Agana	MMR		Darfarmanaa Indiaatar	EV12	EV14	EV1E	EV16	EV17	TOT17	TOT10	5 Yr	Desired
Agency			Net days of revenue for	FY13	FY14	FY15	FY16	FY17	TGT17			Direction
NYCHI CCRB	1 1c 1c	FALSE	accounts receivable  - Cases closed by trial  - Complaints that were	NA	48.3 NA	54.6	57.2 89	51.1 137	43.4 87*	56 *	56Neutra NA	alDown *
TLC	1e	FALSE		8,340	7,605	7,921	10,227	9,847	*	*	Up	*
BIC	3a	FALSE		100%	100%	100%	100%	100%	*	*	Neutra	ılUp
DOF	3a	TRUE	initial SCRIE applications (days) Completed customer		17.3	4.4	7.7	4.7	3	10	10Down	Down
DOB	4a	FALSE	requests for interpretation		36	17	66	68	63*	*	Up	*
NYCHA	A 4a	FALSE		85.80%	87.10%	88.30%	% 82.90%	% 77.60%	*	*	Neutra	alUp
CCHR	2a	FALSE	Average time for the OATH Trials Division to issue decisions after	22,537	53,426	56,016	37,896	32,607	40,000	40,000	Neutra	alUp
OATH	1a	TRUE	Abuse and/or neglect		13.9	15.2	7.5	5.4	5.2	25	15Down	Down
ACS	2a	FALSE	reports for children in child care Cases commenced		357	413	492	584	621*	*	Up	*
DSNY	5a	FALSE	against the City in state and federal court – Overall condition of		309	341	651	747	432*	*	Up	*
DPR	1a	FALSE	Average annual cost of	83%	85%	85%	83%	85%	*	*	Neutra	alUp
FDNY	3a			\$2.00	\$2.10	\$2.10	\$2.10	\$2.20	*	*	Neutra	ıl*
ACS	2a	FALSE	Cases commenced	71,756	67,541	66,801	67,527	66,968	*	*	Neutra	ıl*
DOT	6a	FALSE	Average daily	1,927	1,919	2,173	2,209	2,234	*	*	Up	*
DOC	2b		attendance in school programs Completed customer		693	526	330	256	203*	*	Down	*
OATH	3a	FALSE		8,734	9,240	9,419	10,185	11,842	*	*	Up	*
LAW	4a	FALSE	HNY units started for	100%	100%	100%	100%	100%	*	*	Neutra	alUp
HPD	2a	FALSE	<ul> <li>Removed within 30</li> </ul>	NA		6021,723	1,373		9291,000	1,000	NA	*
DPR	2a	TRUE	Hybrid or alternative fuel	91%	99%	97%	84%	47%	95%	95%	Down	Up
DCAS	6a	TRUE	vehicles in the citywide fleet (%) - Non-cash assistance	41%	56%	57%	59%	60%	62%	63%	Up	Up
HRA	1b	FALSE	households receiving SNAP benefits (000)	į	585.7	541.6	515.6	510.4	510.1*	*	Down	*
NYPL	NA	TRUE	Average weekly scheduled hours Students earning Grade		46.6	46.6	46.6	50	50	50	50Neutra	alUp
CUNY	NA	FALSE	C or better in Math Gateway Courses (%) Persons receiving cash	67.20%	68.90%	68.60%	68.40%	67.40%	*	*	Neutra	alUp
HRA NYPL	1a NA	TRUE FALSE	assistance (000) Reference queries (000) Average direct services		357.2 8,446	337 9,047	360 9,141	369.5 9,023	364.2* 9,000	* 8,600	Neutra Neutra	
DOE	5a	FALSE	to schools expenditure per student (\$)	\$16,869	9 \$17,61	5 \$18,36	5 \$19,84	10 NA	*	*	NA	*
DPR	1a	TRUE	Parks rated acceptable for overall condition (%) Average length of stay	85%	87%	86%	85%	86%	85%	85%	Neutra	alUp
DHS	3a	TRUE	for families with children in shelter (days)		375	427	430	431	414↓	1	Neutra	alDown
OATH	3a	FALSE	14 days (%)	100%	100%	100%	100%	100%	*	*	Neutra	alUp
DSNY	5a		reported (uniform and	1,572	1,539	1,266	1,304	1,329	*	*	Down	Down

Math			Emergency complaints closed within 12 days of									
No.   1	HPD	1a	TRUE receipt (%)	73%	72%	70%	71%	71%	1	1	Neutra	lUp
No.   Part   P												
No.									5.1	5		Down
DOT	DOE	4a	Online property	55.50%	55.60%	50.00%	48.30%	NA	*	*	NA	*
NYCHI   10   TRUE services   475.62   31.05	DOF	5a	FALSE(%)	NA	NA	NA	58.80%	63.10%	*	*	NA	Up
No.	NYCHH	1b		475,627	469,239	421,647	425,089	414,738	$\downarrow$	$\downarrow$	Down	Down
DOC   10   FALSEADP    10   10   10   10   10   10   10	DOE	4a	Department use of force incidents with minor	33.00%	31.00%	48.70%	36.00%	NA	*	*	NA	Down
NYCHA   All Palients with a substance abuse of palients with a substance abuse diagnosis in gall-based solution of palients with a substance abuse or palients with a substance abuse or palients with a substance abuse or palients with a substance abuse with a palient pali	DOC	1b	FALSEADP)	10.9	95 13.2	23 15.	59 15.3	39	14.55*	*	Up	Down
Patients with a substance abuse diagnosis in jail-based substance abuse sub	NYCHA	4a	•	74.00%	80.30%	79.00%	84.70%	83.80%	*	*	Up	Up
NYCHI   1			substance abuse									·
Figure   F	NVCHH	10		NΙΛ	NΙΛ	10.00%	10.00%	Q 00%	*	*	NΙΛ	*
Figure   Paragraph   Paragr	NICIIII	10		INA	NA.	10.00 /6	10.00 /6	3.00 /6			INA	
Para			response time to life- threatening medical emergencies by									
Series   Paul   Colon   Series   Subspice   Series   S	FDNY	2a	FALSE(minutes:seconds)	9:22	9:31	9:13	9:09	8:56	*	*	Neutra	alDown
HRA	DSNY	2a	TRUE (000)	3,262.80	3,193.80	3,176.90	3,196.20	3,213.40	3,150.00	3,150.00	Neutra	alDown
DORIS   DORIS   DORIS   CALSE 14 days (%)   92%   92%   92%   100%			Assistance Program									
Politic	HRA	1b		5.55%	6.81%	4.01%	2.88%	NA	6.00%	6.00%	NA	Down
DPN	DORIS	3a	FALSE14 days (%)	92%	92%	100%	100%	100%	*	*	Up	Up
Def			upheld at the									
NYPD    Sa    FALSE(\$000,000)   S0,167   \$32,227   \$34,452   \$36,044   \$36,914   \$1.00   \$1	DPR	1b	FALSEBoard (%)	81.10%	84.80%	87.20%	85.90%	81.50%	*	*	Neutra	ılUp
NPD	DOF	6a	FALSE(\$000,000)	\$30,167	\$32,227	\$34,452	\$36,044	\$36,914	*	*	Up	*
FALSE electronically (%)	NYPD	3a	FALSEsummonses	14,044	12,991	8,249	5,487	4,325	*	*	Down	*
Cleantiness and condition	HRA	1b	FALSEelectronically (%)	NA	58.70%	71.50%	73.40%	75.60%	*	*	NA	*
DCAS   2a			cleanliness and condition rating for DCAS-	1								
CCRB         1c Violation orders Violation orders         NA         200 gen or 2	DCAS	2a	TRUE court) (%)	69%	70%	69%	70%	70%	70%	72%	Neutra	alUp
FDNY	CCRB	1c	FALSEprosecution cases closed	ANE	NA	20	00 2	10	163*	*	NA	*
DYCD	FDNY	1a	FALSEcorrected (%)	74%	91%	86%	86%	90%	*	*	Up	Up
NYCHA   3a   FALSEto senior residents   96,548   84,987   70,824   53,763   18,317   *   *   Down   Up   Adult patients with controlled blood pressure	DYCD	1b	youth served - crisis	1.478	1.744	2.193	2.539	2.340	1.400	2.400	Up	*
NYCHA         3a         FALSEto senior residents Adult patients with controlled blood pressure         96,548         84,987         70,824         53,763         18,317         *         *         Down Up           DOHMH 2b         FALSE(%) (CY) Vacant lot cleaning         67.00%         67.40%         66.80%         67.20%         67.10%         70.00%         70.00%         NeutralUp           DSNY 1b         TRUE requests Street segments with confirmed sewer backup in the last 12 months (% in the last 12			Referrals to supportive	, -	,	,	,	,	,	,	- 1	
DOHMH   2b	NYCHA	3a	FALSEto senior residents Adult patients with		84,987	70,824	53,763	18,317	*	*	Down	Up
DSNY       1b       TRUE requests Street segments with confirmed sewer backup in the last 12 months (%)       2,539       2,367       2,779       2,730       2,500       2,500       Neutral*         DEP       2a       FALSEof total segments)       1.70%       1.40%       1.20%       1.10%       1.20%       *       *       *       Down Down         HRA       5a       FALSEFair hearings requested NA       396,196       328,469       285,165       247,253       *       *       NA       *         BOE       NA       FALSEelection day       1,917       1,908       2,051       1,874       2,329       *       *       Up       *         Average time from OATH Hearings Division hearing assignment to       3       4       4       4       7*       *       Up       *         OATH       2a       TRUE decision rendered (days)       3       4       4       4       7*       *       Up       *	DOHMH	2b	FALSE(%) (CY)		67.40%	66.80%	67.20%	67.10%	70.00%	70.00%	Neutra	alUp
confirmed sewer backup in the last 12 months (%  DEP 2a FALSEof total segments) 1.70% 1.40% 1.20% 1.10% 1.20% * * Down Down HRA 5a FALSEFair hearings requested NA 396,196 328,469 285,165 247,253 * * NA *  Interpreters deployed on  BOE NA FALSEelection day 1,917 1,908 2,051 1,874 2,329 * * Up *  Average time from OATH  Hearings Division  hearing assignment to  OATH 2a TRUE decision rendered (days) 3 4 4 4 4 7* * Up *  Adult investigation	DSNY	1b		3,056	2,539	2,367	2,779	2,730	2,500	2,500	Neutra	ıl*
HRA         5a         FALSEFair hearings requested NA         396,196         328,469         285,165         247,253         *         *         NA         *           BOE         NA         FALSEelection day         1,917         1,908         2,051         1,874         2,329         *         *         Up         *           Average time from OATH Hearings Division hearing assignment to         Hearings Division hearing assignment to         *			confirmed sewer backup									
BOE       NA       FALSEelection day       1,917       1,908       2,051       1,874       2,329       *       *       Up       *         Average time from OATH       Hearings Division       hearing assignment to       *       *       *       Up       *         OATH       2a       TRUE decision rendered (days)       3       4       4       4       7*       *       Up       *         Adult investigation       *									*	*		Down *
Average time from OATH Hearings Division hearing assignment to OATH 2a TRUE decision rendered (days) 3 4 4 4 7* * Up * Adult investigation	DOF.	NI A		1.017	1 000	0.051	1 074	0.000	*	*	l l=	*
OATH 2a TRUE decision rendered (days) 3 4 4 4 7* * Up * Adult investigation	BOE	NA	Average time from OATH Hearings Division		1,908	2,051	1,874	2,329		•	Up	·
	OATH	2a	TRUE decision rendered (days)		3	4	4	4	7*	*	Up	*
	DOP	1a		19,547	18,452	15,546	15,421	14,987	*	*	Down	*

			On-trial inmates									
DOC	1.		delivered to court on-	04.000/	04.000/	00 000/	04.000/	00.400/	05.000/	05.000/	Maritue	ما الم
DOC	1e		time (%) Probation violation	94.90%	94.20%	90.90%	84.00%	98.40%	95.00%	95.00%	Neutra	aiUp
			proceedings ending in									
DOP	2a		revocation for adult probationers (%)	45%	44%	47%	54%	51%	*	*	Up	Down
DOI	Za		Customer satisfaction	43 /6	77/0	47 /0	J+ /6	3176			Οþ	DOWII
			rating for Public Health									
			Insurance Program services "good" or									
HRA	6a	FALSE	"excellent" (%)	88.00%	91.00%	92.00%	93.00%	93.00%	*	*	Neutra	alUp
DEP	2a		Catch basin backup resolution time (days)		3.1	3.9	3.1	4	4.9	9	9Up	Down
DLI	Za		Cash assistance family		0.1	0.5	0.1	7	4.5	3	зор	DOWII
			cases participating in									
			work or work-related activities per federal									
			guidelines (official									
HRA	2a		federal fiscal year-to-date average) (%)	9 34.10%	33.90%	34.10%	33.40%	NA	34.00%	34.00%	NA	Up
	Zu		Calls answered in 30	04.1070	00.0070	04.1070	00.4070	IVA	04.0070		14/4	Ор
DOT	7a		` ,	45%	47%	61%	21%	12%	*	*	Down	Up
BPL	NA		Libraries open seven days per week (%)	3%	3%	3%	8%	8%	8%	8%	Up	Up
			Violations issued to								•	'
BIC	1a		legally operating private waste haulers		897	733	827	709	343*	*	Down	*
	·u		TLC driver complaints						0.0		_	
TLC	1e		received Adult supervision- new	21,111	20,075	19,257	23,927	22,918	*	*	Up	*
			individual action plans									
DOD	O.		(IAPs) created for	N.1.A		NIA	400.000	/ 100.000/		*		
DOP	2b		eligible clients (%) Active design projects:	NA	NA	NA	100.00%	% 100.00%	•	^	NA	•
			Difference between									
DDC	1a		projected and scheduled duration (%)	1.60%	2.00%	1.30%	-0.40%	-0.50%	1.50%	1.50%	Down	Down
DDO	ıa		Average ambulance	1.00 /6	2.00 /6	1.50 /6	-0.40 /6	-0.50 /6	1.50 /6	1.50 /6	DOWII	DOWII
FDNY	2b		tours per day		9931,025	1,057	1,105	1,145	*	*	Up	*
			Letters routed and responded to in 14 days									
DPR	6a	FALSE	(%)	37%	30%	43%	47%	74%	60%	60%	Up	Up
			Fire workplace injuries reported (uniform and									
FDNY	3a			8,447	7,655	7,850	8,113	8,406	*	*	Neutra	alDown
HRA	6a		CORE facility rating  Adult families who exited		83	90	90	86	86 8	30 8	30Neutra	alUp
			to permanent housing									
			and returned to the DHS									
DHS	3b		shelter services system within one year (%)	15.00%	12.50%	14.20%	8.70%	11.50%	12.50%	12.50%	Down	Down
			Calls answered in 30						,			
NYPD	6a		seconds (%) Workplace injuries	99%	99%	99%	99%	99%	*	*	Neutra	alUp
DOC	4a	FALSE	reported	2,545	3,599	2,417	2,222	3,435	*	*	Neutra	alDown
