

The background of the page is a dark blue color with a large, faint, light blue watermark of the Seal of the City of New York. The seal features an eagle with wings spread, perched atop a shield. The shield is divided into four quadrants, each containing a different symbol: a ship, a plow, a sheaf of wheat, and a bundle of arrows. The shield is flanked by two figures: on the left, a Native American man in traditional dress; on the right, a Native American woman in traditional dress. The shield is surrounded by a laurel wreath. The Latin motto "SIGILLUM CIVITATIS NOVI EBORACI" is inscribed around the perimeter of the seal, and the date "1625" is at the bottom.

Mayor's Management Report

**Preliminary Fiscal 2016
Additional Tables**

**The City of New York
Mayor Bill de Blasio**

Anthony Shorris, First Deputy Mayor

**Mindy Tarlow, Director
Mayor's Office of Operations**

February 2016

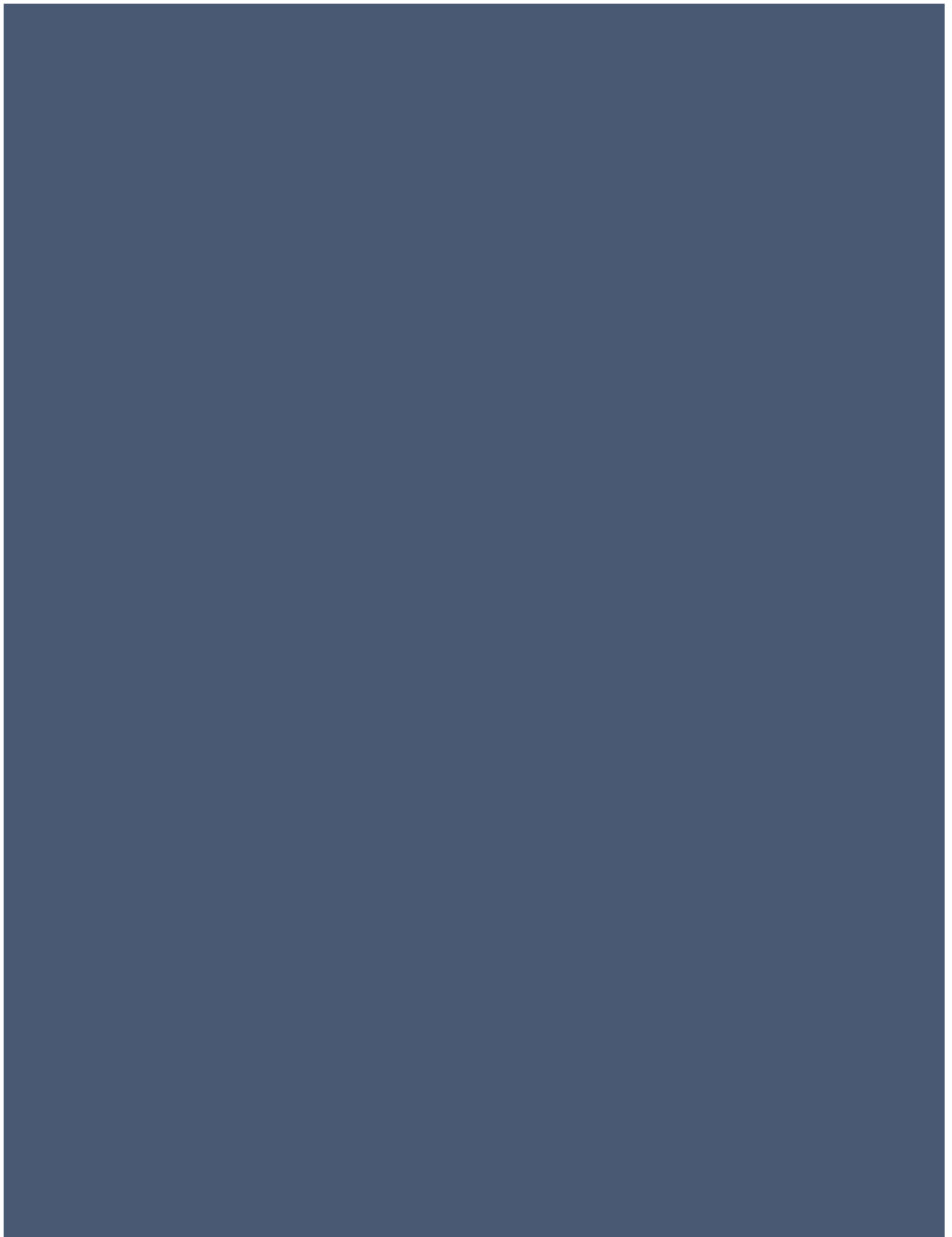




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CUSTOMER SERVICE

Timeliness Indicators

Percent of e-mails responded to in 14 days

Performance Statistics	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Agency							
311	100%	100%	100%	*	*	100%	100%
ACS	96%	93%	90%	*	*	84%	99%
BIC	100%	100%	100%	*	*	100%	100%
CCHR	100%	100%	100%	*	*	100%	100%
CCRB	79%	94%	98%	*	*	95%	100%
DCAS	89%	80%	74%	*	*	80%	73%
DCLA	86%	90%	92%	88%	88%	89%	93%
DCP	81%	87%	90%	85%	85%	88%	70%
DDC	91%	94%	95%	90%	90%	94%	92%
DEP	94%	88%	86%	95%	95%	86%	81%
DFTA	84%	97%	76%	*	*	71%	77%
DHS	67%	81%	69%	*	*	72%	69%
DOB	37%	65%	51%	57%	57%	52%	54%
DOC	100%	100%	100%	*	*	100%	100%
DOE	NA	62%	64%	75%	75%	NA	NA
DOF	85%	86%	83%	85%	85%	83%	78%
DOHMH	42%	68%	58%	75%	75%	45%	70%
DOI	100%	100%	100%	*	*	100%	100%
DOITT	96%	97%	95%	*	*	95%	100%
DOP	100%	100%	100%	*	*	100%	100%
DORIS	100%	100%	100%	*	*	100%	100%
DOT	92%	89%	95%	90%	90%	97%	98%
DPR	45%	38%	52%	60%	60%	42%	48%
DSNY	69%	75%	64%	*	*	64%	71%
DYCD	100%	100%	100%	*	*	100%	100%
FDNY	85%	97%	37%	*	*	69%	50%
HPD	60%	56%	76%	58%	58%	72%	78%
HRA	96%	96%	94%	90%	90%	91%	96%
LAW	100%	100%	100%	*	*	100%	100%
LPC	99%	100%	100%	*	*	100%	99%
NYCEM	95%	95%	97%	*	*	96%	99%
NYCHA	86%	87%	88%	*	*	86%	95%
OATH	100%	100%	100%	*	*	100%	100%
OCME	100%	100%	100%	*	*	100%	100%
SBS	100%	100%	100%	*	*	100%	100%
TLC	75%	93%	99%	80%	80%	100%	98%

NA - means Not Available in this report

* No Target

CUSTOMER SERVICE

Timeliness Indicators (cont.)

