



DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

WHAT WE DO

The Department of Citywide Administrative Services (DCAS) provides value-added and effective shared services to support the operations of New York City government. Its commitment to equity, effectiveness, and sustainability guides its work with City agencies on recruiting, hiring, and training employees; providing facilities management for 55 public buildings; acquiring, selling, and leasing City property; purchasing more than \$1 billion in supplies and equipment each year; and implementing energy conservation and safety programs throughout the City's facilities and vehicle fleet.

FOCUS ON EQUITY

DCAS's commitment to equity means ensuring that City government leads the way on having a diverse and inclusive workplace and providing all New Yorkers with an opportunity to get ahead. To reach this goal, during the first four months of Fiscal 2022 DCAS participated in 67 career outreach events—many of which were targeted towards underserved communities. To ensure an inclusive workplace for City employees, DCAS trained 71,253 employees on equity and inclusion. In its role leading procurement for the City, DCAS engages minority and women-owned business enterprises (M/WBE) about City contracting opportunities. DCAS participated in 3 M/WBE events and awarded \$35 million in contracts to M/WBEs through October 2021. DCAS also hosted 24 one-on-one meetings with potential MWBE vendors introducing them to all the different operations within the agency. DCAS is the backbone of City government and its focus on equity sets the tone for the work of all City agencies.

OUR SERVICES AND GOALS

SERVICE 1 Help City agencies fulfill their workforce needs.

- Goal 1a Increase the public's access to information about employment opportunities in City government.
 - Goal 1b Ensure a competitive and diverse candidate pool for City employment opportunities.
 - Goal 1c Ensure timely administration of civil service exams.
 - Goal 1d Provide a wide range of training opportunities.
-

SERVICE 2 Manage and operate City-owned office buildings.

- Goal 2a Improve cleanliness and maintenance ratings for DCAS-managed facilities.
 - Goal 2b Meet timeliness standards for maintenance service requests and repair work.
 - Goal 2c Consolidate and reduce City office space.
-

SERVICE 3 Manage the City's surplus real and personal property.

- Goal 3a Maximize revenue from the sale of real property, surplus goods and savings from the reallocation of usable surplus items.
-

SERVICE 4 Procure goods and select services for City agencies.

- Goal 4a Maximize competition in the procurement process.
 - Goal 4b Use citywide buying power to achieve and maximize best value for goods and services.
-

SERVICE 5 Manage energy use by City agencies.

- Goal 5a Maximize citywide efforts to monitor and reduce energy use to reach greenhouse gas reduction goals.
 - Goal 5b Reduce the energy-related carbon footprint of City buildings.
 - Goal 5c Increase the City's renewable energy capacity.
-

SERVICE 6 Manage the City's fleet and fuel resources.

- Goal 6a Reduce fuel use and emissions.
- Goal 6b Optimize fleet resources to meet agency needs.