DYCD	4a		Value of intracity agreements (\$000)	\$4,246	\$5,366	\$9,460	\$6,945	\$6,940	*	*	Up	*
DICD	<del>4</del> a		Pre-complaint	φ <del>4</del> ,240	φ5,500	φ9,400	φ0,940	φ0,940			υþ	
CCHR	1a		resolutions		163	189	165	200	310*	*	Up	Up
DOF	2b		Parking ticket appeals granted a reversal (%)	9.90%	12.80%	14.00%	10.00%	21.00%	*	*	Up	Down
			Noise complaints								•	
DEP	5a		received Average time to repair or	36,130	45,584	53,862	61,784	58,892	*	*	Up	*
			replace high-priority									
DED	20		broken or inoperative		0.7	3.1	0.5	2.0	2.5	7	7Neutra	JDown
DEP	2a		hydrants (days) Deaths from		2.7	3.1	2.5	2.9	2.5	1	/ INEULI à	aiDowii
			unintentional drug									
DOHMH	4a		overdose (CY) Collisions involving City		725	786	793	9391,374	ļ	$\downarrow$	Up	Down
			vehicles (per 100,000									
NYPD	5a	FALSE	miles)		5.3	3.5	3.2	3.9	4.6*	*	Neutra	alDown
			Families with children exiting to permanent									
DHS	3a	FALSE	housing	NA	NA	8,220	8,294	8,558	*	*	NA	Up
			Annual estimated reduction in greenhouse									
			gas emissions from all									
DCAS	5b	TRUE	energy projects (metric	5,690	7,893	40,984	14,459	43,833	4,269	50,229	Up	*
DONO	55	HUL	(O110)	0,000	7,030	<del>1</del> 0,30 <del>1</del>	17,433	₹0,000	٦,∠٥٥	50,223	υþ	

DCAS	8a	E-mails responded to in FALSE14 days (%) Average age of pending	89%	80%	74%	81%	85%	*	*	NeutralUp	
BIC	1b	waste hauling TRUE applications (days)		198	221	208	214	220	180 1	180NeutralDown	
DPR	4a	Total recreation center TRUE memberships Outpatient satisfaction	131,824	159,789	159,43	1 162,062	2 161,514	<b>↑</b>	1	Up Up	
NYCHH	1c	FALSErate (%) Completed customer	76.50%	76.90%	77.60%	% 77.80%	81.30%	80.00%	% 80.00%	MeutralUp	
	_	requests for		40.0-0							
DEP	7a	FALSEinterpretation	11,023	13,870	12,976	•	13,783	_	_	Up *	
DOHMH	6a	FALSEAll summonses issued Select Bus Service	67,203	66,711	64,625	59,067	57,780	*	*	Down *	
DOT	3a	FALSEridership (000) (annual) Billed amount collected	28,535	36,961	45,200	65,433	77,902	*	*	Up Up	
DEP	4b	FALSEin 30 days (%) Active construction	55.40%	56.70%	61.80%	63.10%	60.80%	*	*	Up Up	
DD0	4	projects: Early/on time	000/	000/	0.40/	000/	000/	000/	000/	Mandan II In	
DDC	1a	TRUE (%)	86%	88%	84%	90%	88%	82%	82% *	NeutralUp	
NYPD	3a	FALSEGraffiti arrests Fiscal year spending per child - Family child care	3,502	3,167	2,687	2,123	1,750			Down *	
ACS	2a	FALSEvouchers	\$7,385	\$7,500	\$7,575	\$7,659	\$8,322	*	*	Up *	
NYPL	NA	FALSEWireless sessions	2,792,19	6 2,424,9	66 1,644,	366 2,650,1	15 3,045,409	2,800,0	0,002,600	000Up Up	
		Students earning Grade C or better in Freshman Composition Courses									
CUNY	NA	FALSE(%)	84.70%	84.90%	83.80%	6 84.10%	84.10%	*	*	NeutralUp	
00111		Total civilian complaints	0 1.1 0 70	01.0070	00.007	0 111070	01.1070			Houndiep	
		against uniformed									
		members of the New									
		York City Police									
CCRB	1a	FALSEDepartment	5,455	5,573	4,165	4,711	4,215	*	*	Down *	
HPD	5b	Percent meeting time to FALSEclose - Pests (30 days)	66%	64%	55%	59%	59%	59%	59%	Down *	
пги	30	Applications received for		04 %	33%	39%	39%	39%	39%	DOWII	
		open competitive civil									
DCAS	1a	FALSEservice exams	75,825	74,700	184,84	9 79,878	170,031	*	*	Up *	
		Students with disabilities									
		in cohort dropping out									
DOE	OI-	from high school in 6	05 000/	04.400/	NIA	NIA	NIA	*	*	NIA Davin	
DOE	2b	FALSEyears (%) (NYSED)	25.60%	24.40%	NA	NA	NA			NA Down	
ACS	1e	Kinship Guardianship FALSEAssistance discharges		119	251	275	343	378*	*	Up Up	
		Percent meeting time to first action - New Tree								op op	
		Request - For One									
DPR	6b	FALSEAddress (180 days)	98%	98%	99%	90%	91%	90%	90% *	Neutral*	
DOT	1a	FALSE- Poor (%)	0.10%	0.10%	0.00%		0.00%	*		Down Down	
FDNY	1c	TRUE Firefighter injuries  CORE customer	9,273	8,663	8,926	9,416	9,643	↓	Ţ	NeutralDown	
DOT	7a	FALSEexperience rating (0-100	)	92	97	95	98	100	90	95NeutralUp	
20.		VENDEX checks	,	<b>0</b> -	0.					00.10a.i.a.op	
		completed within 30 days									
DOI	1a	FALSE(%)	93%	88%	99%	95%	98%	95%	95%	NeutralUp	
		Average wait time for an electrical inspection									
DOB	1c	TRUE (days)		6.3	6.1	5.2	6.4	6.5	6	6NeutralDown	
505		Average number of days		0.0	0.1	0.2	0.1	0.0	Ū	or tour arbourn	
		from submission of a									
		completed application to									
		approval or denial of									
		enhanced housing									
		benefits to keep HASA									
HRA	4a	TRUE clients in stable housing		7	8.4	7.6	7	6.9	8	8NeutralDown	
		Students recommended									
DOE	Ωh	for special education FALSEservices	15.050	07 CE1	20 005	20.170	20.410	*	*	llo *	
DOE	2b	Total revenue as percen	15,259	27,651	28,995	29,179	29,410			Up *	
DEP	4b	TRUE of target (%)	່ 104.40%	105.209	6 105.30	% 104.50	% 104.30%	100.00	% 100 00	% NeutralUp	
DLI	TU	Total energy purchased	104.4070	100.20	0 100.00	70 104.50	70 104.0070	100.00	70 100.00	76 Noutraiop	
		(British Thermal Units)									
		FALSE(trillions)	2	27.5	28.9	29.5	28.4	28.8*	*	NeutralDown	
DCAS	5a										
DCAS	5a	Participation in drills									
DCAS	5a	Participation in drills coordinated by other									
		Participation in drills coordinated by other agencies or			Q.F.	44	<b>5</b> 2	/·1 *	*	lla lla	
NYCEM	1b	Participation in drills coordinated by other agencies or FALSEorganizations		29	35 5 677	44 4 636	53 4 362	41* *	*	Up Up	
		Participation in drills coordinated by other agencies or	NA		35 5,677	44 4,636	53 4,362	41* *	*	Up Up NA Up	

		Total design projects								
DDC	1a	completed early/on time FALSE(%)	87%	86%	84%	87%	90%	88%	88%	NeutralUp
220	·u	FHV safety and	0,70	0070	3170	<i>3.</i> 70	0070	0070	0070	Hounardp
TLC	1b	emissions failure rate - TRUE Initial inspection (%)	44.90%	40.60%	36.20%	33.20%	30.30%	45.00%	45.00%	Down Down
DYCD	4a	FALSEContracts funded	2,888	2,691	3,046	2,502	2,995	*	*	Neutral*
DHS	6a	Completed requests for FALSEinterpretation	4,087	4,195	6,445	8,164	13,357	*	*	Up *
CCHR	1a	TRUE Cases closed		480	602		336	536*	*	Down *
DOP	1b	FALSE– high-risk (%) COMPASS NYC	8.00%	7.00%	6.00%	7.00%	11.00%	*	*	Up *
		programs meeting target								
DYCD	1a	enrollment (school year) TRUE (%)	96%	95%	96%	94%	96%	85%	85%	NeutralUp
		E-mails responded to in						0070	0070	
LPC	2a	FALSE14 days (%)  Average customer in-	99%	100%	100%	98%	98.75%	*	*	NeutralUp
		person wait time		_		_				
DOF	7a	FALSE(minutes) Violations admitted to or		7	17	9	4	5 1	2 1	2Down Down
		upheld at the								
DSNY	5a	Environmental Control FALSEBoard (%)	84%	86%	88%	89%	86%	*	*	Neutral*
		Students in graduating								
		class with a 65 to 100 passing score on the								
DOE	1a	Regents Examination - FALSEEnglish (%)	88.70%	75.70%	78.40%	79.10%	NA	80.00%	80.00%	NA Up
		Average length of stay,	00.7076						00.0076	
ACS	3a	TRUE detention (days) SCRIE renewal		29	29	23	21	23↓	1	Down Down
DOF	3a	FALSEapplications received	22,670	21,239	23,321	27,760	25,091	*	*	Up *
DCAS	5c	Cumulative installed TRUE solar capacity (kilowatts)	2	128.5	428.52,759.10	7,996.00	7,996.00	<b>↑</b>	<b>↑</b>	Up Up
		Emergency violations						*	*	
HPD	1b	FALSEcorrected by HPD (%) Apparatus collisions (fire	15%	14%	12%	11%	10%	^	•	Down Down
FDNY	3a	FALSEcompanies)	0.505	447	451	480	464	465*	*	NeutralDown
BPL HRA	NA 5a	FALSEReference queries (000) FALSEFair hearings upheld (%)		4,053 7.00%	4,406 5.20%	4,008 7.90%	4,106 9.60%	4,008 *	4,103 *	Up Up NA Up
	ou.	<ul> <li>Employees of DCAS-</li> </ul>		110070	0.2070	7.0070	0.0070			Ор
		managed fleet agencies trained in defensive								
DCAS	7a	FALSEdriving	NA	1,798	1,879	1,690	1,881	*	2,000	NA Up
DoITT	1c	FALSEProjects on schedule (%) WWTPs - Critical	75%	85%	87%	88%	88%	75%	80%	Up Up
DED	0-	equipment out-of-service		1.000/	0.500/	0.100/	1.000/	F 000/	F 000/	Da Da
DEP	3a	TRUE (% below minimum) Calls answered in 30	3.10%	1.90%	2.50%	2.10%	1.80%	5.00%	5.00%	Down Down
31	11a	TRUE seconds (%)  - Children in nonrelative	81%	83%	84%	89%	85%	80%	80%	NeutralUp
ACS	1c	FALSEfoster boarding homes	7,398	6,915	6,533	5,845	5,351	*	*	Down Down
		Percent meeting time to first action - Water								
		Maintenance - Hydrant								
DEP	7b	FALSERunning (2 days) Hospital-acquired Centra	86% I	86%	85%	85%	86%	85%	85%	Neutral*
		Line-Associated								
NYCHH	1a	Bloodstream Infection FALSE(CLABSI) rate	-	1.133	0.89	0.94	0.9	1.47	1	1Up Down
NYPD	1a	TRUE - Robbery	19,319	18,208	16,428	16,670	14,759	<b>↓</b>	1	Down Down
		Day care initial site FALSE								
DOHMH	1 3a	FALSE — Cleanliness of	23,024	20,091	21,800	22,032	21,478	*	*	Neutral*
DPR	1a	FALSEgreenstreets (%)	98%	99%	99%	99%	99%	*	*	NeutralUp
		New children receiving services from the Early								
DOLIM	I 1h	Intervention Program		10.0	10.7	140	111	1.4*	*	Nautual*
DOHMH	1 4D	FALSE(000)  Average turnaround time		13.8	13.7	14.3	14.4	14*		Neutral*
DOF	1a	FALSEfor audits (days)		632	677	479	504	413*	*	Down Down
DSNY	5a	Paper recycling revenue FALSEper ton (\$)	\$11	\$11	\$11	\$12	\$14	*	*	Up *
		Critical incidents in the adult shelter system, per								
DHS	2b	TRUE 1,000 residents	NA	NA	NA	NA		2.8↓	$\downarrow$	NA Down
31	11a	Call takers time occupied FALSE(%)	l 78%	79%	77%	74%	73%	*	*	NeutralUp
		V1		2,0	. ,3		- / <del>-</del>			P

		Reside	ents seen within 24									
ACS	3b	hours TRUE (%)	of sick call report	100%	100%	100%	100%	100%	100%	100%	Neutra	all In
			customer	10070							Nouth	шор
DEP	7a	Childre investi	ence rating (0-100) en in complete gations with		91	95	95	100	97	90	90Neutra	alUp
ACS	1a	repeat FALSEwithin	investigations	24.30%	24.20%	24.40%	23.80%	23.90%	*	*	Neutra	alDown
FDNY	1a	TRUE Structi		25,278	25,902	27,189	26,922	26,075	$\downarrow$	$\downarrow$		alDown
NYPD	1a	TRUE - Felo	nious assault	19,616	20,517	19,544	20,877	20,651	$\downarrow$	$\downarrow$	Neutra	alDown
		droppi	nts in cohort ng out from high I in 4 years (%)									
DOE	1a	TRUE (NYSE Phone to by p	ED) calls responded parent coordinator	10.60%	9.70%	9.00%	8.50%	NA	8.00%	7.50%	NA	Down
DOE	1b	FALSEdesign	ent engagement nee (000) leted requests for	3,682	3,910	5,458	6,060	6,473	5,000	5,000	Up	Up
FDNY	4a	FALSEinterpr Vehicle		2,891	3,721	4,501	5,484	5,098	*	*	Up	*
		purcha Local I	ased pursuant to Law 38 in the									
DCAS	6a	FALSEcitywic Incide	de fleet (%) nt inspections	94%	99%	98%	98%	100%	95%	95%	Neutra	alUp
DOB	2c	FALSEresultin	ng in violations (%) leted customer	79.60%	75.20%	70.40%	63.10%	64.30%	*	*	Down	*
TLC	3a	FALSEinterpr High s		7,990	5,721	5,336	6,880	7,247	*	*	Neutra	al*
CUNY	NA	FALSE(College	- :	28,415	30,025	30,606	31,855	31,445	*	*	Up	*
DEP	7a	FALSE14 day	ls responded to in rs (%) nts enrolled as	94%	88%	86%	93%	100%	95%	95%	Neutra	alUp
			h Language									
	2a	FALSELearne						151	160*	*	Neutra	al*
FDNY	1a		on orders issued aprenorphine	40,946	44,860	43,542	44,376	56,001	*	*	Up	*
DOHMH DOT	4a 6a	FALSEpatient FALSEPayou	ts (CY) (quarterly) t (\$000)	9,620 \$71,747	8,487 \$63,272	7,046 \$50,636	6,950 \$62,940	6,894 \$95,495	8,000	7,300 *	Down Up	* Down
DDC	1a	TRUE Early/o	design projects: on time (%) ge response time	84%	86%	88%	84%	83%	88%	88%	Neutra	alUp
NYPD	10	(dispa	crimes in progress tch and travel time		0	0 5	9.3	9.1	01	1	Noutr	alDown
	1c		sions to Close to		9	8.5			81	<b>↓</b>		
ACS NYPD	3a 1c		in progress calls	NA NA	NA	348 275,032	258 261,992	238 255,489	222*	*	NA NA	Down *
DOE	1a	FALSEpromo Weigh	ts and Measures	94.50%	94.70%	96.00%	96.30%	96.70%	98.00%	98.00%	Neutra	alUp
DCA	1b	FALSEgasolin	ompliance rate - ne pumps (%) ge EarlyLearn	97%	99%	99%	100%	99%	98%	98%	Neutra	alUp
ACS	2a	TRUE Utilizat	tion (%) ock faces	71.40%	82.10%	81.80%	83.40%	81.90%	85.00%	85.00%	Up	Up
SBS	3a		ing supplemental tion services th BIDs	1,468	1,480	3,562	3,600	4,044	3,800	3,800	Up	Up
	3a	-	leted requests for	1,100	38	17	24	26	23*	*	Down	