Percent of letters responded to in 14 days							
Performance Statistics	Actual			Target		4-Month Actual	
Agency	FY13	FY14	FY15	FY16	FY17	FY15	FY16
ACS	92%	87%	85%	*	*	82%	100%
BIC	100%	100%	100%	*	*	100%	100%
CCHR	100%	100%	100%	*	*	100%	100%
CCRB	70%	73%	84%	*	*	71%	79%
DCAS	77%	54%	50%	*	*	58%	64%
DCLA	87%	100%	100%	90%	90%	100%	100%
DCP	44%	44%	64%	50%	50%	29%	90%
DDC	91%	96%	94%	90%	90%	98%	91%
DEP	97%	97%	99%	95%	95%	98%	99%
DFTA	53%	59%	77%	*	*	85%	89%
DHS	67%	84%	70%	*	*	67%	72%
DOB	54%	49%	69%	57%	57%	55%	17%
DOC	83%	100%	99%	*	*	99%	98%
DOE	NA	79%	75%	85%	85%	NA	NA
DOF	91%	79%	90%	85%	85%	91%	91%
DOHMH	21%	30%	36%	40%	40%	16%	62%
DOI	100%	100%	100%	*	*	100%	100%
DOITT	97%	99%	91%	*	*	86%	100%
DOP	97%	77%	100%	*	*	100%	100%
DORIS	92%	92%	100%	*	*	100%	100%
DOT	84%	90%	95%	90%	90%	97%	97%
DPR	37%	30%	43%	60%	60%	30%	34%
DSNY	52%	65%	58%	*	*	52%	70%
DYCD	100%	100%	100%	*	*	100%	100%
FDNY	66%	95%	92%	*	*	86%	97%
HPD	53%	49%	47%	52%	52%	43%	56%
HRA	78%	87%	81%	90%	90%	87%	92%
LAW	100%	100%	100%	*	*	100%	100%
LPC	88%	94%	85%	*	*	87%	74%
NYCEM	99%	100%	100%	*	*	100%	100%
NYCHA	74%	80%	79%	*	*	81%	87%
OATH	100%	100%	100%	*	*	100%	100%
OCME	98%	100%	100%	*	*	100%	100%
SBS	100%	100%	100%	*	*	100%	100%
TLC	94%	92%	99%	90%	90%	100%	98%

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* No Target

CUSTOMER SERVICE

Timeliness Indicators (cont.)

Average customer in-person wait time (minutes)

Performance Statistics	Actual			Target		4-Month Actual	
Agency	FY13	FY14	FY15	FY16	FY17	FY15	FY16
BIC	3	2	4	*	*	NA	NA
CCHR	10	10	10	*	*	10	12
DCA	12	16	13	17	17	NA	NA
DCAS	1	1	1	*	*	NA	NA
DEP	7	7	6	5	5	NA	NA
DHS	NA	24	15	*	*	NA	NA
DOF	7	17	9	12	12	13	4
DOHMH	11	9	8	10	10	NA	NA
DOI	3	3	3	*	*	NA	NA
DOT	NA	NA	3	*	*	NA	NA
FDNY	12	13	11	*	*	NA	NA
HPD	30	43	36	29	29	NA	NA
HRA	48	40	42	60	60	46	37
NYCHA	16	19	15	*	*	21	15

Percent of calls answered in 30 seconds

Performance Statistics	Actual			Target		4-Month Actual	
Agency	FY13	FY14	FY15	FY16	FY17	FY15	FY16
311	81%	83%	84%	80%	80%	91%	90%
DEP	69%	79%	68%	76%	76%	83%	70%
DOHMH	69%	85%	82%	80%	85%	83%	81%
DOT	45%	73%	60%	70%	70%	54%	52%
DYCD	54%	94%	47%	*	*	97%	51%
HRA	64%	70%	66%	80%	80%	59%	79%
NYCHA	65%	68%	72%	*	*	70%	57%
NYPD	99%	99%	99%	*	*	99%	99%

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CUSTOMER SERVICE

CORE (Customer Observing and Reporting Experience) Ratings

Agency	Performance Statistics	Actual			Target		4-Month Actual	
		FY13	FY14	FY15	FY16	FY17	FY15	FY16
BIC	Overall Facility Rating	95	93	93	*	*	NA	NA
CCHR	Overall Facility Rating	94	97	98	*	*	NA	NA
CCRB	Overall Facility Rating	81	100	98	*	*	NA	NA
DCA	Overall Facility Rating	86	94	95	83	83	NA	NA
DCAS	Overall Facility Rating	90	96	94	89	90	NA	NA
DCP	Overall Facility Rating	88	89	92	80	80	NA	NA
DEP	Overall Facility Rating	91	95	95	90	90	NA	NA
DFTA	Overall Facility Rating	95	100	100	*	*	NA	NA
DHS	Overall Facility Rating	91	89	95	*	*	NA	NA
DOB	Overall Facility Rating	83	91	90	85	85	NA	NA
DOE	Overall Facility Rating	92	97	94	88	88	NA	NA
DOF	Overall Facility Rating	86	92	93	90	90	NA	NA
DOHMH	Overall Facility Rating	90	92	92	85	85	NA	NA
DOI	Overall Facility Rating	93	93	98	*	*	NA	NA
DORIS	Overall Facility Rating	93	93	91	*	*	NA	NA
DOT	Overall Facility Rating	92	97	95	90	90	NA	NA
DPR	Overall Facility Rating	89	91	93	85	85	NA	NA
FDNY	Overall Facility Rating	96	99	91	*	*	NA	NA
HPD	Overall Facility Rating	87	89	90	85	85	NA	NA
HRA	Overall Facility Rating	83	90	90	80	80	NA	NA
NYCHA	Overall Facility Rating	83	94	93	*	*	NA	NA
NYPD	Overall Facility Rating	86	90	88	*	*	NA	NA
OATH	Overall Facility Rating	90	97	94	*	*	NA	NA
SBS	Overall Facility Rating	93	95	95	*	*	NA	NA
TLC	Overall Facility Rating	84	87	88	80	80	NA	NA