HOW WE PERFORMED

- During the first four months of Fiscal 2022, the number of applications received for all DCAS civil service exams more than doubled compared to the same period in Fiscal 2021. The increase is primarily attributed to resuming all in-person exam services starting in September 2021 as COVID restrictions were lifted. Additionally, the increase in exams opened for filing doubled comparing the same periods and included titles that usually attract large applicant pools such as Correction Officer and Police Officer.
- The median time from exam administration to the issuance of exam results was 246 days during the first four months of Fiscal 2022 compared to 57 days during the same period in Fiscal 2021. The increase in time was due in part to delays caused by the ongoing COVID-19 pandemic. In contrast to exam types administered in the first four months of Fiscal 2022, most exams administered in the first four months of Fiscal 2021 were qualified incumbent exams. These exams are administered to existing City employees and are automatically processed and rated, resulting in a much shorter exam completion time. Despite the increase from the previous fiscal year, the median time from exam administration to completion remains below the 290-day target.
- During the first four months of Fiscal 2022, minority hires represented 75 percent of new hires at mayoral City agencies, decreasing approximately five percentage points over the same period last year, but remaining steady over the past three fiscal years. Female new hires decreased almost 13 percentage points in comparison to the same period last year. This is primarily due to hiring being concentrated in titles that have traditionally been male- and white-dominated. The decrease in female hires is not unique to the City of New York and is attributed to the COVID-19 pandemic and a larger national trend. For example, the U.S. Bureau of Labor Statistics' October 2021 report showed that although women gained the majority of jobs overall in October 2021, women's labor force participation still trailed their pre-pandemic rate of 59.2%, matching the decades-old 1988 rate of 57.3%¹. In addition, public sector employment nationwide has not rebounded from the pandemic at the same pace as the private sector due to furloughs, temporary lay-offs, and competition with the private sector which is offering broader financial incentives and expanded remote work options².
- The average satisfaction rating for professional development sessions increased by two percentage points when compared to the first four months of Fiscal 2021, and currently exceeds the Fiscal 2022 target.
- The number of City employees/participants trained in managerial and professional development programs decreased 15 percent during the first four months of Fiscal 2022 compared to the same period of Fiscal 2021 due to ongoing COVID-19 health, safety, and budget decisions, limiting in-person training at the Citywide Training Center.
- During the first four months of FY22, long- and short-term leases generated more than \$14 million. While this was a decrease in revenue generated during the same period in Fiscal 2021, DCAS anticipated this decline in the Fiscal 2022 budget. Revenue varies based on the expiration or termination of leases, lease terms based on a percentage of tenant revenue, and the execution of new leases.
- City employees/participants trained in equity and inclusion increased 55 percent during the first four months of Fiscal 2022 compared to the first four months of the previous fiscal year. This increase was primarily due to continued efforts by the Citywide Training Center to offer accessible and affordable training opportunities, including a new platform providing remote sexual harassment prevention training to employees at the Department of Education.
- Due to advanced outreach to vendors on item specifications from DCAS inspectors, the number of inspections deemed non-compliant decreased 28 percent during the first four months of Fiscal 2022 compared to the same time in Fiscal 2021. This work and the decline in demand for PPE items resulted in a 90 percent decrease in the value of cost avoidance when comparing the same periods.
- Mayoral agency spending on goods against DCAS master contracts jumped by 29 percentage points for the first four months of Fiscal 2022 compared to the same period in Fiscal 2021 due to the resumption of in-person work by all City government offices in May 2021 and the reinstatement of procurement rules following their temporary suspension due to COVID in July 2021.

- The average number of days to fulfill agency storehouse requisitions decreased by 64 percent in the first four months for Fiscal 2022 to 4 days from 11 days in the same period of Fiscal 2021. This is due to a decrease in the volume of PPE ordered by agencies and the implementation of automated, real-time delivery tracking in the DCAS Warehouse Management System in August 2021.

¹Tucker, Jasmine (2021, November). Women Gained 57% of Jobs Added to the Economy in October But Still Need Almost 8 Months of Growth at October's Level to Recover Pandemic Losses. Retrieved from <https://nwlc.org/wp-content/uploads/2021/11/October-Jobs-Day.pdf>

²Rosewicz, Barb & Maciag, Mike (2021, September 14). State and Local Government Job Growth Lags as Economy Recovers. Retrieved from <https://www.pewtrusts.org/en/research-and-analysis/articles/2021/09/14/state-and-local-government-job-growth-lags-as-economy-recovers>

SERVICE 1 Help City agencies fulfill their workforce needs.

Goal 1a Increase the public's access to information about employment opportunities in City government.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Applications received for all DCAS civil service exams	83,399	78,442	75,489	*	*	13,905	32,046
Employment applications received via NYC Jobs	984,564	803,139	369,926	*	*	NA	NA
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

Goal 1b Ensure a competitive and diverse candidate pool for City employment opportunities.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
★ ● New hires - Asian/Pacific Islander (%)	9.0%	9.3%	6.8%	*	*	8.6%	11.0%
★ ● New hires - Black (%)	41.5%	40.2%	39.6%	*	*	45.6%	35.2%
★ ● New hires - Hispanic (%)	22.2%	22.4%	21.8%	*	*	20.6%	23.2%
★ ● New hires - Some other race (%)	5.4%	6.3%	9.1%	*	*	5.4%	5.6%
★ ● New hires - White (%)	22.0%	21.8%	22.7%	*	*	19.6%	25.0%
★ ● New hires - Female (%)	47.5%	52.3%	39.0%	*	*	50.0%	37.4%
★ ● New hires - Male (%)	52.5%	47.7%	61.0%	*	*	49.8%	62.4%
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