DCAS	1b	TRUE New h	ires - Hispanic (%) ons issued to	19.20%	19.40%	19.80%	19.50%	21.50%	*	*	Neutra	al*
BIC	1a			1,145		8881,166		892	640*	*	Down	*
		OTC n	ance/prescription or nedication ery rate (average									
ACS	За	TRUE detent		(	).04	0.07	0.09	0.07	0.07↓	$\downarrow$	Up	Down
		Octobe	nt enrollment as of er 31 in grades ndergarten to 12									
DOE	1a	FALSE(000) Adult N	New Yorkers	1,094.90	1,104.50	1,122.80	1,134.00	1,141.20	*	*	Neutra	al*
DOHMH	2b	withou FALSE(%) (C	t health insurance Y)	19.80%	20.90%	13.80%	12.60%	10.90%	11.20%	10.00%	Down	Down

DOT	3a	Staten Island Ferry - TRUE Trips that are on time (%) Completed customer	)88.60%	91.10%	92.10%	92.30%	92.80%	90.00%	90.00%	Neutra	llUp
DCP	4a	requests for FALSEinterpretation		4	1	2	6	12*	*	Up	*
DCA	2b	Businesses educated FALSEthrough direct outreach	11,217	34,865	22,659	17,072	16,186	*	*	Down	Hn
NYPL	NA	TRUE Circulation (000)	25,949	24,722	23,296	22,723	23,778	22,100	22,100	Neutra	•
DFTA	2b	Hours of home care TRUE services provided	890,232	996,105	906,442	1,102,019	1,207,529	961,500	961,500	Up	Up
DOF	2b	FALSE- Hearings-by-mail	473,411	453,399	401,422	343,601	318,373	*	*	Down	*
TLC	2a	FALSE– Boro Taxis Overall enforcement	NA	5,048	7,077	7,237	6,313	*	*	NA	*
DEP DOC	1b 1a	FALSEactivity FALSEAdmissions	9 81,758	9831,207 77,141	1,206 67,672	1,658 63,758	1,893 58,226	*	*	Up Down	*
		Workplace injuries						*	•		
DOE	5a	FALSEreported  Cost per day for shelter	3,091	2,986	3,120	2,997	3,102			Neutra	liDown
DHS	2b	facilities - Single adult FALSEfacilities (\$) (annual) Priority B (nonemergency)	\$74.80	\$78.38	\$78.80	\$94.57	\$99.46	*	*	Up	*
DOB	2a	FALSEcomplaints received	58,983	70,089	63,160	70,661	74,240	*	*	Up	*
DOE	5a	FALSETeachers	73,844	74,103	74,922	76,351	77,446	*	*	Neutra	l <b>*</b>
QPL	NA	FALSEComputers for public use	1,869	1,904	1,963	1,967	9,494	10,000	12,000	Up	Up
DOE	1a	FALSE- High school (%)  Total child support cases		87.00%	87.90%	87.80%	87.90%	89.60%	89.90%	Neutra	ılUp
HRA	2c	with active orders (end of FALSEperiod)  Percent meeting time to	287,426	285,173	283,114	282,451	282,013	*	*	Neutra	llUp
		close – Noise - Street/Sidewalk (0.3									
NYPD	6b	FALSEdays) Weights and Measures		94 9	96	95 9	0	87*	*	Neutra	ıl*
DCA	1b	Law compliance rate - FALSEfuel trucks (%)	80%	78%	70%	68%	71%	72%	72%	Down	Up
DOC	4a	Collisions involving City FALSEvehicles		60 10	14 1	03 10	17	116*	*	Up	Down
DOC	1a	FALSEAverage daily population  – Cash assistance		11,408	10,240	9,790	9,500	*	*	Down	
		households receiving									
					4 400	100	0 10	)C O*	*	N I	1*
HRA	1b	FALSESNAP benefits (000) Students in special education scoring below	190	6.7 186	.4 195	5.5 198.	.9 19	96.3*	*	Neutra	· <b>I</b> *
HRA	1b	Students in special	19	6.7 186	.4 195	5.5 198.	.9 19	96.3*	*	Neutra	<b>.</b>  *
DOE	1b 2b	Students in special education scoring below standards progressing into a higher level - English Language Arts TRUE (%) - Hybrid or alternative	3.40%	6.7 186	.4 195 16.40%	5.5 198. 21.70%	.9 19 23.60%	22.70%	* 24.60%	Neutra Up	·l* Up
DOE	2b	Students in special education scoring below standards progressing into a higher level - English Language Arts TRUE (%) - Hybrid or alternative fuel vehicles in the	3.40%	6.70%	16.40%	21.70%	23.60%	22.70%		Up	Up
		Students in special education scoring below standards progressing into a higher level - English Language Arts TRUE (%) - Hybrid or alternative fuel vehicles in the FALSEDCAS-managed fleet (% Participants in	3.40%						* 24.60% 76%		
DOE	2b	Students in special education scoring below standards progressing into a higher level - English Language Arts TRUE (%) - Hybrid or alternative fuel vehicles in the FALSEDCAS-managed fleet (% Participants in community anti-poverty FALSEprograms	3.40% )41% 22,657	6.70%	16.40%	21.70%	23.60%	22.70%		Up	Up Up
DOE DCAS	2b 6a	Students in special education scoring below standards progressing into a higher level - English Language Arts TRUE (%) - Hybrid or alternative fuel vehicles in the FALSEDCAS-managed fleet (% Participants in community anti-poverty FALSEprograms Participants in immigrant FALSEservices programs	3.40% )41% 22,657	6.70% 56%	16.40% 66%	21.70% 74%	23.60% 76%	22.70%	76%	Up Up	Up Up *
DOE DCAS DYCD	2b 6a 3a	Students in special education scoring below standards progressing into a higher level - English Language Arts TRUE (%) - Hybrid or alternative fuel vehicles in the FALSEDCAS-managed fleet (% Participants in community anti-poverty FALSEprograms Participants in immigrant	3.40% )41% 22,657	6.70% 56% 23,403	16.40% 66% 19,128	21.70% 74% 19,480	23.60% 76% 18,928	22.70%	76%	Up Up Down	Up Up *
DOE DCAS DYCD DYCD	2b 6a 3a 3c	Students in special education scoring below standards progressing into a higher level - English Language Arts TRUE (%) - Hybrid or alternative fuel vehicles in the FALSEDCAS-managed fleet (% Participants in community anti-poverty FALSEprograms Participants in immigrant FALSEservices programs Calls resolved within 48 hours to the customer service call line for	3.40% )41% 22,657 4,263	6.70% 56% 23,403 5,422	16.40% 66% 19,128 7,058	21.70% 74% 19,480 3,505	23.60% 76% 18,928 3,351	22.70%	76%	Up Up Down Down	Up Up *
DOE DCAS DYCD	2b 6a 3a	Students in special education scoring below standards progressing into a higher level - English Language Arts  TRUE (%) - Hybrid or alternative fuel vehicles in the  FALSEDCAS-managed fleet (% Participants in community anti-poverty  FALSEprograms Participants in immigrant  FALSEservices programs Calls resolved within 48 hours to the customer service call line for  FALSEvendors (%) Total citywide payout for	3.40% )41% 22,657	6.70% 56% 23,403	16.40% 66% 19,128	21.70% 74% 19,480	23.60% 76% 18,928	22.70%	76%	Up Up Down	Up Up *
DOE DCAS DYCD DYCD	2b 6a 3a 3c	Students in special education scoring below standards progressing into a higher level - English Language Arts TRUE (%)  — Hybrid or alternative fuel vehicles in the FALSEDCAS-managed fleet (% Participants in community anti-poverty FALSEprograms Participants in immigrant FALSEservices programs Calls resolved within 48 hours to the customer service call line for FALSEvendors (%) Total citywide payout for judgments and claims TRUE (\$000)	3.40% )41% 22,657 4,263	6.70% 56% 23,403 5,422 69.40%	16.40% 66% 19,128 7,058	21.70% 74% 19,480 3,505	23.60% 76% 18,928 3,351	22.70%	76%	Up Up Down Down	Up Up *
DOE DCAS DYCD DYCD HRA LAW DEP	2b 6a 3a 3c 5a 1a 4b	Students in special education scoring below standards progressing into a higher level - English Language Arts  TRUE (%)  — Hybrid or alternative fuel vehicles in the  FALSEDCAS-managed fleet (% Participants in community anti-poverty  FALSEprograms Participants in immigrant  FALSEservices programs Calls resolved within 48 hours to the customer service call line for  FALSEvendors (%)  Total citywide payout for judgments and claims  TRUE (\$000)  Total revenue collected  FALSE(\$000,000)	3.40% )41% 22,657 4,263 67.70% \$490,175 \$3,374.60	6.70% 56% 23,403 5,422 69.40% \$579,899 0 \$3,612.30	16.40% 66% 19,128 7,058 71.00% \$608,500 \$3,808.90	21.70% 74% 19,480 3,505 82.30% \$655,873 \$3,852.60	23.60% 76% 18,928 3,351 80.70% \$722,046 \$3,852.00	22.70% 75% * *	76% * *	Up Up Down Down Up	Up Up * *
DOE DCAS DYCD DYCD HRA LAW	2b 6a 3a 3c 5a	Students in special education scoring below standards progressing into a higher level - English Language Arts  TRUE (%)  — Hybrid or alternative fuel vehicles in the  FALSEDCAS-managed fleet (% Participants in community anti-poverty  FALSEprograms  — Participants in immigrant  FALSEservices programs  — Calls resolved within 48 hours to the customer service call line for  FALSEvendors (%)  — Total citywide payout for judgments and claims  TRUE (\$000)  — Total revenue collected  FALSE(\$000,000)  FALSE— Adult families	3.40% )41% 22,657 4,263 67.70% \$490,175	6.70% 56% 23,403 5,422 69.40% \$579,899	16.40% 66% 19,128 7,058 71.00% \$608,500	21.70% 74% 19,480 3,505 82.30% \$655,873	23.60% 76% 18,928 3,351 80.70% \$722,046	22.70% 75% * *	76%  *  *	Up Up Down Down Up	Up Up  *  Up Down
DOE DCAS DYCD DYCD HRA LAW DEP	2b 6a 3a 3c 5a 1a 4b	Students in special education scoring below standards progressing into a higher level - English Language Arts  TRUE (%)  — Hybrid or alternative fuel vehicles in the  FALSEDCAS-managed fleet (% Participants in community anti-poverty  FALSEprograms Participants in immigrant  FALSEservices programs Calls resolved within 48 hours to the customer service call line for  FALSEvendors (%)  Total citywide payout for judgments and claims  TRUE (\$000)  Total revenue collected  FALSE(\$000,000)	3.40% )41% 22,657 4,263 67.70% \$490,175 \$3,374.60	6.70% 56% 23,403 5,422 69.40% \$579,899 0 \$3,612.30	16.40% 66% 19,128 7,058 71.00% \$608,500 \$3,808.90	21.70% 74% 19,480 3,505 82.30% \$655,873 \$3,852.60	23.60% 76% 18,928 3,351 80.70% \$722,046 \$3,852.00	22.70% 75% * *	76%  *  *	Up Up Down Down Up Up	Up Up  *  Up Down Up *
DOE DCAS DYCD DYCD HRA LAW DEP DHS	2b 6a 3a 3c 5a 1a 4b 2b	Students in special education scoring below standards progressing into a higher level - English Language Arts  TRUE (%)  - Hybrid or alternative fuel vehicles in the  FALSEDCAS-managed fleet (% Participants in community anti-poverty  FALSEprograms  Participants in immigrant  FALSEservices programs  Calls resolved within 48 hours to the customer service call line for  FALSEvendors (%)  Total citywide payout for judgments and claims  TRUE (\$000)  Total revenue collected  FALSE(\$000,000)  FALSE— Adult families  Average daily  TRUE attendance (%)  FALSE— Other incidents  Number of young people	3.40% )41% 22,657 4,263 67.70% \$490,175 \$3,374.60 \$96.97	6.70% 56% 23,403 5,422 69.40% \$579,899 0 \$3,612.30 \$92.41	16.40% 66% 19,128 7,058 71.00% \$608,500 \$3,808.90 \$97.31	21.70% 74% 19,480 3,505 82.30% \$655,873 \$3,852.60 \$110.69	23.60% 76% 18,928 3,351 80.70% \$722,046 \$3,852.00 \$138.13	22.70% 75%  *  *  \$3,622.86	76%  *  *  *  0\$3,783.0	Up Up Down Down Up Up Up	Up Up  *  * Up Down Up *
DOE DCAS DYCD DYCD HRA LAW DEP DHS DOE NYPD	2b 6a 3a 3c 5a 1a 4b 2b 1a 1a	Students in special education scoring below standards progressing into a higher level - English Language Arts  TRUE (%)  — Hybrid or alternative fuel vehicles in the  FALSEDCAS-managed fleet (% Participants in community anti-poverty  FALSEprograms — Participants in immigrant  FALSEservices programs — Calls resolved within 48 hours to the customer service call line for  FALSEvendors (%) — Total citywide payout for judgments and claims  TRUE (\$000) — Total revenue collected  FALSE(\$000,000)  FALSE— Adult families — Average daily  TRUE attendance (%)  FALSE— Other incidents — Number of young people involved in DYCD-	3.40% )41% 22,657 4,263 67.70% \$490,175 \$3,374.60 \$96.97 91.30% 4,350	6.70% 56% 23,403 5,422 69.40% \$579,899 0 \$3,612.30 \$92.41 91.10% 3,811	16.40% 66% 19,128 7,058 71.00% \$608,500 \$3,808.90 \$97.31 91.70% 3,975	21.70%  74%  19,480  3,505  82.30%  \$655,873  \$3,852.60 \$110.69  91.90% 4,092	23.60% 76% 18,928 3,351 80.70% \$722,046 \$3,852.00 \$138.13 91.70% 4,361	22.70% 75%  *  *  \$3,622.86	76%  *  *  *  0\$3,783.0	Up Up Down Down Up Up Up Neutra Neutra	Up Up  * * Up Down Up * ilUp ilDown