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CUSTOMER SERVICE

311 Customer Service Center Inquiries by Agency

	Total Jul-Oct FY15	% of Inquiries Jul-Oct FY15	Rank in # of Calls in Jul-Oct FY15	Total Jul-Oct FY16	% of Inquiries Jul-Oct FY16	Rank in # of Calls in Jul-Oct FY16
Top Inquiries						
ACS						
Child Care Financial Assistance - Eligibility Information and Application By Mail	3,502	14%	1	3,134	13%	1
Child Care Financial Assistance - Voucher Information	1,642	7%	6	2,751	11%	2
Child Care Financial Assistance - Eligibility and Application Online	2,162	9%	4	2,059	8%	3
Child Care Financial Assistance - Status of a Submitted Application	1,678	7%	5	1,940	8%	4
Child Care Financial Assistance - Eligibility and Application In Person or By Phone	2,165	9%	3	1,926	8%	5
BIC						
Commercial Waste and Private Carters Information	363	58%	1	401	62%	1
Sanitation Complaint - Private Carter	226	36%	2	225	35%	2
Trade Waste License Registration	39	6%	3	25	4%	3
BOE						
Election and Voting Information	1,020	34%	2	1,191	45%	1
Find a Poll Site	1,047	35%	1	731	28%	2
Become a Poll Worker	257	9%	3	199	8%	3
Poll Site Complaint	46	2%	7	192	7%	4
Check Voter Registration Status	201	7%	4	135	5%	5
BPL						
Find a Library - Brooklyn	717	79%	1	742	79%	1
Elementary School Student After School Program - Drop-In	80	9%	2	79	8%	2
General Information - Brooklyn Public Library	70	8%	3	72	8%	3
Library Complaint - Brooklyn	25	3%	4	38	4%	4
Middle School Student After School Program - Drop-In	5	1%	5	5	1%	5
CCHR						
Discrimination Complaint	2,694	95%	1	3,256	86%	1
Disability Access Inadequate	NA	NA	NA	362	10%	2
Human Rights Education and Community Outreach	78	3%	2	95	3%	3
Human Rights Commission Publications	73	3%	3	85	2%	
CCRB						
Police Officer Misconduct	3,395	99%	1	3,004	98%	1
Civilian Complaint Mediation	35	1%	2	53	2%	2
CUNY						
Find a CUNY College	787	45%	1	776	44%	1
Free GED Bridge Classes - LaGuardia Community College	212	12%	2	197	11%	2
CUNY Admissions Services	176	10%	3	186	10%	3
NYC College Line	96	5%	4	101	6%	4
CUNY Citizenship Now	74	4%	5	96	5%	5

CUSTOMER SERVICE

311 Customer Service Center Inquiries by Agency (cont.)

Top Inquiries	Total Jul-Oct FY15	% of Inquiries Jul-Oct FY15	Rank in # of Calls in Jul-Oct FY15	Total Jul-Oct FY16	% of Inquiries Jul-Oct FY16	Rank in # of Calls in Jul-Oct FY16
DCA						
Retail Store Complaint	1,610	4%	4	1,715	5%	1
Investigate a Business Licensed by DCA	2,225	6%	2	1,691	5%	2
Financial Empowerment Center	2,199	5%	3	1,620	5%	3
Restaurant Permit - Renew or Status	1,490	4%	5	1,565	5%	4
NYC Online Licensing Service - Technical Assistance	958	2%	7	1,115	3%	5
DCAS						
Civil Service Exam Information	15,423	83%	1	8,722	74%	1
NYC Jobs	1,001	5%	2	961	8%	2
City Employment Verification	491	3%	3	478	4%	3
The Green Book	178	1%	5	301	3%	4
Sale of City-Owned Real Estate and Sales Auctions	249	1%	4	233	2%	5
DCLA						
Find a Zoo or Aquarium	491	48%	1	507	47%	1
Find a Museum	289	28%	2	331	31%	2
Find a Botanical Garden	88	9%	3	121	11%	3
Grants for Cultural Programs	71	7%	4	39	4%	4
Find a Performing Arts Venue	21	2%	6	21	2%	5
DCP						
Locate an Elected Official	7,522	87%	1	6,800	86%	1
Zoning Information Desk	1,022	12%	2	993	13%	2
Waterfront - Flood Zone Information	38	0%	4	65	1%	3
Purchase City Planning Maps and Books	43	0%	3	30	0%	4
City Planning - Hearings and Publications	20	0%	5	13	0%	5
DDC						
DDC Project Inquiries and Complaints	163	71%	1	255	86%	1
General Inquiries for the Department of Design and Construction	58	25%	2	35	12%	2
Bidding on DDC Projects	8	3%	3	4	1%	3
Construction Vendor Prequalification List	1	0%	4	2	1%	4
DEP						
Fire Hydrant Running Full	7,982	9%	2	8,518	11%	1
Noise from Construction After Hours	10,657	12%	1	7,594	10%	2
Fire Hydrant Running	4,446	5%	5	5,092	7%	3
Water and Sewer Bill Information	4,650	5%	4	4,534	6%	4
Sewer Backup Complaint - Priority	5,543	6%	3	4,125	5%	5

CUSTOMER SERVICE

311 Customer Service Center Inquiries by Agency (cont.)

	Total Jul-Oct FY15	% of Inquiries Jul-Oct FY15	Rank in # of Calls in Jul-Oct FY15	Total Jul-Oct FY16	% of Inquiries Jul-Oct FY16	Rank in # of Calls in Jul-Oct FY16
Top Inquiries						
DFTA						
Housing Options - Senior - Low-Income	2,967	16%	1	3,067	17%	1
Lawyer Referral for Seniors	1,872	10%	2	2,082	12%	2
Find a Senior Center	1,268	7%	3	1,206	7%	3
Health Insurance for Seniors - Medicare and HIICAP-SHIP Program	950	5%	6	1,200	7%	4
Housing Options - Senior - Frail, Disabled, or with Alzheimers or Dementia	1,098	6%	5	1,121	6%	5
DHS						
Homelessness Prevention through HomeBase	8,460	30%	1	5,841	21%	1
Homeless Shelter Intake for Single Adults	5,550	20%	2	4,920	17%	2
Homeless Person Outreach Assistance	2,873	10%	5	4,904	17%	3
Homeless Shelter Complaint - Shelter Client	3,024	11%	4	4,586	16%	4
Homeless Shelter Intake for Families with Children	4,103	14%	3	3,572	13%	5
DOB						
Schedule a Plan Examiner Appointment	36,999	35%	1	35,753	37%	1
Illegal Conversion of Residential Space	8,957	8%	2	7,078	7%	2
Building Construction Without Permit	7,064	7%	3	6,858	7%	3
Elevator or Escalator Defective or Without Permit	5,274	5%	5	4,800	5%	4
Building Unstable - Priority	2,296	2%	6	1,976	2%	5
DOC						
Inmate Location and Information	9,442	37%	2	8,053	37%	1
Property Pickup for Former Rikers Island Inmates	9,547	37%	1	5,638	26%	2
Jail System Complaint	1,635	6%	4	3,155	15%	3
Inmate Visit Schedule	1,890	7%	3	1,630	8%	4
Department of Correction Facilities	NA	NA	NA	673	3%	5
DOE						
Public School Calendar	9,232	16%	1	12,598	21%	1
Find a School	7,457	13%	2	6,461	11%	2
Pre-Kindergarten (UPK) General Information	4,764	8%	3	2,872	5%	3
Find a School Zone	2,659	5%	5	2,313	4%	4
Student Record Request - Former Student	1,666	3%	10	2,103	4%	5