Goal 1c Ensure timely administration of civil service exams.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
★ Civil service exams open for filing by DCAS	129	195	173	185	185	33	66
★ Median time from exam administration to exam results completion for DCAS-administered exams (days)	255	299	318	290	290	57	246
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

Goal 1d Provide a wide range of training opportunities.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
★ Average rating for professional development training sessions (%)	90%	91%	93%	91%	91%	92%	94%
★ City employees/participants trained in Managerial and Professional Development programs	72,094	63,410	33,900	55,364	55,364	10,149	8,673
City employees/participants trained in Equity and Inclusion	282,319	235,795	202,329	156,230	156,230	46,073	71,253
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

SERVICE 2 Manage and operate City-owned office buildings.

Goal 2a Improve cleanliness and maintenance ratings for DCAS-managed facilities.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
★ Average building cleanliness and condition rating for DCAS-managed space (non-court) (%)	72%	NA	NA	72%	72%	NA	NA
CORE customer experience rating of facilities (0-100)	NA	96	NA	95	95	NA	NA
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

Goal 2b Meet timeliness standards for maintenance service requests and repair work.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
★ Average time to complete in-house trade shop work orders for minor repairs (days)	5.4	4.5	5.0	4.0	4.0	4.6	NA
★ In-house trade shop work orders completed within 30 days (%)	80%	79%	84%	75%	75%	85%	NA
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

Goal 2c Consolidate and reduce City office space.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Lease-in agreements executed	45	24	47	*	*	NA	NA
Square footage associated with executed lease-in agreements (000)	1,752	1,809	1,880	*	*	NA	NA
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

SERVICE 3 Manage the City's surplus real and personal property.

Goal 3a Maximize revenue from the sale of real property, surplus goods and savings from the reallocation of usable surplus items.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
★ Lease revenue generated (\$000)	\$54,003	\$50,120	\$42,652	\$33,578	\$33,578	\$16,118	\$14,338
★ Revenue generated from the sale of surplus goods (\$000)	\$11,424	\$12,569	\$15,656	\$8,893	\$7,893	\$4,830	\$4,064
★ – Revenue generated from auto auctions (\$000)	\$9,621	\$11,587	\$14,722	\$6,692	\$5,692	\$4,559	\$3,568
Real estate auction bids received (\$000)	NA	\$0	NA	*	*	NA	NA
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

SERVICE 4 Procure goods and select services for City agencies.

Goal 4a Maximize competition in the procurement process.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
★ Average number of bidders per bid	3.0	2.7	4.0	3.4	3.4	2.6	1.8
Mayoral agency spending on goods against DCAS master contracts (%)	88%	61%	55%	*	*	43%	72%
Mayoral agency spending on services against DCAS master contracts (%)	20%	21%	16%	*	*	18%	14%
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

Goal 4b

Use citywide buying power to achieve and maximize best value for goods and services.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Value of goods and services purchased (\$000,000)	\$1,249	\$1,235	\$1,179	*	*	\$467	\$344
– Value of Central Storehouse requisitions (\$000)	\$23,410	\$24,329	\$172,632	*	*	\$65,469	\$30,716
Average time to fulfill an agency requisition (days)	13	8	13	*	*	11	4
Inspections deemed non-compliant	806	801	550	*	*	141	101
Value of cost avoidance (\$000)	\$7,585	\$21,435	\$17,908	*	*	\$3,657	\$357
★ Critical Indicator ● Equity Indicator “NA” Not Available ⇅ Directional Target * None							

SERVICE 5

Manage energy use by City agencies.