DOE DCAS DYCD DYCD HRA LAW DEP DHS DOE NYPD	2b 6a 3a 3c 5a 1a 4b 2b 1a 1a	Students in special education scoring below standards progressing into a higher level - English Language Arts TRUE (%)  - Hybrid or alternative fuel vehicles in the FALSEDCAS-managed fleet (%) Participants in community anti-poverty FALSEprograms Participants in immigrant FALSEservices programs Calls resolved within 48 hours to the customer service call line for FALSEvendors (%) Total citywide payout for judgments and claims TRUE (\$000) Total revenue collected FALSE(\$000,000) FALSE—Adult families Average daily TRUE attendance (%) FALSE—Other incidents Number of young people involved in DYCD- FALSEfunded programs	3.40% )41% 22,657 4,263 67.70% \$490,175 \$3,374.60 \$96.97 91.30% 4,350 212,407	6.70% 56% 23,403 5,422 69.40% \$579,899 0 \$3,612.30 \$92.41 91.10% 3,811 247,705	16.40% 66% 19,128 7,058 71.00% \$608,500 \$3,808.90 \$97.31 91.70% 3,975 288,767	21.70%  74%  19,480  3,505  82.30%  \$655,873  \$3,852.60 \$110.69  91.90% 4,092  317,341	23.60% 76% 18,928 3,351 80.70% \$722,046 \$3,852.00 \$138.13 91.70% 4,361 324,667	22.70% 75%  *  *  \$3,622.86  *  92.90%  *	76%  *  *  *  *  0\$3,783.0  *  93.70%  *	Up Up Down Down Up Up Neutra Neutra	Up Up  * * Up Down Up * Up Up Up Up Up
DOE DCAS DYCD DYCD HRA LAW DEP DHS DOE NYPD	2b 6a 3a 3c 5a 1a 4b 2b 1a 1a	Students in special education scoring below standards progressing into a higher level - English Language Arts TRUE (%)  - Hybrid or alternative fuel vehicles in the FALSEDCAS-managed fleet (% Participants in community anti-poverty FALSEprograms Participants in immigrant FALSEservices programs Calls resolved within 48 hours to the customer service call line for FALSEvendors (%) Total citywide payout for judgments and claims TRUE (\$000) Total revenue collected FALSE(\$000,000) FALSE—Adult families Average daily TRUE attendance (%) FALSE—Other incidents Number of young people involved in DYCD- FALSEfunded programs TRUE Facility security checks FALSE—Households assisted	3.40% )41% 22,657 4,263 67.70% \$490,175 \$3,374.60 \$96.97 91.30% 4,350	6.70% 56% 23,403 5,422 69.40% \$579,899 0 \$3,612.30 \$92.41 91.10% 3,811	16.40% 66% 19,128 7,058 71.00% \$608,500 \$3,808.90 \$97.31 91.70% 3,975	21.70%  74%  19,480  3,505  82.30%  \$655,873  \$3,852.60 \$110.69  91.90% 4,092	23.60% 76% 18,928 3,351 80.70% \$722,046 \$3,852.00 \$138.13 91.70% 4,361	22.70% 75%  *  *  \$3,622.86  *  92.90%  *	76%  *  *  *  0\$3,783.0  *  93.70%	Up Up Down Down Up Up Up Neutra Neutra	Up Up  *  *  Up Down Up *  Up UlDown Up
DOE DCAS DYCD DYCD HRA LAW DEP DHS DOE NYPD DYCD DEP	2b 6a 3a 3c 5a 1a 4b 2b 1a 1a 1b	Students in special education scoring below standards progressing into a higher level - English Language Arts TRUE (%)  - Hybrid or alternative fuel vehicles in the FALSEDCAS-managed fleet (% Participants in community anti-poverty FALSEprograms Participants in immigrant FALSEservices programs Calls resolved within 48 hours to the customer service call line for FALSEvendors (%) Total citywide payout for judgments and claims TRUE (\$000) Total revenue collected FALSE(\$000,000) FALSE—Adult families Average daily TRUE attendance (%) FALSE—Other incidents Number of young people involved in DYCD- FALSEfunded programs TRUE Facility security checks FALSE—Households assisted Seniors, aged 65+, who reported receiving a flu	3.40% )41%  22,657 4,263  67.70% \$490,175 \$3,374.60 \$96.97  91.30% 4,350  212,407 275,098	6.70% 56% 23,403 5,422 69.40% \$579,899 0 \$3,612.30 \$92.41 91.10% 3,811 247,705 289,759	16.40% 66% 19,128 7,058 71.00% \$608,500 \$3,808.90 \$97.31 91.70% 3,975 288,767 278,439	21.70%  74%  19,480  3,505  82.30%  \$655,873  \$3,852.60 \$110.69  91.90% 4,092  317,341 293,199	23.60% 76% 18,928 3,351 80.70% \$722,046 \$3,852.00 \$138.13 91.70% 4,361 324,667 286,589	22.70% 75%  *  *  \$3,622.86  *  92.90%  *	76%  *  *  *  *  0\$3,783.0  *  93.70%  *  275,000	Up  Up  Up  Up  Neutra  Neutra	Up Up  *  *  Up Down Up *  Up UlDown Up
DOE DCAS DYCD DYCD HRA LAW DEP DHS DOE NYPD DYCD DEP	2b 6a 3a 3c 5a 1a 4b 2b 1a 1a 1b 4a	Students in special education scoring below standards progressing into a higher level - English Language Arts TRUE (%)  - Hybrid or alternative fuel vehicles in the FALSEDCAS-managed fleet (% Participants in community anti-poverty FALSEprograms  Participants in immigrant FALSEservices programs  Calls resolved within 48 hours to the customer service call line for FALSEvendors (%)  Total citywide payout for judgments and claims TRUE (\$000)  Total revenue collected FALSE(\$000,000) FALSE— Adult families  Average daily TRUE attendance (%) FALSE— Other incidents  Number of young people involved in DYCD- FALSEfunded programs TRUE Facility security checks FALSE— Households assisted  Seniors, aged 65+, who reported receiving a flu shot in the last 12 FALSEmonths (%) (CY)	3.40% )41% 22,657 4,263 67.70% \$490,175 \$3,374.60 \$96.97 91.30% 4,350 212,407 275,098	6.70% 56% 23,403 5,422 69.40% \$579,899 0 \$3,612.30 \$92.41 91.10% 3,811 247,705 289,759	16.40% 66% 19,128 7,058 71.00% \$608,500 \$3,808.90 \$97.31 91.70% 3,975 288,767 278,439	21.70%  74%  19,480  3,505  82.30%  \$655,873  \$3,852.60 \$110.69  91.90% 4,092  317,341 293,199	23.60% 76% 18,928 3,351 80.70% \$722,046 \$3,852.00 \$138.13 91.70% 4,361 324,667 286,589	22.70% 75%  *  *  \$3,622.86  *  92.90%  *	76%  *  *  *  0\$3,783.0  *  93.70%  *  275,000	Up  Up  Up  Up  Neutra  Neutra	Up Up  *  *  Up Down Up *  Up IIUp IIUp IIUp IIUp
DOE DCAS DYCD DYCD HRA LAW DEP DHS DOE NYPD DYCD DEP HPD	2b 6a 3a 3c 5a 1a 4b 2b 1a 1a 1b 4a	Students in special education scoring below standards progressing into a higher level - English Language Arts TRUE (%)  - Hybrid or alternative fuel vehicles in the FALSEDCAS-managed fleet (% Participants in community anti-poverty FALSEprograms Participants in immigrant FALSEservices programs Calls resolved within 48 hours to the customer service call line for FALSEvendors (%) Total citywide payout for judgments and claims TRUE (\$000) Total revenue collected FALSE(\$000,000) FALSE—Adult families Average daily TRUE attendance (%) FALSE—Other incidents Number of young people involved in DYCD- FALSEfunded programs TRUE Facility security checks FALSE—Households assisted Seniors, aged 65+, who reported receiving a flu shot in the last 12	3.40% )41%  22,657 4,263  67.70%  \$490,175 \$3,374.60 \$96.97  91.30% 4,350  212,407 275,098 37,232  61.80%	6.70% 56% 23,403 5,422 69.40% \$579,899 9\$3,612.30 \$92.41 91.10% 3,811 247,705 289,759 36,859	16.40% 66% 19,128 7,058 71.00% \$608,500 \$3,808.90 \$97.31 91.70% 3,975 288,767 278,439 38,128 64.20%	21.70%  74%  19,480  3,505  82.30%  \$655,873  \$3,852.60 \$110.69  91.90% 4,092  317,341 293,199 39,058  65.50%	23.60% 76% 18,928 3,351 80.70% \$722,046 \$3,852.00 \$138.13 91.70% 4,361 324,667 286,589 39,694 65.40%	22.70% 75%  *  *  \$3,622.86  *  92.90%  *  275,000  *	76%  *  *  *  0\$3,783.0  *  93.70%  *  275,000  *	Up  Down  Down  Up  Up  Neutra  Neutra  Neutra  Neutra	Up Up  *  *  Up Down Up *  Up IIUp IIUp IIUp IIUp

DOF	6a	<ul> <li>Parking summons</li> <li>FALSErevenue (\$000,000)</li> <li>Average acceptably</li> </ul>	\$508	\$588	\$643	\$642	\$627	*	*	Up	*
SBS	3a	clean BID sidewalk TRUE ratings (%) Average wait time to	98.50%	96.50%	96.10%	96.80%	97.80%	97.00%	97.00%	Neutra	ılUp
DOI DPR	3a 1b	speak with a customer FALSEservice agent (minutes) FALSESummonses issued	11,809	3 16,310	3 15,323	3 21,176	3 20,907	3* *	*	Neutra Up	llDown *
BOE	NA	Voting equipment replacement rate - ballot FALSEmarking devices (%)	5.60%	0.90%	2.30%	0.50%	1.40%	*	*	Down	Down
FDNY	1c	Civilian fire fatalities per FALSE100,000 people		0.6	1	0.7	0.8	0.5*	*	Down	Down
NYPL- Researd	hNA	Libraries open six days TRUE per week (%)  - Fatalities resulting from	75%	75%	100%	100%	100%	100%	100%	Up	Up
		collisions involving non- emergency City vehicles in the DCAS-managed									
DCAS DOT	7a 1b	FALSEfleet FALSE– Fair (%)	NA 29.80%	30.00%	0 29.30%	0 30.40%	0 29.60%	0* *	*	NA Neutra	Down
501	10	Violations admitted to or upheld at the Environmental Control		00.0070	20.0070	00.1070	20.0070			Nound	iibowii
NYPD NYPD	5a 1a	FALSEBoard (%) TRUE – Grand larceny auto	62% 7,615	64% 7,536	66% 7,548	68% 6,935	60% 5,931	* ↓	* ↓	Neutra Down	ıl* Down
DOE	2b	Special education  FALSEenrollment - School-age			239,619			*	*	Up	*
		Written policy and procedure recommendations	,	,	,	,	,			·	
DOI	1a	accepted by City FALSEagencies (%)	72%	45%	74%	85%	70%	75%	75%	Up	*
DHS	2b	FALSE– Families with children Average days to complete first plan review	\$103.55 w	\$102.61	\$106.49	\$121.40	\$171.21	*	*	Up	*
DOB	1b	(Borough offices) - New TRUE buildings		16.1	8.8	14.9	11.1	5.6	12	12Down	Down
		Percent meeting time to first action - Rodent (14									
DOHMH	l 7b	FALSEdays) Walk-in traffic at	74%	75%	73%	73%	75%	70%	73%	Neutra	l <b>l</b> *
SBS	2a	FALSEWorkforce1 Centers Letters responded to in	320,273	367,695	266,663	273,753	271,573	*	*	Down	*
DCLA	3a	FALSE14 days (%) TLC driver licenses	87%	100%	100%	100%	100%	90%	90%	Up	Up
TLC	1d	FALSEissued Average time to resolve non-emergency service	62,286	69,957	91,485	97,401	95,337	*	*	Up	*
NYCHA DOE	1b 5a	TRUE requests (days) FALSE- High school (\$)	\$17,669		27.6 \$19,206		14.7 NA	17.5	15	15Down NA	Down *
NYPD	4a	FALSE– Acceptable Collisions involving City	8,371	8,508	8,416	8,142	7,992	*	*	Neutra	l <b> </b> *
DOB DOE	3a 1a	FALSEvehicles TRUE – Grade 1		22 24.6	33 25.1	41 24.9	44 24.9	98* 24.5 24	* 4.4 23	Up 3.5Neutra	Down
NYCHA		FALSECORE facility rating Private transfer station		83	94	93	92	95*	*	Up	Up
DSNY	5a	FALSEpermits		59	59	59	61	57*	*	Neutra	
DOT	2a	FALSE– Motorists/passengers Of eligible audited jobs, the percent of audits tha resulted in revocation	t	93	113	90	84	63*	·	Down	Down
DOB	1b	FALSEnotices (%) City employees/participants	NA	NA	NA	34.30%	42.00%	*	*	NA	Up
DCAS	1d	attending training TRUE sessions	17,085	20,252	25,989	40,586	44,080	25,000	30,000	Up	Up
DOP	2b	New enrollments in FALSEDOP-managed program		NA	NA	1,432	1,476	*	*	NA	*
20.		Percent meeting time to close – Residential Nois - Loud Music/Party (0.3				1,102	1,170				
NYPD	6b	FALSEdays) Average time to close		93	95	93	88	87*	*	Neutra	l*
HPD	1a	emergency complaints TRUE (days) Muni-meters that are		10.2	11.9	13.3	11.3	12.4	12	12Up	Down
DOT	1b	TRUE operable (%)  Cases receiving home	99.20%	99.30%	99.20%	99.20%	99.10%	98.00%	98.00%	Neutra	lUp
HRA	4a	FALSEcare services	116,883	118,120	122,173	136,367	155,504	*	*	Up	*

DCAS	1b	TRUE	New hires - Asian/Pacific Islander (%) Uptime of	6.20%	6.80%	7.20%	7.50%	8.80%	*	*	Up	*
			telecommunications									
DoITT	1d	TRUE	network (Voice over Internet Protocol) (%) Children eligible for	99.97%	100.00%	100.00%	100.00%	99.93%	99.99%	99.99%	Neutra	alUp
ACS	1e	FALSE	Eadoption (average) Number of businesses	1,446	1,248	1,092	1,053		904*	*	Down	*
SBS	1a	TRUE	opened by NYC Business Acceleration	5(	63 7	'57 8	354 9	15	867↑	<b>↑</b>	Up	Up
HPD	2a		E– Preservation starts English Language	NA	6,569	11,839	17,313	16,588	12,000	12,900	NA	*
DOE	2a	FALSE	Learners testing out of EELL Programs (%) Percent meeting time to first action - Consumer	16.30%	17.40%	18.20%	12.80%	15.60%	14.10%	14.10%	Down	Up
DCA	5b	FALSE	Complaint - False EAdvertising (4 days) Juvenile probationers arrested citywide as a percentage of the NYPD arrest report (monthly	97%	69%	84%	91%	97%	85%	85%	Up	*
DOP	2a		average)	0.20%	0.30%	0.30%	0.30%	0.30%	*	*	Up	*
SCA	1b	FALSE	E- Intermediate (\$) School building ratings -	\$638	\$604	NA	\$573	\$777	*	*	NA	Down
DOE	4a	TRUE	Good condition (%)	0.90%	0.60%	0.70%	1.10%	NA	*	*	NA	Up
DoITT	1b	FALSE	EService incidents Patient Cycle Time -	219,685	188,745	197,166	230,978	260,045	*	*	Up	*
NYCHH	1a	FALSE	EPediatrics (minutes) Total financial support provided to qualifying	NA	NA	NA		70	70 6	60 6	60NA	Down
DCLA	1a	FALSE	Eorganizations (\$000,000)  Male condoms	\$139.30	\$144.30	\$152.60	\$152.70	\$170.90	*	*	Up	*
DOHMH	1a	FALSE	Edistributed (000)  - Cash assistance	37,561	38,146	36,604	35,666	35,220	37,828	37,828	Neutra	al*
			persons receiving SNAP									
HRA	1b	FALSE	Ebenefits (000)  Adult families entering	408	38	5.9 40	)2.1 409	9.3	401.2*	*	Neutra	al*