CUSTOMER SERVICE

311 Customer Service Center Inquiries by Agency (cont.)

	Total Jul-Oct FY15	% of Inquiries Jul-Oct FY15	Rank in # of Calls in Jul-Oct FY15	Total Jul-Oct FY16	% of Inquiries Jul-Oct FY16	Rank in # of Calls in Jul-Oct FY16
Top Inquiries						
DOF						
Parking Ticket Lookup - Ticket or Plate Number Known	78,299	22%	1	70,654	22%	1
Find a Towed Vehicle - Plate Number Known	28,028	8%	3	30,889	10%	2
Property Tax Account Assistance and Bill Information	28,587	8%	2	26,353	8%	3
Find a Towed Vehicle - Plate Number Unknown - NYPD	11,232	3%	6	13,280	4%	4
Parking Ticket Payment Problem or Penalty Adjustment	16,764	5%	4	12,665	4%	5
DOHMH						
Birth Certificate from 1910 to Present	16,285	13%	1	16,849	12%	1
Rodent Complaint - Other Location	8,348	7%	2	8,743	6%	2
Animal - Injured or Sick - Stray Dog or Cat	3,056	2%	5	6,046	4%	3
Animal - Injured or Sick - Large Wildlife, Large or Unusual Bird, or Endangered Species	949	1%	34	4,555	3%	4
LifeNet	3,652	3%	3	4,100	3%	5
DOI						
Contact or Locate a City Marshal	500	44%	1	533	44%	1
City Worker or Contractor Corruption or Misconduct	481	42%	2	518	43%	2
City Marshal Complaint	75	7%	4	88	7%	3
Fingerprinting - Center-Based Day Care or Pre-School	85	7%	3	65	5%	4
Become a City Marshal	3	0%	5	10	1%	5
DOITT						
Cable Television Complaint - Service	306	18%	3	428	30%	1
Cable Television Complaint - General	325	19%	2	292	21%	2
Verizon City-Wide Cable TV Franchise	217	13%	4	218	15%	3
Pay Phone Complaint - Street	211	12%	5	209	15%	4
NYC Radio and Television - Information and Complaint	130	8%	6	129	9%	5
DOP						
Adult Probation Supervision - Brooklyn	86	27%	1	71	24%	1
Adult Probation Supervision - Manhattan	71	22%	2	70	23%	2
Adult Probation Supervision - Bronx	51	16%	4	56	19%	3
Adult Probation Supervision - Queens	62	19%	3	46	15%	4
Probation Warrant Enforcement	14	4%	6	16	5%	5
DORIS						
Death Certificate Before 1949	344	27%	1	304	28%	1
Birth Certificate Before 1910	227	18%	2	237	22%	2
Marriage Record Before 1930	207	16%	3	151	14%	3
Status of Request for Death Certificate from Before 1949	121	10%	4	93	9%	4
Genealogy Research	94	7%	5	75	7%	5

CUSTOMER SERVICE

311 Customer Service Center Inquiries by Agency (cont.)

Top Inquiries	Total Jul-Oct FY15	% of Inquiries Jul-Oct FY15	Rank in # of Calls in Jul-Oct FY15	Total Jul-Oct FY16	% of Inquiries Jul-Oct FY16	Rank in # of Calls in Jul-Oct FY16
DOT						
Alternate Side Parking or Street Cleaning Information	13,801	12%	1	14,202	12%	1
Streetlight Condition	11,327	10%	3	13,447	12%	2
Muni-Meter Defective or Damaged	13,471	12%	2	8,497	7%	3
Traffic or Pedestrian Signal Condition	6,842	6%	4	6,701	6%	4
Pothole on Street	5,585	5%	5	6,501	6%	5
DPR						
Removal of Large Branch or Entire Tree - City Tree or Property	8,627	13%	2	8,040	12%	1
Wood Disposal, Chipping, and Pickup - Brooklyn and Queens	6,733	10%	1	5,524	8%	2
Find a Park	5,263	8%	3	5,019	8%	3
Standing Dead Tree Removal - City Tree	4,198	6%	6	4,279	7%	4
Park Maintenance Complaint	3,578	5%	5	4,220	6%	5
DSNY						
Bulk Item Disposal Information	19,345	12%	1	23,445	12%	1
CFC and Freon Removal - Appointment	11,949	7%	4	18,083	9%	2
Recycling and Trash Collection Schedules	14,839	9%	3	16,010	8%	3
Missed Garbage Collection	17,615	11%	2	14,651	8%	4
Electronic Recycling	985	1%	36	14,377	7%	5
DYCD						
Literacy and GED or TASC Instruction for Non-English Speakers	639	13%	1	713	12%	1
Literacy and GED or TASC Instruction for Adults	628	12%	2	645	11%	2
Summer Jobs for Youth - General	466	9%	4	592	10%	3
Immigration Assistance from Community-Based Organizations	562	11%	3	552	9%	4
Cooling Tower Inspections for Building Owners and Managers	NA	NA	NA	517	8%	5
FDNY						
Fire Hazard Complaint	2,246	17%	1	1,920	15%	1
Ambulance Patient Locator	1,418	11%	2	1,607	12%	2
Locate a Firehouse - Brooklyn	831	6%	3	901	7%	3
Fire Hydrant Recreational Use	354	3%	15	696	5%	4
Locate a Firehouse - Manhattan	698	5%	5	694	5%	5
HHC						
Find a Public Hospital	9,103	67%	1	8,264	68%	1
Adult Immunization Clinic	1,036	8%	2	680	6%	2
Health Department Low to No-Cost Confidential Clinics	NA	NA	NA	497	4%	3
Become a Nurse	266	2%	7	308	3%	4
Find a Child Health Clinic	469	3%	3	287	2%	5

CUSTOMER SERVICE

311 Customer Service Center Inquiries by Agency (cont.)

	Total Jul-Oct FY15	% of Inquiries Jul-Oct FY15	Rank in # of Calls in Jul-Oct FY15	Total Jul-Oct FY16	% of Inquiries Jul-Oct FY16	Rank in # of Calls in Jul-Oct FY16
Top Inquiries						
HPD						
Apartment Maintenance Complaint	43,734	31%	1	45,038	30%	1
Heat or Hot Water Complaint in Entire Residential Building	12,408	9%	2	15,981	11%	2
Heat or Hot Water Complaint in Apartment	9,889	7%	4	11,819	8%	3
Residential Public Area Maintenance Complaint	10,446	8%	3	10,374	7%	4
Bed Bug Complaint - Apartment, Hotel or Single Room Occupancy	7,954	6%	4	7,095	5%	5
HRA						
IDNYC - Make an Appointment	NA	NA	NA	64,845	29%	1
Documents Required to Apply for IDNYC	NA	NA	NA	31,691	14%	2
IDNYC Complaints, Status, and Inquiries	NA	NA	NA	17,611	8%	3
Food Stamp Assistance	10,655	15%	1	13,535	6%	4
IDNYC - Change or Look Up Appointment	NA	NA	NA	11,161	5%	5
LAW						
Laws of the City of New York	437	100%	1	408	100%	1
LPC						
Landmark Building Alteration Permit	83	38%	2	85	46%	1
Landmark and Historic District Information	97	44%	1	73	40%	2
Landmark Status Application	23	11%	3	13	7%	3
Landmark Building Painting Complaint	8	4%	4	8	4%	4
Landmark Restoration Grant Application	7	3%	5	5	3%	5
NYCEM						
NYCEM - Cooling Center Locations	89	6%	5	1,060	37%	1
NYCEM - Know Your Zone - Hurricane Evacuation Lookup	267	19%	1	908	31%	2
NYCEM - Ready New York Guide	241	17%	2	203	7%	3
NYCEM - Notify NYC - Telephone Registration	55	4%	7	148	5%	4
NYCEM - Ready New York Guide - Hurricanes	175	12%	3	118	4%	5
NYCHA						
Public Housing Maintenance	5,817	30%	1	6,976	32%	1
Heat Complaint in NYCHA Building	945	5%	8	2,272	10%	2
Public Housing Application Information and Assistance	2,164	11%	2	1,936	9%	3
Public Housing Assistance Status - All Boroughs	1,866	10%	3	1,728	8%	4
Water Complaint - NYCHA	1,002	5%	7	1,468	7%	5
NYPD						
Noise from Neighbor	42,312	14%	1	40,848	13%	1
Vehicle Blocking Driveway Complaint	25,922	9%	3	31,328	10%	2
Find a Police Precinct or PSA by Location	29,463	10%	2	28,479	9%	3
Illegal Parking Complaint	19,455	6%	4	23,756	8%	4
Find a Police Precinct or PSA by Name	18,443	6%	5	17,805	6%	5