Goal 5a

Maximize citywide efforts to monitor and reduce energy use to reach greenhouse gas reduction goals.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Electricity purchased (kilowatt hours) (billions)	4.1	3.9	3.7	*	*	NA	NA
Total energy purchased (British Thermal Units) (trillions)	29.8	28.2	27.8	*	*	NA	NA
– Electricity (%)	47.0%	46.8%	45.5%	*	*	NA	NA
– Natural gas (%)	46.1%	46.8%	48.2%	*	*	NA	NA
– Steam (%)	6.9%	6.4%	6.3%	*	*	NA	NA
★ Critical Indicator ● Equity Indicator “NA” Not Available ⇅ Directional Target * None							

Goal 5b

Reduce the energy-related carbon footprint of City buildings.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
★ Annual estimated reduction in greenhouse gas emissions from all energy projects (metric tons)	39,544	21,076	23,629	30,000	40,000	NA	NA
★ Cumulative estimated reduction in greenhouse gas emissions from all energy projects (metric tons)	217,580	238,656	262,285	292,285	332,285	NA	NA
★ Annual estimated avoided energy cost from all energy projects (\$000,000)	\$13.50	\$6.32	\$6.63	\$8.50	\$11.33	NA	NA
★ Cumulative estimated avoided energy cost from all energy projects (\$000,000)	\$76.95	\$83.27	\$89.91	\$98.41	\$109.74	NA	NA
Annual energy retrofit/conservation projects completed	413	423	839	*	*	NA	NA
Cumulative energy retrofit/conservation projects completed	2,402	2,825	3,664	*	*	NA	NA
Annual Energy Efficiency Reports (EER) completed	163	159	111	*	*	NA	NA
Cumulative Energy Efficiency Reports (EER) completed	899	1,058	1,169	*	*	NA	NA
★ Critical Indicator ● Equity Indicator “NA” Not Available ⇅ Directional Target * None							

Goal 5c

Increase the City’s renewable energy capacity.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
★ Cumulative installed solar capacity (megawatts)	10.64	10.67	13.67	↑	↑	NA	NA
★ Critical Indicator ● Equity Indicator “NA” Not Available ⇅ Directional Target * None							

SERVICE 6 Manage the City's fleet and fuel resources.

Goal 6a Reduce fuel use and emissions.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
★ Hybrid or alternative fuel vehicles in the citywide fleet (%)	63%	65%	67%	70%	70%	66%	67%
– Hybrid or alternative fuel vehicles in the DCAS-managed fleet (%)	80%	81%	82%	84%	85%	82%	82%
★ Vehicles with highest emission ratings purchased pursuant to Local Law 38 in the citywide fleet (%)	100%	100%	100%	99%	100%	NA	NA
– Vehicles with highest emission ratings purchased pursuant to Local Law 38 in DCAS-managed fleet (%)	99%	100%	100%	99%	99%	NA	NA
Electric vehicles in the citywide fleet	2,886	3,015	3,139	3,400	4,200	3,092	3,159
– Electric vehicles in the DCAS-managed fleet	537	562	596	650	800	592	596
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

Goal 6b Optimize fleet resources to meet agency needs.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
★ Fleet in-service rate citywide (%)	91%	91%	92%	92%	92%	92%	90%
– Fleet in-service rate for DCAS-managed fleet (%)	98%	99%	98%	98%	98%	98%	98%
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Workplace injuries reported	49	30	25	*	*	11	13
Accidents involving the public in DCAS-managed properties	25	21	15	*	*	2	6
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Customer Experience							
Letters responded to in 14 days (%)	44%	31%	54%	*	*	50%	75%
E-mails responded to in 14 days (%)	82%	77%	67%	*	*	94%	79%
Average wait time to speak with a customer service agent (minutes)	1:29	NA	NA	*	*	NA	NA
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2021 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY19	FY20	FY21	FY22	FY22 ¹	FY23 ¹	FY21	FY22
Expenditures (\$000,000) ²	\$1,280.0	\$1,839.8	\$1,667.3	\$1,355.6	\$1,546.8	\$1,354.1	\$1,408.0	\$1,020.4
Revenues (\$000,000)	\$81.5	\$74.2	\$67.5	\$52.7	\$53.7	\$53.3	\$23.0	\$21.4
Personnel	2,451	2,460	2,243	2,758	2,612	2,615	2,376	2,206
Overtime paid (\$000,000)	\$27.2	\$28.3	\$23.4	\$22.1	\$23.0	\$22.8	\$6.5	\$7.5
Capital commitments (\$000,000)	\$145.6	\$203.8	\$233.2	\$389.8	\$315.1	\$273.3	\$18.5	\$13.6
¹ February 2022 Financial Plan. ² Expenditures include all funds "NA" - Not Available								