DHS	2a	TRUE	the DHS shelter services system	1,156	1,283	1,385	1,476	1,583	1	1	Up	Down
Dilo	Za	THOL	Percent meeting time to first action - Food	1,100	1,200	1,000	1,470	1,500	*	*	ОР	DOWN
DOHMH	7b	FALSE	EEstablishment (14 days) Average response time to structural fires (FDNY dispatch and travel time	97%	98%	97%	92%	95%	90%	90%	Neutra	al*
FDNY	1b	TRUE	only) (minutes:seconds) CORE customer	4:06	4:08	4:11	4:11	4:13	4:12	4:14	Neutra	alDown
DORIS	3a	FALSE	Eexperience rating (0-100) Initial inspections with active rat signs (ARS)	) !	93	93	91	97	100*	*	Neutra	alUp
DOHMH	Зс	FALSE		11.10%	10.80%	10.70%	13.90%	12.20%	*	*	Up	Down
NYPD	1a	FALSE	E– Robbery	10		94		66	60*	*	Down	Down
NYPD	6a	FALSE	ECORE facility rating Inspections of permitted	8	86	90	88	94	92*	*	Neutra	alUp
DOT	1b	FALSE	Estreet work COMPASS NYC programs meeting target	543,921	641,061	574,467	708,276	707,330	*	*	Up	Up
DYCD	1a	TRUE	enrollment - elementary (school year) (%)	97%	99%	100%	99%	99%	90%	90%	Neutra	alUp
DORIS	3a	FALSE	E-mails responded to in E14 days (%)	100%	100%	100%	100%	100%	*	*	Neutra	alUp
DCA	1a	FALSE	Complaints processed Ewithin 0-28 days (%)	NA	NA	51%	51%	56%	50%	50%	NA	Up
			Percent meeting time to first action - Dead Tree - Dead/Dying Tree (30 days for trees planted within a 2 year period, 7									
DPR SCA	6b 1b		Edays for all other trees) E— Elementary (\$) Critical incidents in the families with children shelter system, per	87% \$553	69% \$552	69% \$631	72% \$657	70% \$732	90%	90% *	Down Up	* Down
DHS	2b	TRUE	1,000 residents Summonses processed at OATH Hearings Division - Remote	NA	NA	NA	NA		0.9↓	1	NA	Down
OATH	2a		EHearings	NA 7.400/	17,354	21,948	27,314	29,790	*	*	NA	*
DHS	3b	FALSE	E- subsidized exits (%)	7.40%	10.20%	9.40%	8.30%	7.50%	•		neutra	alDown

DOB	1b	Jobs professionally FALSEcertified (%)	55.20%	57.80%	58.80%	61.90%	64.10%	*	*	Up	Up
DEP	2a	Street cave-in FALSEcomplaints received Percent meeting time to	2,926	3,737	4,073	4,174	3,848	*	*	Up	Down
DSNY	6b	close – Dirty Conditions FALSEIllegal Postering (7 days)		71	66	79	92	91*	*	Up	*
HPD	5a	E-mails responded to in FALSE14 days (%)	60%	56%	76%	55%	67%	58%	58%	Neutra	alUp
LAW	4a	Completed requests for FALSEinterpretation		705	860	7621,002		875*	*	Up	*
		Average utilization of mainframe system used by the Department of Education and DoITT									
DoITT	1a	FALSE(%) Percent meeting time to	46.50%	49.20%	57.60%	61.20%	64.10%	*	*	Up	*
DOHMH	7b	first action - Smoking FALSEComplaint (14 days)	81%	78%	86%	81%	92%	75%	75%	Up	*
NYCHA		FALSENumber of buildings	2,585	2,563	2,553	2,528	2,442	*	*	Neutra	al*
		Children who re-enter foster care within a year of discharge to family (%	)								
ACS NYCHA	1c 2d	TRUE (preliminary) TRUE Apartments (000)	8.60%	9.30% 179	9.10% 179	7.80% 178	6.30% 178	7.00% 176*	6.00%	Down Neutra	Down al*
DDC	1a	Sewers reconstructed FALSE(miles)		8.8	6.7	6.1	4.6	12	8.4	8Up	*
ACS	3a	Total admissions to TRUE detention	3,419	3,126	2,755	2,528	2,126	$\downarrow$	$\downarrow$	Down	Down
DYCD	5a	E-mails responded to in FALSE14 days (%)	100%	100%	100%	100%	100%	*	*	Neutra	alUp
		Total dollars spent on emergency repairs in the	•								
HPD	1b	Alternative Enforcement FALSEProgram (\$) Medallion safety and	\$4,234,	010 \$3,980,9	941 \$3,878,	569 \$1,935,	,904 \$2,499,9	10 *	*	Down	*
TLC	1b	emissions inspections FALSEconducted	51,786	52,046	51,769	50,894	49,830	*	*	Neutra	al*
DOI	1b	Financial recoveries to TRUE the City collected (\$000)	\$6,041	\$33,248	\$6,034	\$5,095	\$2,588	<b>↑</b>	<b>↑</b>	Down	Up
		Violent critical incidents in the adult shelter system, per 1,000									
DHS	2b	FALSEresidents Average time to approve waste hauling		NA	NA	NA		1.6*	*	NA	Down
BIC	1b	TRUE applications (days) - New Projects completed	V	212	103	235	154	136↓	$\downarrow$	Down	Down
DDC	1a	FALSEwithin budget (%)	94%	89%	89%	82%	88%	*	*	Neutra	alUp
NYPD	4a	FALSE– Exceptionally good Completed customer requests for		6	8	7	0	9*	*	Down	·
BIC	3a	FALSEinterpretation	10.001	109	56	26	93	24*	*	Down	
DOE	4a	FALSETotal new seats created Average weekly	10,061	5,380	15,210	6,241	8,676	8,084	4,005	Neutra	al*
BPL	NA	TRUE scheduled hours Average age of pending		43.5	42	45	49.3	49.3	49.7 4	9.3Up	Up
BIC	2b	public wholesale market FALSEapplications (days)		246	256	324	215	227*	*	Down	Down
DOC	1b	Incidents of use of force FALSEtotal	- 2,977	3,779	4,409	4,756	4,673	*	*	Up	Down
		Witnessed cardiac     arrest patients revived									
FDNY	2b	TRUE (%) Successful completion rate for adult	45%	45%	45%	46%	47%	1	<b>↑</b>	Neutra	alUp
DOP	2b	TRUE probationers (%) Percent meeting time to first action - Home Delivered Meals for	58%	59%	66%	68%	69%	<b>↑</b>	<b>↑</b>	Up	Up
DFTA	3b	Seniors - Missed FALSEDelivery (14 days)	99%	100%	100%	100%	100%	*	*	Neutra	al*
DOF	4a	Average time to close a TRUE case (days) Full-scale and functional	NA	NA	NA		53.7	61.6↓	$\downarrow$	NA	Down
NYCEM	1b	TRUE exercises/drills End-to-end average response time to		1	3	4	11	18	11	14Up	Up
FDNY	1b	structural fires FALSE(minutes:seconds)	4:47	4:49	4:51	4:55	4:55	*	*	Neutra	alDown

		Square footage of assets	;								
EDC	2a	actively managed by FALSENYCEDC (000)	65,537.	10 66 394 '	30 67,266.8	30 66,321.4	40 63,545.9	n *	*	Neutra	l*
LDO	Zu	Weapon recovery rate	00,007.	10 00,004.0	50 07,200.0	00,021	10 00,010.0	J		Noutra	
ACS	3a	(average per 100 total TRUE ADP), detention		0.02	0.04	0.08	0.07	0.06↓	$\downarrow$	Up	Down
DDC	1b	FALSEProjects audited (%)	100%	100%	100%	100%	100%	95%	95%	Neutra	-
		Youth who attend a									
		DYCD-funded training or employment program									
		while in school and attain									
		a degree or certificate by the end of the 3rd									
		quarter after exiting the									
DYCD DHS	2b 3b	FALSEprogram (%)	77% 2.70%	77% 2.40%	78% 3.00%	83% 1.40%	NA 1.30%	63%	*	NA Down	Up
סחט	30	TRUE – subsidized exits (%)  Value of financing	2.70%	2.40%	3.00%	1.40%	1.30%	<b>↓</b>	ļ	DOWN	DOWII
		awards facilitated by									
SBS	1a	NYC Business Solutions FALSE(\$000)	\$54,101	\$44,811	\$64,799	\$44,983	\$45,701	*	*	Down	Up
DOD		First plan reviews	00.000	70.000					*		
DOB TLC	1b 1b	FALSEcompleted FALSE- Re-Inspection (%)	69,380 15.10%	76,669 14.40%	84,449 13.60%	88,542 12.50%	86,878 10.10%	*	*	Up Down	^ Down
120	10	Average number of days	10.1070	14.1070	10.0070	12.0070	10.1070			Down	DOWN
		from submission of a completed application to									
		issuance of enhanced									
HRA	10	housing benefits to TRUE HASA clients		14.5	14.1	14.2	16.3	16.8	15.5	15 El lo	Down
ппА	4a	Basic license application		14.5	14.1	14.2	10.3	10.0	13.3	15.5Up	Down
DCA	0-	- Average processing		0	0	0	0	0	4	41 lm	Davis
DCA	2a	TRUE time (days) NYC.gov web page		2	3	2	2	3	4	4Up	Down
DoITT	2a	FALSEviews (000)	NA	NA	NA	271,252	.20 271,980.	00 *	*	NA	Up
		Average time to issue a business tax refund									
DOF	1b	TRUE (days)		30	29	31	9	26	25	25Down	Down
		Average annual cost of an engine company									
FDNY	3a	FALSE(\$000,000)	\$6.70	\$6.90	\$6.80	\$7.10	\$7.20	*	*	Neutra	l*
31	12a	Customer satisfaction FALSEindex		84	83	84	85	84*	*	Neutra	ll In
01	12u			01	00	01	00	01		Noutra	ЮР
D.O.D.											
DOB	4a	E-mails responded to in FALSE14 days (%)	37%	65%	51%	60%	63%	57%	57%	Up	Up
		FALSE14 days (%) Calls answered in 30						57%	57%	•	-
DOB	4a 4a	FALSE14 days (%) Calls answered in 30	37% NA	65% NA	51% NA	60% NA	63% NA	57% *	57% *	Up NA	Up Up
DOB	4a	FALSE14 days (%) Calls answered in 30 FALSEseconds (%) Average customer inperson wait time		NA	NA	NA	NA	*	*	NA	Up
		FALSE14 days (%) Calls answered in 30 FALSEseconds (%) Average customer inperson wait time FALSE(minutes)						57% *	57% * 5	•	Up
DOB DEP	4a 7a	FALSE14 days (%) Calls answered in 30 FALSEseconds (%) Average customer inperson wait time FALSE(minutes) Voting equipment replacement rate - ballot	NA	NA 7	NA 7	NA 6	NA 5	*	* 5	NA 5Down	Up Down
DOB	4a	FALSE14 days (%) Calls answered in 30 FALSEseconds (%) Average customer inperson wait time FALSE(minutes) Voting equipment replacement rate - ballot FALSEscanners (%)		NA	NA	NA	NA	*	*	NA	Up Down
DOB DEP	4a 7a	FALSE14 days (%) Calls answered in 30 FALSEseconds (%) Average customer inperson wait time FALSE(minutes) Voting equipment replacement rate - ballot FALSEscanners (%) Priority B complaints FALSEresponded to	NA	NA 7	NA 7	NA 6	NA 5	*	* 5	NA 5Down	Up Down
DOB DEP BOE	4a 7a NA	FALSE14 days (%) Calls answered in 30 FALSEseconds (%) Average customer inperson wait time FALSE(minutes) Voting equipment replacement rate - ballot FALSEscanners (%) Priority B complaints FALSEresponded to Average time to	NA 3.20% 51,990	NA 7 0.40%	NA 7 0.40%	NA 6 0.30%	NA 5 0.90%	*	* 5	NA 5Down Down	Up Down
DOB DEP BOE	4a 7a NA	FALSE14 days (%) Calls answered in 30 FALSEseconds (%) Average customer inperson wait time FALSE(minutes) Voting equipment replacement rate - ballot FALSEscanners (%) Priority B complaints FALSEresponded to Average time to complete a substantiated TRUE investigation (days)	NA 3.20% 51,990	NA 7 0.40%	NA 7 0.40%	NA 6 0.30%	NA 5 0.90%	*	* 5	NA 5Down Down	Up Down Down
DOB DEP BOE DOB CCRB	4a 7a NA 2a	FALSE14 days (%) Calls answered in 30 FALSEseconds (%) Average customer inperson wait time FALSE(minutes) Voting equipment replacement rate - ballot FALSEscanners (%) Priority B complaints FALSEresponded to Average time to complete a substantiated TRUE investigation (days) CORE customer	NA 3.20% 51,990	NA 7 0.40% 63,215	NA 7 0.40% 54,688	NA 6 0.30% 60,716 329	NA 5 0.90% 72,848	* 4  * * 168	* 5  * * 140	NA 5Down Down Up 140Down	Up Down Down *
DOB DEP BOE DOB CCRB DCA	4a 7a NA 2a	FALSE14 days (%) Calls answered in 30 FALSEseconds (%) Average customer inperson wait time FALSE(minutes) Voting equipment replacement rate - ballot FALSEscanners (%) Priority B complaints FALSEresponded to Average time to complete a substantiated TRUE investigation (days) CORE customer FALSEexperience rating (0-100) Attendance at skating	3.20% 51,990	NA 7 0.40% 63,215 438 86	NA 7 0.40% 54,688 394 94	NA 6 0.30% 60,716	NA 5 0.90% 72,848	* 4 * *	* 5  * 140 83	NA 5Down Down Up	Up Down Down
DOB DEP BOE DOB CCRB	4a 7a NA 2a	FALSE14 days (%) Calls answered in 30  FALSEseconds (%) Average customer inperson wait time  FALSE(minutes) Voting equipment replacement rate - ballot  FALSEscanners (%) Priority B complaints  FALSEresponded to Average time to complete a substantiated  TRUE investigation (days) CORE customer  FALSEexperience rating (0-100) Attendance at skating  FALSErinks	NA 3.20% 51,990	NA 7 0.40% 63,215 438 86	NA 7 0.40% 54,688 394 94	NA 6 0.30% 60,716 329 95	NA 5 0.90% 72,848 178 98	* 4  * * 168	* 5  * * 140	NA 5Down Down Up 140Down	Up Down Down * Down Up
DOB DEP BOE DOB CCRB DCA	4a 7a NA 2a 1a 5a	FALSE14 days (%) Calls answered in 30 FALSEseconds (%) Average customer inperson wait time FALSE(minutes) Voting equipment replacement rate - ballot FALSEscanners (%) Priority B complaints FALSEresponded to Average time to complete a substantiated TRUE investigation (days) CORE customer FALSEexperience rating (0-100) Attendance at skating	3.20% 51,990	NA 7 0.40% 63,215 438 86	NA 7 0.40% 54,688 394 94	NA 6 0.30% 60,716 329 95	NA 5 0.90% 72,848 178 98	* 4  * * 168	* 5  * 140 83	NA 5Down Down Up 140Down 87Up	Up Down Down * Down Up
DOB DEP BOE DOB CCRB DCA DPR	4a 7a NA 2a 1a 5a 4a	FALSE14 days (%) Calls answered in 30 FALSEseconds (%) Average customer inperson wait time FALSE(minutes) Voting equipment replacement rate - ballot FALSEscanners (%) Priority B complaints FALSEresponded to Average time to complete a substantiated TRUE investigation (days) CORE customer FALSEexperience rating (0-100) Attendance at skating FALSErinks Annual tons recycled FALSEInmate health clinic visits	3.20% 51,990 530,299	NA 7 0.40% 63,215 438 86 595,887	NA 7 0.40% 54,688 394 94 548,677	NA 6 0.30% 60,716 329 95 564,696	NA 5 0.90% 72,848 178 98 581,842	* 4  * * 168 99 *	* 5  * 140 83	NA 5Down Down Up 140Down 87Up Neutra	Down  Down  Down  Down  Up  Up