CUSTOMER SERVICE

311 Customer Service Center Inquiries by Agency (cont.)

	Total Jul-Oct FY15	% of Inquiries Jul-Oct FY15	Rank in # of Calls in Jul-Oct FY15	Total Jul-Oct FY16	% of Inquiries Jul-Oct FY16	Rank in # of Calls in Jul-Oct FY16
Top Inquiries						
NYPL						
Find a Library - Bronx, Manhattan, Staten Island	922	87%	1	1,122	90%	1
General Information - New York Public Library	72	7%	2	77	6%	2
Library Complaint - Bronx - Manhattan - Staten Island	58	5%	3	43	3%	3
Find a Library - Brooklyn	4	0%	4	4	0%	4
Find a Library - Queens	1	0%	5	3	0%	5
OATH						
ECB Violation - Information	3,392	41%	1	3,700	45%	1
ECB Violation - Request Status or Copy	1,193	14%	2	938	11%	2
ECB Violations - DOB Issued	789	10%	3	804	10%	3
ECB Violation - Online Ticket Finder	737	9%	4	697	9%	4
ECB Borough Office Locations	431	5%	5	432	5%	5
OCME						
Death Inquiries	380	60%	1	342	57%	1
Proof of Death	115	18%	2	99	17%	2
Autopsy Report	81	13%	3	91	15%	3
Cremation Inquiries	23	4%	5	38	6%	4
Reflection Room at the World Trade Center Memorial	32	5%	4	27	5%	5
QPL						
Find a Library - Queens	350	71%	1	417	70%	1
Elementary School Student After School Program - Drop-In	66	13%	2	60	10%	2
Free Mobile Hotspot Lending	NA	NA	NA	45	8%	3
Library Complaint - Queens	26	5%	4	39	7%	4
General Information - Queens Public Library	43	9%	3	29	5%	5
SBS						
Help Starting a Small Business	963	22%	1	1,081	28%	1
Find a Workforce1 Career Center	924	21%	2	944	24%	2
Job Seeker Assistance - Employment Programs	487	11%	3	427	11%	3
Get a Professional License	204	5%	6	206	5%	4
NYC Business Express Website - General Information	389	9%	4	184	5%	5
SCA						
School Construction Complaint	320	89%	1	222	84%	1
School Construction Information	38	11%	2	41	16%	2
TLC						
Lost Property in a Taxi - Medallion Number Known	6,363	20%	2	7,356	21%	1
Lost Property in a Taxi - Medallion Number Unknown	6,364	20%	1	5,909	17%	2
Lost Property in a Taxi - Medallion Number Not Found by 311	1,813	6%	3	2,512	7%	3
Taxi Complaint - Pick-Up Refused	1,045	3%	8	2,055	6%	4
Taxi Inquiry or Complaint from Taxi Driver or Taxi Licensee	1,438	5%	4	1,790	5%	5

"NA" - means Not Available in this report

CUSTOMER SERVICE

Requests for Interpretation

Performance Statistics	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Agency							
311	421,839	392,759	531,194	*	*	132,791	191,959
ACS	66,577	63,351	79,347	*	*	23,481	25,705
BIC	109	56	26	*	*	NA	NA
CCHR	1,515	1,097	1,126	*	*	500	430
CCRB	525	613	591	*	*	NA	NA
DCA	1,611	2,536	3,377	*	*	NA	NA
DCP	4	1	2	*	*	NA	NA
DEP	11,023	13,870	12,976	*	*	NA	NA
DFTA	485	523	428	*	*	161	196
DHS	4,087	4,195	5,787	*	*	1,484	1,795
DOB	36	17	66	*	*	NA	NA
DOE	20,265	32,267	49,922	*	*	NA	NA
DOF	3,254	4,353	4,466	*	*	1,498	1,636
DOHMH	10,664	11,102	12,950	*	*	NA	NA
DOI	38	17	24	*	*	NA	NA
DOP	16,505	16,520	15,859	*	*	NA	NA
DOT	655	798	1261	*	*	NA	NA
DPR	45	60	81	*	*	NA	NA
DSNY	0	8	17	*	*	NA	NA
DYCD	1,708	1,515	1,986	*	*	578	899
FDNY	2,891	3,721	4,501	*	*	NA	NA
HPD	1,611	1,053	1,526	*	*	NA	NA
HRA	1,016,101	1,116,886	909,712	*	*	356,320	308,512
LAW	705	860	762	*	*	NA	NA
NYCHA	150,619	154,339	187,871	*	*	49,644	50,405
NYPD	264,803	263,035	273,575	*	*	131,535	96,263
OATH	8,734	9,240	9,419	*	*	3,509	3,231
OCME	164	188	304	*	*	75	164
SBS	NA	NA	2,351	*	*	NA	NA
TLC	7,990	5,721	5,336	*	*	NA	NA