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY21 ¹ (\$000,000)	February 2022 Financial Plan FY22 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$207.1	\$216.2	
001 - Human Capital	\$23.4	\$27.1	1a, 1b, 1c, 1d
005 - Board of Standards and Appeals	\$2.4	\$2.6	*
100 - Executive and Operations Support	\$29.6	\$29.1	All
200 - Division of Administration and Security	\$16.0	\$14.3	All
300 - Asset Management – Public Facilities	\$101.5	\$105.8	2a, 2b, 2c, 3a
400 - Office of Citywide Purchasing	\$11.6	\$11.0	3a, 4a, 4b
500 - Division of Real Estate Services	\$11.3	\$10.5	3a
600 - External Publications and Retailing	\$1.7	\$2.5	*
700 - Energy Management	\$6.1	\$10.1	5a, 5b, 5c
800 - Citywide Fleet Services	\$3.5	\$3.3	3a, 6a, 6b
Other Than Personal Services - Total	\$1,460.2	\$1,330.6	
002 - Human Capital	\$5.0	\$7.4	1a, 1b, 1c, 1d
006 - Board of Standards and Appeals	\$0.2	\$0.2	*
190 - Executive and Operations Support	\$5.9	\$8.2	All
290 - Division of Administration and Security	\$32.4	\$30.6	All
390 - Asset Management – Public Facilities	\$604.9	\$307.7	2a, 2b, 2c, 3a
490 - Office of Citywide Purchasing	\$19.4	\$29.7	3a, 4a, 4b
590 - Division of Real Estate Services	\$1.1	\$9.8	3a
690 - External Publications and Retailing	\$0.8	\$1.0	*
790 - Energy Management	\$737.3	\$863.1	5a, 5b, 5c, 6a, 6b
890 - Citywide Fleet Services	\$53.2	\$73.0	3a, 6a, 6b
Agency Total	\$1,667.3	\$1,546.8	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2021. Includes all funds. ²Includes all funds. ³Refer to agency goals listed at front of chapter. "NA" Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Due to recent internal workflow changes of Shops teams, Goal 2b indicators are paused until procedures are updated and appropriate indicators are implemented.
- All defensive driving and collision indicators previously reported in the Agency-Wide Management table are reported in the Vehicle Fleets and Maintenance additional tables.
- The 'Average cost of training per employee (\$)' and 'Average cost of cleaning per square foot (\$)' indicators have been retired. Their elimination was part of a wider revision to the Agency-wide Management section of the DCAS chapter, refocusing on safety measures that are actively tracked and core indicators of our agency-wide performance.
- The historic values for Fiscal 2021 for 'Accidents involving the public in DCAS-managed properties' were revised based on prior data review.

ADDITIONAL RESOURCES

For additional information go to:

- EEO-4 reports to the U.S. Equal Employment Opportunity Commission:
<https://www1.nyc.gov/site/dcas/reports/EEO-4-Reports.page>
- Annual and Monthly Civil Service Exam Schedule:
https://www1.nyc.gov/assets/dcas/downloads/pdf/noes/monthly_exam_schedule.pdf
- NYC Workforce Profile Reports:
<https://www1.nyc.gov/site/dcas/reports/workforce-reports.page>
- Online Application System (OASys):
www.nyc.gov/examsforjobs
- NYC Jobs:
<http://www1.nyc.gov/jobs/index.page>
- One City: Built to Last:
www.nyc.gov/builttolast
- OneNYC: Government Workforce:
<http://onenyc.cityofnewyork.us/>
- DCAS data sets on the NYC Open Data Portal:
<http://bit.ly/DCASOpenData>
- The Social Indicators and Equity Report, EquityNYC
<http://equity.nyc.gov/>

For more information on the agency, please visit: www.nyc.gov/dcas.