DOB DEP BOE DOB CCRB DCA DPR DSNY DOC	4a 7a NA 2a 1a 5a 4a 3a	FALSE14 days (%) Calls answered in 30 FALSEseconds (%) Average customer inperson wait time FALSE(minutes) Voting equipment replacement rate - ballot FALSEscanners (%) Priority B complaints FALSEresponded to Average time to complete a substantiated TRUE investigation (days) CORE customer FALSEexperience rating (0-100) Attendance at skating FALSErinks Annual tons recycled FALSEInmate health clinic visits Child support cases with	3.20% 51,990 530,299 75,664	NA 7 0.40% 63,215 438 86 595,887 642 77,825	NA 7 0.40% 54,688 394 94 548,677 652 81,873	NA 6 0.30% 60,716 329 95 564,696 685 78,499	NA 5 0.90% 72,848 178 98 581,842 740 79,844	* 4  * * 168 99  * 800* *	* 5  * 140 83  * *	NA 5Down Down Up 140Down 87Up Neutra Up Neutra	Down  Down  Down  Up  Up  Up  Up  I'
DOB DEP BOE DOB CCRB DCA DPR DSNY DOC HRA	4a 7a NA 2a 1a 5a 4a 1c 2c	FALSE14 days (%) Calls answered in 30 FALSEseconds (%) Average customer inperson wait time FALSE(minutes) Voting equipment replacement rate - ballot FALSEscanners (%) Priority B complaints FALSEresponded to Average time to complete a substantiated TRUE investigation (days) CORE customer FALSEexperience rating (0-100) Attendance at skating FALSErinks Annual tons recycled FALSEtotal (000) FALSEInmate health clinic visits Child support cases with TRUE orders of support (%) Children returned to	3.20% 51,990 530,299 75,664 70.10%	NA 7 0.40% 63,215 438 86 595,887 642 77,825 71.50%	NA 7 0.40% 54,688 394 94 548,677 652 81,873 73.20%	NA 6 0.30% 60,716 329 95 564,696 685 78,499 76.70%	NA 5 0.90% 72,848 178 98 581,842 740 79,844 79.40%	* 4  * * 168 99 *	* 5  * 140 83  * *	NA 5Down Down Up 140Down 87Up Neutra Up Neutra	Down  Down  Down  Up  Up  Up  Up  Up  Up  Up
DOB DEP BOE DOB CCRB DCA DPR DSNY DOC	4a 7a NA 2a 1a 5a 4a 3a 1c	FALSE14 days (%) Calls answered in 30 FALSEseconds (%) Average customer inperson wait time FALSE(minutes) Voting equipment replacement rate - ballot FALSEscanners (%) Priority B complaints FALSEresponded to Average time to complete a substantiated TRUE investigation (days) CORE customer FALSEexperience rating (0-100) Attendance at skating FALSErinks Annual tons recycled FALSEtotal (000) FALSEInmate health clinic visits Child support cases with TRUE orders of support (%) Children returned to FALSEparents (reunifications)	3.20% 51,990 530,299 75,664	NA 7 0.40% 63,215 438 86 595,887 642 77,825	NA 7 0.40% 54,688 394 94 548,677 652 81,873	NA 6 0.30% 60,716 329 95 564,696 685 78,499	NA 5 0.90% 72,848 178 98 581,842 740 79,844	* 4  * * 168 99  * 800* *	* 5  * 140 83  * *	NA 5Down Down Up 140Down 87Up Neutra Up Neutra	Down  Down  Down  Up  Up  Up  Up  Up  Up  Up
DOB DEP BOE DOB CCRB DCA DPR DSNY DOC HRA	4a 7a NA 2a 1a 5a 4a 1c 2c	FALSE14 days (%) Calls answered in 30 FALSEseconds (%) Average customer inperson wait time FALSE(minutes) Voting equipment replacement rate - ballot FALSEscanners (%) Priority B complaints FALSEresponded to Average time to complete a substantiated TRUE investigation (days) CORE customer FALSEexperience rating (0-100) Attendance at skating FALSErinks Annual tons recycled FALSEtotal (000) FALSEInmate health clinic visits Child support cases with TRUE orders of support (%) Children returned to FALSEparents (reunifications) Time to notify agencies of prospective childcare,	3.20% 51,990 530,299 75,664 70.10%	NA 7 0.40% 63,215 438 86 595,887 642 77,825 71.50%	NA 7 0.40% 54,688 394 94 548,677 652 81,873 73.20%	NA 6 0.30% 60,716 329 95 564,696 685 78,499 76.70%	NA 5 0.90% 72,848 178 98 581,842 740 79,844 79.40%	* 4  * * 168 99  * 800* *	* 5  * 140 83  * *	NA 5Down Down Up 140Down 87Up Neutra Up Neutra	Down  Down  Down  Up  Up  Up  Up  Up  Up  Up
DOB DEP BOE DOB CCRB DCA DPR DSNY DOC HRA	4a 7a NA 2a 1a 5a 4a 1c 2c	FALSE14 days (%) Calls answered in 30 FALSEseconds (%) Average customer inperson wait time FALSE(minutes) Voting equipment replacement rate - ballot FALSEscanners (%) Priority B complaints FALSEresponded to Average time to complete a substantiated TRUE investigation (days) CORE customer FALSEexperience rating (0-100) Attendance at skating FALSErinks Annual tons recycled FALSEtotal (000) FALSEInmate health clinic visits Child support cases with TRUE orders of support (%) Children returned to FALSEparents (reunifications) Time to notify agencies	3.20% 51,990 530,299 75,664 70.10%	NA 7 0.40% 63,215 438 86 595,887 642 77,825 71.50%	NA 7 0.40% 54,688 394 94 548,677 652 81,873 73.20%	NA 6 0.30% 60,716 329 95 564,696 685 78,499 76.70%	NA 5 0.90% 72,848 178 98 581,842 740 79,844 79.40%	* 4  * * 168 99  * 800* *	* 5  * 140 83  * *	NA 5Down Down Up 140Down 87Up Neutra Up Neutra	Down  Down  Down  Up  Up  Up  Up  Up  Up  Up
DOB DEP BOE DOB CCRB DCA DPR DSNY DOC HRA	4a 7a NA 2a 1a 5a 4a 1c 2c	FALSE14 days (%) Calls answered in 30 FALSEseconds (%) Average customer inperson wait time FALSE(minutes) Voting equipment replacement rate - ballot FALSEscanners (%) Priority B complaints FALSEresponded to Average time to complete a substantiated TRUE investigation (days) CORE customer FALSEexperience rating (0-100) Attendance at skating FALSErinks Annual tons recycled FALSEtotal (000) FALSEInmate health clinic visits Child support cases with TRUE orders of support (%) Children returned to FALSEparents (reunifications) Time to notify agencies of prospective childcare, home care and family care workers with criminal records after	3.20% 51,990 530,299 75,664 70.10%	NA 7 0.40% 63,215 438 86 595,887 642 77,825 71.50%	NA 7 0.40% 54,688 394 94 548,677 652 81,873 73.20%	NA 6 0.30% 60,716 329 95 564,696 685 78,499 76.70%	NA 5 0.90% 72,848 178 98 581,842 740 79,844 79.40%	* 4  * * 168 99  * 800* *	* 5  * 140 83  * *	NA 5Down Down Up 140Down 87Up Neutra Up Neutra	Up Down Down  * Down Up Up Up  *
DOB DEP BOE DOB CCRB DCA DPR DSNY DOC HRA	4a 7a NA 2a 1a 5a 4a 1c 2c	FALSE14 days (%) Calls answered in 30 FALSEseconds (%) Average customer inperson wait time FALSE(minutes) Voting equipment replacement rate - ballot FALSEscanners (%) Priority B complaints FALSEresponded to Average time to complete a substantiated TRUE investigation (days) CORE customer FALSEexperience rating (0-100) Attendance at skating FALSErinks Annual tons recycled FALSEInmate health clinic visits Child support cases with TRUE orders of support (%) Children returned to FALSEparents (reunifications) Time to notify agencies of prospective childcare, home care and family care workers with criminal records after receipt from State	3.20% 51,990 530,299 75,664 70.10%	NA 7 0.40% 63,215 438 86 595,887 642 77,825 71.50%	NA 7 0.40% 54,688 394 94 548,677 652 81,873 73.20%	NA 6 0.30% 60,716 329 95 564,696 685 78,499 76.70%	NA 5 0.90% 72,848 178 98 581,842 740 79,844 79.40%	* 4  * * 168 99  * 800* *	* 5  * 140 83  * *	NA 5Down Down Up 140Down 87Up Neutra Up Neutra	Down  Down  Down  Up  Up  Up  Up  Up  Up  Up
DOB DEP BOE DOB CCRB DCA DPR DSNY DOC HRA ACS	4a 7a NA 2a 1a 5a 4a 1c 2c 1e	FALSE14 days (%) Calls answered in 30 FALSEseconds (%) Average customer inperson wait time FALSE(minutes) Voting equipment replacement rate - ballot FALSEscanners (%) Priority B complaints FALSEresponded to Average time to complete a substantiated TRUE investigation (days) CORE customer FALSEexperience rating (0-100) Attendance at skating FALSErinks Annual tons recycled FALSEInmate health clinic visits Child support cases with TRUE orders of support (%) Children returned to FALSEparents (reunifications) 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	3.20% 51,990 530,299 75,664 70.10% 3,393	NA 7 0.40% 63,215 438 86 595,887 642 77,825 71.50% 2,940	NA 7 0.40% 54,688 394 94 548,677 652 81,873 73.20% 2,506	NA 6 0.30% 60,716 329 95 564,696 685 78,499 76.70% 2,507	NA 5 0.90% 72,848 178 98 581,842 740 79,844 79.40% 2,082	* 4  * * 168 99  * 800* * 79.00	* 5  * * 140 83  * * * * * * * * * * * * * * * * * *	NA 5Down Down Up 140Down 87Up Neutra Up Neutra	Up Down Down  * Down Up Up Up  * Up  *
DOB DEP BOE DOB CCRB DCA DPR DSNY DOC HRA	4a 7a NA 2a 1a 5a 4a 1c 2c	FALSE14 days (%) Calls answered in 30 FALSEseconds (%) Average customer inperson wait time FALSE(minutes) Voting equipment replacement rate - ballot FALSEscanners (%) Priority B complaints FALSEresponded to Average time to complete a substantiated TRUE investigation (days) CORE customer FALSEexperience rating (0-100) Attendance at skating FALSErinks Annual tons recycled FALSEInmate health clinic visits Child support cases with TRUE orders of support (%) Children returned to FALSEparents (reunifications) 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 TRUE (days)	3.20% 51,990 530,299 75,664 70.10% 3,393	NA 7 0.40% 63,215 438 86 595,887 642 77,825 71.50%	NA 7 0.40% 54,688 394 94 548,677 652 81,873 73.20%	NA 6 0.30% 60,716 329 95 564,696 685 78,499 76.70%	NA 5 0.90% 72,848 178 98 581,842 740 79,844 79.40%	* 4  * * 168 99  * 800* *	* 5  * 140 83  * *	NA 5Down Down Up 140Down 87Up Neutra Up Neutra	Down  Down  Down  Down  Up  Up  Up  V  V  V  V  V  V  V  V  V  V  V  V  V
DOB DEP BOE DOB CCRB DCA DPR DSNY DOC HRA ACS	4a 7a NA 2a 1a 5a 4a 1c 2c 1e	FALSE14 days (%) Calls answered in 30 FALSEseconds (%) Average customer inperson wait time FALSE(minutes) Voting equipment replacement rate - ballot FALSEscanners (%) Priority B complaints FALSEresponded to Average time to complete a substantiated TRUE investigation (days) CORE customer FALSEexperience rating (0-100) Attendance at skating FALSErinks Annual tons recycled FALSEInmate health clinic visits Child support cases with TRUE orders of support (%) Children returned to FALSEparents (reunifications) 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	3.20% 51,990 530,299 75,664 70.10% 3,393	NA 7 0.40% 63,215 438 86 595,887 642 77,825 71.50% 2,940	NA 7 0.40% 54,688 394 94 548,677 652 81,873 73.20% 2,506	NA 6 0.30% 60,716 329 95 564,696 685 78,499 76.70% 2,507	NA 5 0.90% 72,848 178 98 581,842 740 79,844 79.40% 2,082	* 4  * * 168 99  * 800* * 79.00	* 5  * * 140 83  * * * * * * * * * * * * * * * * * *	NA 5Down Down Up 140Down 87Up Neutra Up Neutra	Down  Down  Down  Down  Up  Up  Up  V  V  V  V  V  V  V  V  V  V  V  V  V

			Youth on youth assaults									
			and altercations with									
ACS	3a	TRUE	injury rate (per 100 total ADP), detention		0.34	0.35	0.3	0.39	0.38 0.3	35 0.3	5Up	Down
			Average time to approve								•	
BIC	2b	TRUE	public wholesale market applications (days)		151	152	382	309	270 20	00 20	0Up	Down
			Participants at instructor-								•	
			led emergency management training									
NYCEM	1b	TRUE	sessions	1,596	2,555	2,783	3,430	2,626	2,500	2,500	Up	Up
			Average monthly violation rate for adult									
DOP	2a	TRUE	probationers (%)	0.90%	0.80%	0.80%	0.90%	1.00%	*	*	Up	*
			Persons receiving Supplemental Nutrition									
			Assistance Program									
HRA FDNY	1b 1a		(SNAP) benefits (000) ESummonses issued	1,873.50 1,268	0 1,755.8 8,207	30 1,706.7 7,975	0 1,693.2 6,404	0 1,676.30 9,336	*	*	Neutra Up	al* *
			<ul> <li>Buildings discharged</li> </ul>	1,200							•	
HPD DOC	1b 1a		E(cumulative) EWeapons recovered	2,162	702 2,348	8851,056 2,240	1,278 3,396	1,558 3,976	*	*	Up Up	*
DOC	ıa	IALGE	Instructional full-time	2,102	2,040	2,240	3,330	3,970			Οþ	
			equivalents (FTEs) taught by full-time faculty	,								
CUNY	NA	FALSE	E(%) - Senior Colleges	42.10%	41.40%	42.90%	42.40%	40.80%	*	*	Neutra	alUp
DOC	50	EVICE	E-mails responded to in E14 days (%)	99.90%	100.00	2/ 100 000	% 100.009	% 100.00%	*	*	Noutr	all lo
