicle for Hire Hearings.

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Indicator name: OATH Hearings by Mail (% of total alternative hearings)
Description: The percentage distribution of activity in response to OATH Hearings by Mail that the agency offers. The indicator is the percentage of total alternative hearings that the use of this type of alternative, or remote, hearing represented during the period being reported. Hearings by alternative means are part of OATH's and the City's effort to enable those who receive violations to respond at their convenience and without having to appear for a hearing.
Source: OATH Hearings Division.

Indicator name: OATH One-Click Hearings (% of total alternative hearings)
Description: The percentage distribution of activity in response to OATH One-Click (online) Hearings that the agency offers. The indicator is the percentage of total alternative hearings that the use of this type of alternative, or remote, hearing represented during the period being reported. Hearings by alternative means are part of OATH's and the City's effort to enable those who receive violations to respond at their convenience and without having to appear for a hearing.
Source: OATH Hearings Division.

Indicator name: OATH Hearings by Phone (% of total alternative hearings)
Description: The percentage distribution of activity in response to OATH Hearings by Phone that the agency offers. The indicator is the percentage of total alternative hearings that the use of this type of alternative, or remote, hearing represented during the period being reported. Hearings by alternative means are part of OATH's and the City's effort to enable those who receive violations to respond at their convenience and without having to appear for a hearing.
Source: OATH Hearings Division.

Indicator name: CORE customer experience rating of facilities (0-100)
Description: An average 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors. Fiscal 2016 data for the overall rating represents a change in methodology. For agencies with multiple service centers, inspectors focused on sites that had historically lower scores, specifically sites that received an average overall site score of 85 or lower over the last three years and sites that received a score of 85 or lower in Fiscal 2015. If all agency service centers scored above 85 last year, the service center with the lowest overall score was inspected.
Source: Mayor's Office of Operations.