"NA" - means Not Available in this report

* No Target

PAID ABSENCE RATES

FIRST FOUR MONTHS OF FISCAL YEAR

WORKFORCE OR AGENCY	FY 2016 TOTAL SICK LEAVE	FY 2016 LODI/ WC	FY 2016 TOTAL ABSENCE	FY 2015 TOTAL ABSENCE	FY 2016 EQUIV. ABSENCE DAYS/YEAR
UNIFORMED WORKFORCES					
DOC (U)	4.68%	1.15%	5.83%	4.95%	14.5
FDNY (U)	2.36%	4.92%	7.29%	6.58%	18.1
NYPD (U)	1.74%	1.04%	2.78%	3.14%	6.9
DSNY (U)	4.39%	1.66%	6.05%	5.26%	15.0
Uniformed Subtotal	2.59%	1.80%	4.40%	4.25%	10.9
LARGER CIVILIAN WORKFORCES					
NYPD (C)	2.88%	0.16%	3.04%	2.98%	7.5
FDNY (C)	3.51%	1.64%	5.15%	5.38%	12.8
ACS	3.59%	0.67%	4.26%	4.04%	10.5
HRA	3.45%	0.17%	3.61%	3.83%	8.9
DHS	3.29%	0.52%	3.82%	3.54%	9.5
HPD	3.49%	0.27%	3.76%	3.74%	9.3
DOHMH	2.99%	0.06%	3.05%	3.21%	7.6
DEP	3.11%	0.33%	3.44%	3.54%	8.5
DSNY (C)	3.66%	0.43%	4.08%	3.59%	10.1
DOF	3.57%	0.24%	3.81%	3.66%	9.5
DOT	3.51%	0.74%	4.25%	4.21%	10.5
DPR	1.80%	0.29%	2.09%	2.13%	5.2
LAW	3.06%	0.04%	3.10%	2.96%	7.7
DCAS	3.08%	0.07%	3.16%	3.26%	7.8
DDC	3.39%	0.03%	3.43%	3.40%	8.5
DOC (C)	3.43%	0.25%	3.68%	3.80%	9.0
DOP	4.52%	0.16%	4.68%	4.36%	11.6
DOB	3.23%	0.05%	3.29%	3.28%	8.1
DOITT	3.06%	0.03%	3.09%	3.09%	7.7
Subtotal	3.12%	0.36%	3.47%	3.49%	8.6
SMALLER CIVILIAN WORKFORCES					
NYCEM	2.38%	0.00%	2.38%	2.40%	5.9
DCP	3.27%	0.00%	3.27%	3.21%	8.1
DOI	2.59%	0.00%	2.59%	2.64%	6.4
DFTA	3.62%	0.00%	3.62%	3.63%	9.0
DCLA	4.06%	0.00%	4.06%	3.94%	10.1
OATH	2.29%	0.01%	2.29%	2.32%	5.7
LPC	2.35%	0.27%	2.62%	2.48%	6.5
BOE	3.41%	0.01%	3.42%	3.44%	8.4
CCRB	2.87%	0.00%	2.87%	2.88%	7.1
TLC	3.20%	1.08%	4.27%	4.15%	10.6
CCHR	3.75%	0.02%	3.77%	3.72%	9.4
DYCD	2.55%	0.00%	2.55%	2.64%	6.3
SBS	2.78%	0.00%	2.79%	2.83%	6.9
DOR	5.00%	0.00%	5.00%	4.88%	12.4
DCA	2.84%	0.00%	2.84%	2.99%	7.1
BIC	2.42%	0.00%	2.42%	2.68%	6.0
Subtotal	3.04%	0.15%	3.19%	3.21%	7.9
Uniformed	2.59%	1.80%	4.40%	4.25%	10.9
Civilian	3.11%	0.35%	3.46%	3.47%	8.6
TOTAL	2.89%	0.98%	3.87%	3.81%	9.6
CITYWIDE	2.89%	0.20%	3.08%	3.12%	7.6

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

VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY14 Annual Actual	FY15 Annual Actual	FY16 Annual Target	FY17 Annual Target	FY15 4-Month Actual	FY16 4-Month Actual
CITYWIDE FLEET SIZE	27,300	27,844	27,700	28,500	27,461	28,471
- Light Duty	11,595	11,734	11,600	11,700	11,516	11,646
- Medium Duty	5,014	4,757	4,900	4,900	4,840	4,859
- Heavy Duty	7,022	7,203	7,100	7,600	7,075	7,591
- Other Vehicles	3,669	4,150	4,100	4,300	4,030	4,375
Fleet vehicle in-service rate (%)	90%	90%	90%	90%	90%	90%
Daily fleet in-service targets achieved (%)	89%	93%	90%	88%	87%	86%
Agency vehicle in-service rates (%)						
- Department of Citywide Administrative Services	98%	98%	94%	94%	98%	98%
- Department of Environmental Protection	90%	91%	90%	90%	91%	91%
- Department of Health and Mental Hygiene	97%	97%	94%	94%	96%	98%
- Department of Transportation	88%	91%	85%	85%	90%	90%
- Department of Sanitation	82%	83%	78%	78%	82%	82%
- Department of Parks and Recreation	96%	96%	90%	90%	96%	96%
- Police Department	92%	93%	90%	90%	93%	94%
- Fire Department	80%	81%	80%	80%	78%	83%
- Department of Correction	94%	93%	92%	92%	93%	90%
- Department of Education	98%	98%	94%	94%	97%	98%
Purchased vehicles compliant with Local Law 38 (%)	99%	98%	95%	95%	100%	99%
Alternative fuel vehicles	15,037	15,491	16,000	17,000	15,341	16,522
Alternative fuel vehicles in City fleet (%)	56%	57%	60%	62%	57%	60%
Vehicle fuel used (gallons)	29,625,498	29,212,219	29,000,000	28,500,000	9,643,796	9,613,867
- Biodiesel fuel used (gallons)	14,077,352	15,595,726	15,500,000	15,500,000	4,663,599	4,775,833
Electric chargers installed	52	48	40	40	30	21
Vehicles purchased	3,173	3,131	3,000	3,000	1,218	1,586
Average age of fleet (months)	74	75	72	72	76	74
Collisions in City vehicles ¹	5,886	5,726	*	*	1,739	1,645
Preventable collisions in City vehicles	2,925	2,873	*	*	964	815
Revenue from recoverable affirmative claims	\$2,289,291	\$1,937,675	*	*	\$549,391	\$714,865
Employees trained in defensive driving	2,357	14,545	11,000	8,000	5,781	2,760

VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY14 Annual Actual	FY15 Annual Actual	FY16 Annual Target	FY17 Annual Target	FY15 4-Month Actual	FY16 4-Month Actual
Fleet repair expenditures (\$000,000)	\$218.0	\$230.8	*	*	\$68.0	\$72.0
Fleet fuel expenditures (\$000,000)	\$93.9	\$68.7	*	*	\$28.2	\$17.4
Fleet acquisition expenditures (capital) (\$000,000)	\$200.5	\$206.8	\$200.0	\$220.0	\$111.8	\$21.1
Fleet acquisition expenditures (expense) (\$000,000)	\$69.8	\$69.0	\$60.0	\$70.0	\$29.0	\$63.1
Automotive repair personnel	1,277	1,316	1,320	1,320	1,322	1,316
Fleet support personnel	354	364	360	360	361	356
AGENCY FLEET SIZES						
- Department of Citywide Administrative Services	2,155	2,292	*	*	2,196	2,180
- Light Duty	1,646	1,784	*	*	1,696	1,672
- Medium Duty	310	293	*	*	291	290
- Heavy Duty	71	75	*	*	72	77
- Other Vehicles	128	140	*	*	137	141
- Department of Environmental Protection	2,019	1,999	*	*	2,007	2,115
- Light Duty	755	704	*	*	730	752
- Medium Duty	439	489	*	*	436	489
- Heavy Duty	456	403	*	*	443	426
- Other Vehicles	369	403	*	*	398	448
- Department of Health and Mental Hygiene	280	274	*	*	263	287
- Light Duty	200	198	*	*	198	205
- Medium Duty	72	68	*	*	57	74
- Heavy Duty	6	6	*	*	6	6
- Other Vehicles	2	2	*	*	2	2
- Department of Transportation	2,787	2,766	*	*	2,765	2,936
- Light Duty	762	703	*	*	719	765
- Medium Duty	500	462	*	*	474	475
- Heavy Duty	904	892	*	*	895	919
- Other Vehicles	621	709	*	*	677	777
- Department of Sanitation	5,810	5,857	*	*	5,738	6,155
- Light Duty	999	983	*	*	951	976
- Medium Duty	312	307	*	*	283	314
- Heavy Duty	4,015	4,011	*	*	4,018	4,211
- Other Vehicles	484	556	*	*	486	654

VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY14 Annual Actual	FY15 Annual Actual	FY16 Annual Target	FY17 Annual Target	FY15 4-Month Actual	FY16 4-Month Actual
- Department of Parks and Recreation	2,954	2,923	*	*	2,976	2,910
- Light Duty	572	564	*	*	579	592
- Medium Duty	913	903	*	*	902	888
- Heavy Duty	388	360	*	*	372	356
- Other Vehicles	1,081	1,096	*	*	1,123	1,074
- Police Department	8,323	8,882	*	*	8,599	8,826
- Light Duty	5,945	6,117	*	*	5,958	5,974
- Medium Duty	1,236	1,324	*	*	1,262	1,336
- Heavy Duty	309	355	*	*	326	406
- Other Vehicles	833	1,086	*	*	1,053	1,110
- Fire Department	2,143	2,097	*	*	2,142	2,287
- Light Duty	363	354	*	*	350	365
- Medium Duty	1,012	687	*	*	905	764
- Heavy Duty	639	909	*	*	744	1,000
- Other Vehicles	129	147	*	*	143	158
- Department of Correction	493	453	*	*	467	461
- Light Duty	157	149	*	*	152	160
- Medium Duty	129	123	*	*	127	122
- Heavy Duty	185	170	*	*	177	168
- Other Vehicles	22	11	*	*	11	11
- Department of Education	336	301	*	*	308	314
- Light Duty	196	178	*	*	183	185
- Medium Duty	118	101	*	*	103	107
- Heavy Duty	22	22	*	*	22	22
- Other Vehicles	0	0	*	*	0	0

¹Collisions in City vehicles do not include NYPD collisions.

*No Target

VEHICLE FLEETS AND MAINTENANCE

DEFINITIONS

- Alternative fuel vehicles in City fleet (%): The percentage of City vehicles that are using alternative fuel.
- Alternative fuel vehicles: The total number of City vehicles that are using alternative fuel.
- Automotive repair personnel: The number of City personnel assigned to repair and maintain City fleet for the year.
- Average age of fleet (months): The average number of months from the date a vehicle is put in service to the end of the reporting period (i.e., the MMR/PMR reporting period).
- City Managed Fleet: The total number of city funded and non-city funded vehicles in the city managed fleet.
- Citywide fleet size: The total number of vehicles in the city managed fleet and the subtotals by vehicle size/type.
- Collisions in City vehicles: The number of collisions in the year as reported by City agencies.
- Daily fleet in-service targets achieved (%): The percentage of days the target for vehicle in-service rate was met.
- Electric chargers installed: The number of chargers installed for the City hybrid-electric powered vehicles.
- Employees trained in defensive driving: The number of City employees trained in defensive driving centrally.
- Fleet acquisition expenditures (capital) (\$000,000): The amount of capital funds spent on City fleet during the year.
- Fleet acquisition expenditures (expense) (\$000,000): The amount of expense funds spent on fuel for City fleet during the year.
- Fleet fuel expenditures (\$000,000): The amount spent on fuel for City fleet during the year.
- Fleet repair expenditures (\$000,000): The amount spent on repair and maintenance of City fleet during the year.
- Fleet support personnel: The number of City personnel assigned to administer and support City fleet operations for the year.
- Percentage of alternative fuel vehicles in City Fleet: The percentage of vehicles in the city managed fleet that is using alternative fuel. This calculation does not include vehicles in the "Other" subgroup.
- Preventable collisions in City vehicles - A collision in which the driver, by his/her own admission or in the judgment of an Agency Accident Review Committee, did not take all reasonable avoidance actions, including attention to road conditions and improper actions of other drivers. "Preventability" is not limited to the violation of traffic laws and is distinguished from "chargeability" as determined by the law.
- Purchased vehicles compliant with Local Law 38 (%): The percentage of light and medium-duty vehicles purchased for the City through DCAS during the period that are certified with the highest ratings defined by California Low-Emission Vehicle (LEV) II standards. The four highest ratings are zero emission vehicles (ZEV), transitional zero emission vehicles (TZEV), advanced technology partial zero emission vehicles (ATPZEV), and partial zero emission vehicles (PZEV). Pursuant to Local Law 38 of 2005, each light and medium-duty vehicle that the City purchases should have the best certified emission rating within its vehicle category while meeting the requirements for the City's intended use. According to the law, some exceptions apply based on cost and other limited exemptions, including for certain emergency vehicles.
- Revenue from recoverable affirmative claims: The amount of money recovered following collisions in City vehicles.
- Vehicle and Biodiesel fuel used (gallons): The volume of fuel used by City fleet in year (biodiesel is included in vehicle fuel).
- Vehicle in-service rate (%): The percentage of fleet in full service.
- Vehicles purchased: The number of City fleet vehicles acquired.

VEHICLE FLEETS AND MAINTENANCE

LIST OF AGENCIES IN THE CITYWIDE FLEET

City Managed Fleet

Department of Citywide Administrative Services*
Department of Environmental Protection
Department of Correction
Department of Parks and Recreation
Department of Health and Mental Hygiene

New York City Fire Department
New York City Police Department
Department of Transportation
Department of Sanitation
Department of Education

**Department of Citywide Administrative Services* includes fleet for the following agencies and offices:

Administration of Children's Services	Department of Youth and Community Development
Board of Elections	Financial Information Services Agency
Bronx Borough President	GrowNYC (formerly known as "Council on the Environment")
Brooklyn Borough President	Human Resources Administration
Business Integrity Commission	Landmarks Preservation Commission
Campaign Finance Board	Law Department
City Commission on Human Rights	Manhattan Borough President
City Council	Mayor's Office
Civilian Complaint Review Board	New York City Emergency Management
Department for the Aging	NYC Economic Development Corporation
Department of Buildings	Office of Administrative Trials and Hearings
Department of City Planning	Office of Chief Medical Examiner
Department of Citywide Administrative Services	Office of Labor Relations
Department of Consumer Affairs	Office of Management and Budget
Department of Cultural Affairs	Office of Payroll Administration
Department of Design and Construction	Office of the City Clerk
Department of Finance	Office of the Comptroller
Department of Homeless Services	Office of the Public Advocate
Department of Housing Preservation and Development	Queens Borough President
Department of Information Technology and Telecommunications	Sheriff's Office
Department of Investigation	Staten Island Borough President
Department of Probation	Tax Commission
Department of Records and Information Services	Taxi and Limousine Commission
Department of Small Business Services	

BUDGETARY UNITS OF APPROPRIATION (U of A)

FISCAL 2016

Board of Elections [003]

- 001 Personal Services
- 002 Other than Personal Services

Emergency Management [017]

- 001 Personal Services
- 002 Other than Personal Services

Law [025]