DSNY	5a 1a		ESidewalks rated filthy (%		100.00 <sup>o</sup>	% 100.009 0.40%	0.30%	% 100.00% 0.10%	*	*	Neutra Down	-
			Youth on staff assault	,								
ACS	За	TRUE	w/injury rate (per 100 total ADP), detention		0.06	0.05	0.05	0.08	0.11 0.0	0.0	7Up	Down
DCA	1b		Total violations issued	23,326	19,888	11,923	14,291	15,971	*	*	Down	*
DSNY	5a	FALSE	Refuse cost per ton (fully Eloaded) (\$)	\$392	\$422	\$449	\$462	NA	*	*	NA	*
BOITT	ou	TALOL	Emergency room revisits		Ψ122	ΨΤΙΟ	Ψ102	1471			1471	
NYCHH	12	TRUE	for pediatric asthma patients (%)	3.80%	2.90%	3.10%	3.20%	3.60%	3.20%	3.20%	Noutr	alDown
NICIIII	ıa	INOL	Youth placed in jobs	3.00 /6	2.30 /6	3.10%	3.20 /6	3.00 %	3.20 /6	3.20 /6	iveuii	aiDowii
NYCHA	3h	EVICE	through youth Eemployment programs		607	918	918	8881,005	*	*	Up	Up
NICHA	30	IALGE	Average time to repair		007	310	310	0001,000			Οþ	Ор
DOT	10	EVICE	street lights - by ConEd (calendar days)		14.1	14.9	15.6	14.4	14.3*	*	Noutr	alDown
БОТ	1c	IALGE	CORE customer								iveuii	alDOWII
DPR	6a	FALSE	Eexperience rating (0-100 CUNY associate degree	)	89	91	93	91	91 8	35 8	5Neutra	alUp
			recipients who transfer to	)								
			a CUNY baccalaureate									
CUNY	NA	TRUE	program within one year (%)	52.30%	51.50%	54.00%	54.80%	54.90%	56.00%	56.00%	Neutra	alUp
EDC	10	EALCE	Square feet of graffiti Eremoved (000)	4.070	4 205	E 012	E 0E0	F 700	*	*	l In	*
EDC	1a	FALSE	Private ferry service -	4,078	4,325	5,913	5,650	5,720			Up	
DOT	3a	FALSE	Total ridership (000) CORE customer	9,976	9,656	9,830	10,883	11,202	*	*	Up	Up
OATH	3a	FALSE	Eexperience rating (0-100)	)	90	97	94	98	97*	*	Neutra	alUp
			COMPASS NYC programs meeting target									
DYCD	1a	TRUE	enrollment (summer) (%)		95%	92%	80%	81%	90%	90%	Down	Up
			Percent meeting time to									
HPD	5b	FALSE	close - Plumbing - EWater-Leaks (17 days)	75%	69%	60%	66%	64%	68%	68%	Down	*
			Participants in DYCD-									
DYCD	3b	FALSE	funded English literacy Eprograms	4,643	4,306	4,068	6,003	8,664	5,100	8,560	Up	*
			Inmates with a mental								·	
DOC	1c	FALSE	health diagnosis (% EADP)	37%	38%	41%	42%	42%	*	*	Up	*
DPR	2b		E– Down trees		8.3	15.7	15.3	16.2	28.5*	*	Up	Down
			Completed customer requests for									
OCME	5a	FALSE	Einterpretation		164	188	304	6641,091	*	*	Up	*
			Percent meeting time to first action - Damaged									
			Tree - Branch or Limb									
DPR	6b	FALSE	Has Fallen Down (8 Edavs)	94%	82%	83%	94%	97%	95%	95%	Neutra	al*
			Adults who smoke (%)									
DOHMH DoITT	2a 1c	TRUE FALSE	(CY) EActive projects	15.50% NA	16.10% NA	13.90%	14.30% 34	45 13.10%	13.80% 49*	12.80% *	Down NA	Down *
וווטב	.0	i ALOL	-, .ovo p. 0j00t0		INA		<del>-</del>	-10	10		14/7	

		Single adults entering									
DHS	2a	the DHS shelter services TRUE system	16,448	17,547	18,091	19,139	19,800	<b>↓</b>	$\downarrow$	Up	Down
ACS	3a	Number in Close to TRUE Home placement	NA				151	156↓	<b>↓</b>	NA	Down
		Interpreters deployed on						·			
BOE	NA	FALSEelection day - Manhattan  – Average cost per	1 3	374	366	394	351	529*	*	Up	*
DOT	3a	FALSEpassenger (\$)  APS assessment cases	\$5.38	\$5.75	\$5.87	\$5.87	\$5.16	*	*	Neutra	alDown
		accepted or denied for									
HRA	4a	undercare within State- FALSEmandated 60 days (%)	98.80%	98.40%	88.80%	94.30%	95.30%	*	*	Neutra	alUp
		Participants in DYCD-									
		funded English literacy programs meeting									
		federal standards of improvement in their									
DVCD	٥h	ability to read, write, and	F00/	E 40/	F00/	E 40/	F00/	EE0/	EE0/	Maritue	ما الم
DYCD	3b	TRUE speak English (%) HPV vaccine series	59%	54%	52%	54%	59%	55%	55%	Neutra	aiUp
DOHMH	1b	TRUE completion (%) Workplace injuries	26.10%	32.50%	38.50%	44.20%	56.60%	56.00%	60.00%	Up	Up
ACS	4a	FALSEreported		191	217	184	226	214*	*	Up	Down
CCHR	2a	Conferences, workshops FALSEand training sessions	i 1,114	1,288	1,394	2,397	2,947	1,000	1,000	Up	Up
DCAS	1b	TRUE New hires - White (%)  - Non-cash assistance	26.00%	23.20%	23.90%	23.00%	22.00%	*	*	Down	*
		persons receiving SNAP								_	
HRA DOE	1b 2b	FALSEbenefits (000) FALSE– Non-public school	1,189.00 25,375	1,098.70 28,361	1,039.00 29,683	1,020.70 29,138	1,012.30 29,059	*	*	Down Up	*
NYPL	NA	TRUE Program attendance	1,120,064					1,840,00	001,900,00		Up
		Juveniles successfully referred to a diversion									
		program with no new delinquency referral									
LAW	2a	TRUE within one year (%)	85%	85%	84%	81%	81%	75%	75%	Neutra	alUp
		<ul> <li>Projected three-year job growth associated</li> </ul>									
EDC	3b	TRUE with closed contracts	4	191	307	211	321	419 30	00↑	Down	Up
		Annual estimated avoided energy cost fron	า								
DCAS	5h	all energy projects		\$2.79	\$12.46	\$6 56	\$1 <i>4</i> 23	\$1 1 <i>4</i>	<b>\$15.16</b>	Un	*
DCAS	5b	all energy projects TRUE (\$000,000) End-to-end average	\$2.12	\$2.79	\$12.46	\$6.56	\$14.23	\$1.14	\$15.16	Up	*
DCAS	5b	all energy projects TRUE (\$000,000)		\$2.79	\$12.46	\$6.56	\$14.23	\$1.14	\$15.16	Up	*
DCAS NYPD	5b 1c	all energy projects TRUE (\$000,000) End-to-end average response time to all crimes in progress FALSE(minutes:seconds)		\$2.79 10:55	\$12.46 10:58	\$6.56 10:35	\$14.23 10:06	\$1.14 *	\$15.16 *		* alDown
NYPD DCAS	1c 1c	all energy projects TRUE (\$000,000) End-to-end average response time to all crimes in progress FALSE(minutes:seconds) Exams administered on TRUE schedule (%)	\$2.12 11:18 100%	10:55 100%	10:58 100%	10:35 100%	10:06 100%	* 100%	* 100%	Neutra Neutra	alDown alUp
NYPD	1c	all energy projects TRUE (\$000,000) End-to-end average response time to all crimes in progress FALSE(minutes:seconds) Exams administered on	\$2.12 11:18	10:55	10:58	10:35	10:06	*	*	Neutra	alDown
NYPD DCAS NYPL	1c 1c NA	all energy projects TRUE (\$000,000) End-to-end average response time to all crimes in progress FALSE(minutes:seconds) Exams administered on TRUE schedule (%) FALSEProgram sessions Businesses awarded funding for employer-	\$2.12 11:18 100% 59,030	10:55 100% 65,842	10:58 100% 77,823	10:35 100%	10:06 100% 110,500	* 100% 98,000	* 100% 103,000	Neutra Neutra Up	alDown alUp
NYPD DCAS NYPL SBS	1c 1c NA 2a	all energy projects TRUE (\$000,000) End-to-end average response time to all crimes in progress FALSE(minutes:seconds) Exams administered on TRUE schedule (%) FALSEProgram sessions Businesses awarded funding for employer- TRUE based training Cardiac arrest patients	\$2.12 11:18 100% 59,030 NA	10:55 100% 65,842 NA	10:58 100% 77,823 NA	10:35 100% 91,281	10:06 100% 110,500	* 100% 98,000	* 100% 103,000	Neutra Neutra Up	alDown alUp Up *
NYPD DCAS NYPL	1c 1c NA	all energy projects TRUE (\$000,000) End-to-end average response time to all crimes in progress FALSE(minutes:seconds) Exams administered on TRUE schedule (%) FALSEProgram sessions Businesses awarded funding for employer- TRUE based training	\$2.12 11:18 100% 59,030	10:55 100% 65,842	10:58 100% 77,823	10:35 100%	10:06 100% 110,500	* 100% 98,000	* 100% 103,000	Neutra Neutra Up	alDown alUp Up *
NYPD DCAS NYPL SBS	1c 1c NA 2a	all energy projects TRUE (\$000,000) End-to-end average response time to all crimes in progress FALSE(minutes:seconds) Exams administered on TRUE schedule (%) FALSEProgram sessions Businesses awarded funding for employer- TRUE based training Cardiac arrest patients TRUE revived (%) Voter turnout - general FALSEelection (000)	\$2.12 11:18 100% 59,030 NA 26% 2,467	10:55 100% 65,842 NA	10:58 100% 77,823 NA	10:35 100% 91,281 24%	10:06 100% 110,500	* 100% 98,000	* 100% 103,000	Neutra Neutra Up	alDown alUp Up * Up
NYPD DCAS NYPL SBS FDNY	1c 1c NA 2a 2b	all energy projects TRUE (\$000,000) End-to-end average response time to all crimes in progress FALSE(minutes:seconds) Exams administered on TRUE schedule (%) FALSEProgram sessions Businesses awarded funding for employer- TRUE based training Cardiac arrest patients TRUE revived (%) Voter turnout - general FALSEelection (000) Spray showers in service TRUE (in season only) (%)	\$2.12 11:18 100% 59,030 NA 26% 2,467	10:55 100% 65,842 NA 25%	10:58 100% 77,823 NA 26%	10:35 100% 91,281 24%	10:06 100% 110,500 57 22%	* 100% 98,000	* 100% 103,000 *	Neutra Neutra Up NA	alDown alUp Up * Up ul*
NYPD DCAS NYPL SBS FDNY BOE	1c 1c NA 2a 2b NA	all energy projects TRUE (\$000,000) End-to-end average response time to all crimes in progress FALSE(minutes:seconds) Exams administered on TRUE schedule (%) FALSEProgram sessions Businesses awarded funding for employer- TRUE based training Cardiac arrest patients TRUE revived (%) Voter turnout - general FALSEelection (000) Spray showers in service	\$2.12 11:18 100% 59,030 NA 26% 2,467	10:55 100% 65,842 NA 25% 1,102	10:58 100% 77,823 NA 26% 1,042	10:35 100% 91,281 24%	10:06 100% 110,500 57 22% 2362,760	* 100% 98,000 54*   *	* 100% 103,000  * 1	Neutra Neutra Up NA Down	alDown alUp Up * Up ul*
NYPD DCAS NYPL SBS FDNY BOE	1c 1c NA 2a 2b NA	all energy projects TRUE (\$000,000) End-to-end average response time to all crimes in progress FALSE(minutes:seconds) Exams administered on TRUE schedule (%) FALSEProgram sessions Businesses awarded funding for employer- TRUE based training Cardiac arrest patients TRUE revived (%) Voter turnout - general FALSEelection (000) Spray showers in service TRUE (in season only) (%) Businesses served by industry-focused TRUE programmatic initiatives	\$2.12 11:18 100% 59,030 NA 26% 2,467	10:55 100% 65,842 NA 25% 1,102	10:58 100% 77,823 NA 26% 1,042	10:35 100% 91,281 24%	10:06 100% 110,500 57 22% 2362,760	* 100% 98,000 54*   *	* 100% 103,000  * 1	Neutra Neutra Up NA Down	alDown alUp Up * Up ul*
NYPD DCAS NYPL SBS FDNY BOE DPR	1c 1c NA 2a 2b NA 1a	all energy projects TRUE (\$000,000)     End-to-end average     response time to all     crimes in progress FALSE(minutes:seconds)     Exams administered on TRUE schedule (%) FALSEProgram sessions     Businesses awarded     funding for employer- TRUE based training     Cardiac arrest patients TRUE revived (%)     Voter turnout - general FALSEelection (000)     Spray showers in service TRUE (in season only) (%)     Businesses served by     industry-focused TRUE programmatic initiatives     Cases pending by age - FALSEless than one year	\$2.12 11:18 100% 59,030 NA 26% 2,467 92% 1,070	10:55 100% 65,842 NA 25% 1,102 96%	10:58 100% 77,823 NA 26% 1,042 94%	10:35 100% 91,281 24% 92%	10:06 100% 110,500 57 22% 2362,760 93%	* 100% 98,000 54*	* 100% 103,000  *  1 95%	Neutra Up NA Down Neutra Neutra	alDown alUp Up  * Up al* alUp
NYPD DCAS NYPL SBS FDNY BOE DPR	1c 1c NA 2a 2b NA 1a	all energy projects TRUE (\$000,000)     End-to-end average     response time to all     crimes in progress FALSE(minutes:seconds)     Exams administered on TRUE schedule (%) FALSEProgram sessions     Businesses awarded     funding for employer- TRUE based training     Cardiac arrest patients TRUE revived (%)     Voter turnout - general FALSEelection (000)     Spray showers in service TRUE (in season only) (%)     Businesses served by     industry-focused TRUE programmatic initiatives     Cases pending by age - FALSEless than one year     Fiscal year spending per     child - Center-based	\$2.12 11:18 100% 59,030 NA 26% 2,467 92% 1,070	10:55 100% 65,842 NA 25% 1,102 96%	10:58 100% 77,823 NA 26% 1,042 94%	10:35 100% 91,281 24% 92%	10:06 100% 110,500 57 22% 2362,760 93% 2,604	* 100% 98,000 54*   † * 95%	* 100% 103,000  *  1 95%	Neutra Up NA Down Neutra Neutra	alDown alUp Up  * Up al* alUp