- 001 Personal Services
- 002 Other than Personal Services

City Planning [030]

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

Investigation [032]

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

New York Public Library - The Research Libraries [035]

- 001 Lump Sum Appropriation

New York Public Library [037]

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

Brooklyn Public Library [038]

- 001 Lump Sum

Queens Borough Public Library [039]

- 001 Lump Sum

BUDGETARY UNITS OF APPROPRIATION (U of A)

FISCAL 2016

Education [040]

401	General Educational Instruction and School Leadership - PS
402	General Educational Instruction and School Leadership - OTPS
403	Special Educational Instruction and School Leadership - PS
404	Special Educational Instruction and School Leadership – OTPS
406	Charter Schools – OTPS
407	Universal Pre-Kindergarten – PS
408	Universal Pre-Kindergarten - OTPS
415	School Support Organization - PS
416	School Support Organization - OTPS
421	Citywide Special Education Instruction and School Leadership - PS
422	Citywide Special Education Instruction and School Leadership - OTPS
423	Special Education Instructional Support - PS
424	Special Education Instructional Support – OTPS
435	School Facilities - PS
436	School Facilities - OTPS
438	Pupil Transportation - OTPS
439	School Food Services - PS
440	School Food Services - OTPS
442	School Safety – OTPS
444	Energy and Leases - OTPS
453	Central Administration - PS
454	Central Administration - OTPS
461	Fringe Benefits - PS
470	Special Education Pre-K Contract Payments – OTPS
472	Charter & Contract Schools and Foster Care Placements - OTPS
474	NPS and FIT Payments - OTPS
481	Categorical Programs - PS
482	Categorical Programs – OTPS
491	Collective Bargaining - PS

City University of New York [042]

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

Civilian Complaint Review Board [054]

001	Personal Services
002	Other than Personal Services

BUDGETARY UNITS OF APPROPRIATION (U of A)

FISCAL 2016

Police [056]

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

Fire [057]

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

Children's Services [068]

001	Personal Services
002	Other than Personal Services
003	Head Start/Day Care - PS
004	Head Start/Day Care - OTPS
005	Administrative - PS
006	Child Welfare - OTPS
007	Juvenile Justice - PS
008	Juvenile Justice - OTPS

BUDGETARY UNITS OF APPROPRIATION (U of A)

FISCAL 2016

Human Resources [069]

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

Homeless Services [071]

100	Personal Services
200	Other than Personal Services

Correction [072]

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

Aging [125]

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

Cultural Affairs [126]

001	Office of the Commissioner - PS
002	Office of the Commissioner - OTPS
003	Cultural Programs
004	Metropolitan Museum of Art
005	New York Botanical Garden
006	American Museum of Natural History
007	The Wildlife Conservation Society
008	Brooklyn Museum
009	Brooklyn Children's Museum
010	Brooklyn Botanical Garden
011	Queens Botanical Garden
012	New York Hall of Science

BUDGETARY UNITS OF APPROPRIATION (U of A)

FISCAL 2016

013	Staten Island Institute of Arts and Sciences
014	Staten Island Zoological Society
015	Staten Island Historical Society
016	Museum of the City of New York
017	Wave Hill
019	Brooklyn Academy of Music
020	Snug Harbor Cultural Center
021	Studio Museum in Harlem
022	Other Cultural Institutions
024	New York Shakespeare Festival

Landmarks Preservation [136]

001	Personal Services
002	Other than Personal Services

Taxi and Limousine [156]

001	Personal Services
002	Other than Personal Services

Commission on Human Rights [226]

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

Youth and Community Development [260]

002	Executive and Administrative
005	Community Development - OTPS
311	Program Services - PS
312	Other than Personal Services

Probation [781]

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

BUDGETARY UNITS OF APPROPRIATION (U of A)

FISCAL 2016

Small Business Services [801]

(Economic Development Corporation)

001	Department of Business - PS
002	Department of Business - OTPS
004	Contract Compliance & Business Opportunity - PS
005	Contract Compliance & Business Opportunity - OTPS
006	Economic Development Corporation - OTPS
010	Workforce Investment Act - PS
011	Workforce Investment Act - OTPS

Housing Preservation and Development [806]

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

Buildings [810]

001	Personal Services
002	Other than Personal Services

Health and Mental Hygiene [816]

(Office of Chief Medical Examiner)

101	Health Administration
102	Disease Control – PS
103	Family and Child Health and Health Services – PS
104	Environmental Health Services – PS
105	Early Intervention - PS
106	Office of Chief Medical Examiner
107	Prevention and Primary Care - PS
108	Mental Hygiene Management Services – PS
109	Epidemiology - PS
111	Health Administration - OTPS
112	Disease Control – OTPS
113	Family and Child Health and Health Services – OTPS
114	Environmental Health Services – OTPS
115	Early Intervention - OTPS
116	Office of Chief Medical Examiner - OTPS

BUDGETARY UNITS OF APPROPRIATION (U of A)

FISCAL 2016

117	Prevention and Primary Care - OTPS
118	Mental Hygiene Management Services – OTPS
119	Epidemiology - OTPS
120	Mental Health Services - OTPS
121	Mental Retardation and Developmental Disability - OTPS
122	Chemical Dependency and Health Promotion - OTPS

Health and Hospitals Corporation [819]

001	Lump Sum
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Office of Administrative Trials and Hearings [820]

001	Personal Services
002	Other than Personal Services

Environmental Protection [826]

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

Sanitation [827]

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

Business Integrity Commission [829]

001	Personal Services
002	Other than Personal Services

BUDGETARY UNITS OF APPROPRIATION (U of A)

FISCAL 2016

Finance [836]

001	Administration and Planning
002	Operations
003	Property
004	Audit
005	Legal
007	Parking Violations Bureau
009	City Sheriff
011	Administration - OTPS
022	Operations - OTPS
033	Property - OTPS
044	Audit - OTPS
055	Legal - OTPS
077	Parking Violations Bureau - OTPS
099	City Sheriff – OTPS

Transportation [841]

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

Parks and Recreation [846]

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

Design and Construction [850]

001	Personal Services
002	Other than Personal Services

BUDGETARY UNITS OF APPROPRIATION (U of A)

FISCAL 2016

Citywide Administrative Services [856]

001	Human Capital
002	Human Capital - OTPS
005	Board of Standards and Appeals
006	Board of Standards and Appeals - OTPS
100	Executive and Support Services
190	Executive and Support Services - OTPS
200	Division of Administration and Security
290	Division of Administration and Security - OTPS
300	Asset Management – Public Facilities
390	Asset Management – Public Facilities - OTPS
400	Office of Citywide Purchasing
490	Office of Citywide Purchasing - OTPS
500	Division of Real Estate Services
600	External Publications and Retailing
690	External Publications and Retailing – OTPS
700	Energy Management
790	Energy Management – OTPS
800	Citywide Fleet Services
890	Citywide Fleet Services - OTPS

Information Technology and Telecommunications [858]

(311 Customer Service Center)

001	Personal Services
002	Other than Personal Services

Records and Information Services [860]

001	Personal Services
002	Other than Personal Services

Consumer Affairs [866]

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