NYPD DCAS NYPL SBS FDNY BOE DPR	1c 1c NA 2a 2b NA 1a	all energy projects TRUE (\$000,000)     End-to-end average     response time to all     crimes in progress FALSE(minutes:seconds)     Exams administered on TRUE schedule (%) FALSEProgram sessions     Businesses awarded     funding for employer- TRUE based training     Cardiac arrest patients TRUE revived (%)     Voter turnout - general FALSEelection (000)     Spray showers in service TRUE (in season only) (%)     Businesses served by     industry-focused TRUE programmatic initiatives     Cases pending by age - FALSEless than one year     Fiscal year spending per     child - Center-based FALSEchild care vouchers	\$2.12 11:18 100% 59,030 NA 26% 2,467 92% 1,070	10:55 100% 65,842 NA 25% 1,102 96%	10:58 100% 77,823 NA 26% 1,042 94%	10:35 100% 91,281 24% 92%	10:06 100% 110,500 57 22% 2362,760 93% 2,604	* 100% 98,000 54*   † * 95%	* 100% 103,000  *  1 95%	Neutra Up NA Down Neutra Neutra	alDown alUp Up  * Up al* alUp Up
NYPD DCAS NYPL SBS FDNY BOE DPR EDC CCHR ACS	1c 1c NA 2a 2b NA 1a 3a 1a	all energy projects TRUE (\$000,000)     End-to-end average     response time to all     crimes in progress FALSE(minutes:seconds)     Exams administered on TRUE schedule (%) FALSEProgram sessions     Businesses awarded     funding for employer- TRUE based training     Cardiac arrest patients TRUE revived (%)     Voter turnout - general FALSEelection (000)     Spray showers in service TRUE (in season only) (%)     Businesses served by     industry-focused TRUE programmatic initiatives     Cases pending by age - FALSEless than one year     Fiscal year spending per     child - Center-based FALSEchild care vouchers     Percent meeting time to     first action - Lost	\$2.12 11:18 100% 59,030 NA 26% 2,467 92% 1,070	10:55 100% 65,842 NA 25% 1,102 96% 1,290 467	10:58 100% 77,823 NA 26% 1,042 94% 1,366 496	10:35 100% 91,281 24% 92% 2,722 505	10:06 100% 110,500 57 22% 2362,760 93% 2,604 837 \$9,149	* 100% 98,000 54*	* 100% 103,000  *  † * 95%  † 4 41  *	Neutra Up NA Down Neutra Up 4Up	alDown alUp Up  * Up al* alUp Down
NYPD DCAS NYPL SBS FDNY BOE DPR EDC CCHR	1c 1c NA 2a 2b NA 1a 3a 1a	all energy projects TRUE (\$000,000)     End-to-end average     response time to all     crimes in progress FALSE(minutes:seconds)     Exams administered on TRUE schedule (%) FALSEProgram sessions     Businesses awarded     funding for employer- TRUE based training     Cardiac arrest patients TRUE revived (%)     Voter turnout - general FALSEelection (000)     Spray showers in service TRUE (in season only) (%)     Businesses served by     industry-focused TRUE programmatic initiatives     Cases pending by age - FALSEless than one year     Fiscal year spending per     child - Center-based FALSEchild care vouchers     Percent meeting time to	\$2.12 11:18 100% 59,030 NA 26% 2,467 92% 1,070	10:55 100% 65,842 NA 25% 1,102 96% 1,290	10:58 100% 77,823 NA 26% 1,042 94% 1,366	10:35 100% 91,281 24% 92% 2,722 505	10:06 100% 110,500 57 22% 2362,760 93% 2,604	* 100% 98,000 54*   † * 95%	* 100% 103,000  *  1 95%	Neutra Up NA Down Neutra Neutra Up	alDown alUp Up  * Up al* alUp Down
NYPD DCAS NYPL SBS FDNY BOE DPR EDC CCHR ACS TLC	1c 1c NA 2a 2b NA 1a 3a 1a 2a 3b	all energy projects TRUE (\$000,000)     End-to-end average     response time to all     crimes in progress FALSE(minutes:seconds)     Exams administered on TRUE schedule (%) FALSEProgram sessions     Businesses awarded     funding for employer- TRUE based training     Cardiac arrest patients TRUE revived (%)     Voter turnout - general FALSEelection (000)     Spray showers in service TRUE (in season only) (%)     Businesses served by     industry-focused TRUE programmatic initiatives     Cases pending by age - FALSEless than one year     Fiscal year spending per     child - Center-based FALSEchild care vouchers     Percent meeting time to     first action - Lost FALSEProperty (7 days)     Department use of force     incidents with no injury	\$2.12 11:18 100% 59,030 NA 26% 2,467 92% 1,070	10:55 100% 65,842  NA 25% 1,102 96% 1,290 467 \$8,524	10:58 100% 77,823 NA 26% 1,042 94% 1,366 496 \$8,936	10:35 100% 91,281 24% 92% 2,722 505 \$9,280 72%	10:06 100% 110,500 57 22% 2362,760 93% 2,604 837 \$9,149 72%	* 100% 98,000 54*	* 100% 103,000  *  † * 95%  † 4 41  *	Neutra Up NA Down Neutra Up 4Up Neutra	alDown alUp Up  * Up al* alUp Down al*  *
NYPD DCAS NYPL SBS FDNY BOE DPR EDC CCHR ACS	1c 1c NA 2a 2b NA 1a 3a 1a	all energy projects TRUE (\$000,000)     End-to-end average     response time to all     crimes in progress FALSE(minutes:seconds)     Exams administered on TRUE schedule (%) FALSEProgram sessions     Businesses awarded     funding for employer- TRUE based training     Cardiac arrest patients TRUE revived (%)     Voter turnout - general FALSEelection (000)     Spray showers in service TRUE (in season only) (%)     Businesses served by     industry-focused TRUE programmatic initiatives     Cases pending by age - FALSEless than one year     Fiscal year spending per     child - Center-based FALSEchild care vouchers     Percent meeting time to     first action - Lost FALSEProperty (7 days)     Department use of force     incidents with no injury FALSE(rate per 1,000 ADP)     Hours of case	\$2.12 11:18 100% 59,030 NA 26% 2,467 92% 1,070	10:55 100% 65,842  NA 25% 1,102 96% 1,290 467 \$8,524	10:58 100% 77,823 NA 26% 1,042 94% 1,366 496 \$8,936	10:35 100% 91,281 24% 92% 2,722 505 \$9,280 72%	10:06 100% 110,500 57 22% 2362,760 93% 2,604 837 \$9,149	* 100% 98,000 54*	* 100% 103,000  *  † * 95%  † 4 41  *	Neutra Up NA Down Neutra Up 4Up	alDown alUp Up  * Up al* alUp Down
NYPD DCAS NYPL SBS FDNY BOE DPR EDC CCHR ACS TLC	1c 1c NA 2a 2b NA 1a 3a 1a 2a 3b	all energy projects TRUE (\$000,000) End-to-end average response time to all crimes in progress FALSE(minutes:seconds) Exams administered on TRUE schedule (%) FALSEProgram sessions Businesses awarded funding for employer- TRUE based training Cardiac arrest patients TRUE revived (%) Voter turnout - general FALSEelection (000) Spray showers in service TRUE (in season only) (%) Businesses served by industry-focused TRUE programmatic initiatives Cases pending by age - FALSEless than one year Fiscal year spending per child - Center-based FALSEchild care vouchers Percent meeting time to first action - Lost FALSEProperty (7 days) Department use of force incidents with no injury FALSE(rate per 1,000 ADP) Hours of case management services FALSEprovided	\$2.12 11:18 100% 59,030 NA 26% 2,467 92% 1,070	10:55 100% 65,842  NA 25% 1,102 96% 1,290 467 \$8,524	10:58 100% 77,823 NA 26% 1,042 94% 1,366 496 \$8,936	10:35 100% 91,281 24% 92% 2,722 505 \$9,280 72% 9.14 24	10:06 100% 110,500 57 22% 2362,760 93% 2,604 837 \$9,149 72%	* 100% 98,000 54*  † * 95%  † 728 41  * 90%	* 100% 103,000  *  † * 95%  † 4 41  *	Neutra Up  NA  Down  Neutra  Up  4Up  Neutra  Up	alDown alUp Up  * Up al* alUp Down al*  *
NYPD DCAS NYPL SBS FDNY BOE DPR EDC CCHR ACS TLC DOC	1c 1c NA 2a 2b NA 1a 3a 1a 2a 3b	all energy projects TRUE (\$000,000)     End-to-end average     response time to all     crimes in progress FALSE(minutes:seconds)     Exams administered on TRUE schedule (%) FALSEProgram sessions     Businesses awarded     funding for employer- TRUE based training     Cardiac arrest patients TRUE revived (%)     Voter turnout - general FALSEelection (000)     Spray showers in service TRUE (in season only) (%)     Businesses served by     industry-focused TRUE programmatic initiatives     Cases pending by age - FALSEless than one year     Fiscal year spending per     child - Center-based FALSEchild care vouchers     Percent meeting time to     first action - Lost FALSEProperty (7 days)     Department use of force     incidents with no injury FALSE(rate per 1,000 ADP)     Hours of case     management services	\$2.12 11:18 100% 59,030 NA 26% 2,467 92% 1,070	10:55 100% 65,842  NA 25% 1,102 96% 1,290 467 \$8,524 87%	10:58 100% 77,823 NA 26% 1,042 94% 1,366 496 \$8,936 86% 3.19 1	10:35 100% 91,281 24% 92% 2,722 505 \$9,280 72% 9.14 24	10:06 100% 110,500 57 22% 2362,760 93% 2,604 837 \$9,149 72%	* 100% 98,000 54*  † * 95%  † 728 41  * 90%	* 100% 103,000  *  † * 95%  † 4 41  * 90%  *	Neutra Up  NA  Down  Neutra  Up  4Up  Neutra  Up	alDown alUp Up  * Up al* alUp Down al*  *

HPD	1b	Total dollars spent on emergency repairs (excluding demolition FALSEand AEP) (\$)	\$11,077	7,244\$11,36	60,685	\$11,234	,213	\$10,139	,937	<b>'</b> \$10,009	,946	*	*	Down	*
		Average time to repair priority regulatory signs after notification	,	, , ,	Í			. ,	,						
DOT	1c	TRUE (business days)		2.2	1.8		1.8		1.8	}	1.7	7	3	3Down	Down
DCA	4a	Paid Sick Leave (PSL) FALSEcomplaints received	NA	NA			583		335		315	<u>5</u> *	*	NA	*
		Structural fires per													
FDNY	1a	FALSE100,000 people  Medallion safety and emissions failure rate -		307	314		330		327		316	5*	*	Neutra	llDown
TLC	1b	TRUE Initial inspection (%)	32.70%	33.00%	6	30.90%		28.20%		28.10%		35.00%	35.00%	Down	Down
QPL	NA	Libraries open seven FALSEdays per week (%)	5%	5%	;	3%		3%		3%		3%	3%	Down	Up
DoITT	6a	Letters responded to in FALSE14 days (%)	97%	99%	9	91%		100%		99%		*	*	Neutra	ılUn
		Waste hauling	0.70			0170									-
BIC	1b	TRUE applications pending Curbside and containerized recycled		331	523		762		600		359	9 30	00 30	00Up	Down
DSNY	3a	TRUE tons (000)			553.2		75.4		13.8		644.3	764	.4 764	.4Up	Up
DSNY	5a	FALSEDisposal cost per ton (\$) Individuals referred to an APS field office visited within three working days		\$145	;	\$167		\$171		NA		*	*	NA	*
HRA	4a	TRUE (%)	99.80%	99.80%	6	94.30%		95.10%		95.00%		85.00%	85.00%	Neutra	ılUp
DPR	2c	TRUE Trees planted  - Number of permanent	NA	NA	ı	NA		62,086		50,018		1	<b>↑</b>	NA	Up
DOT	3a	FALSEroutes		21	21		21		21		23	<b>3</b> *	*	Neutra	ılUp
311	1a	311 Online site visits TRUE (000)	3,998	5,248	9	9,656		13,018		17,246		<b>↑</b>	<b>↑</b>	Up	Up
BIC	2a	Public wholesale market TRUE applications denied (%) Percent meeting time to		3.20%		2.50%		2.50%		2.50%		*	*	Down	•
		first action - Miscellaneous													
TLC	3b	FALSEComments (14 days) Percent meeting time to first action - Alzheimers Care Information (14	67%	84%	,	98%		84%		96%		60%	60%	Up	*
DFTA	3b	FALSEdays) Interpreters deployed on	86%	87%	9	95%		85%		90%		*	*	Neutra	ıl*
	NA	FALSEelection day - Queens	04 707	836	832	04 007	924		830		910	)* *	*	Neutra	
NYPD NYPD	1a 1a	FALSENarcotics arrests TRUE – Burglary	81,737 18,360	75,389 17,140		61,007 15,828		56,320 14,463		50,902 12,454		1	<u> </u>	Down Down	Down
2		Average time to close a pothole work order	. 0,000	.,,		. 0,020		,		,		•	•	20	20
DOT	1b	where repair was done TRUE (calendar days) Total Minority and		1.4	5.6		5.6		3.2	!	3	3	5	5Neutra	ılDown
SBS	4a	Women-owned Business TRUE Enterprises certified	3,700	3,783	4	4,115		4,516		5,122		4,651	5,634	Up	Up
ACS	5a	Completed requests for FALSEinterpretation	66,577	63,351	-	79,347		87,775		94,864		*	*	Up	*
		Total annual recycling										*	*		
DSNY	3a	FALSEdiversion rate (%) Telecommunications advertisement-generated	16.30%	17.00%	<b>%</b>	17.80%		18.90%		20.50%		*	*	Up	Up
DoITT	4a	FALSErevenue (\$000) Cases commenced	NA	NA	;	\$5,190.5	50	\$23,816	5.40	\$49,755	.30	*	*	NA	*
DPR	5a	against the City in state FALSEand federal court Percent meeting time to		270	294		292		349	)	315	5*	*	Up	*
DOHMH	7b	first action - Food FALSEPoisoning (3 days) Affirmative motions to	96%	98%		84%		94%		98%		90%	90%	Neutra	ıl*
LAW	1b	dismiss or for summary FALSEjudgment Completed customer	1,798	1,903		1,561		1,516		1,648		*	*	Down	*
CCHR	3a	requests for FALSEinterpretation Vital record requests	1,515	1,097		1,126		1,671		1,425		*	*	Up	*
DORIS	1b	responded to within 12 TRUE business days (%)	69%	49%		17%		62%		9%		60%	60%	Down	Up
DSNY	2a	Missed refuse collections FALSE(%) Cases where Chief	1.10%	0.00%	(	0.00%		0.40%		0.10%		*	*	Down	*
OCME	1a	Medical Examiner takes FALSEjurisdiction	7,095	7,109	<del>-</del>	7,136		7,375		7,704		*	*	Neutra	ıl*

The control of the		Average time to close a consumer complaint									
Definition   The concess (appear)   The con	TLC 1e		NA	NA	NA	3	34.7	24.6	50	50NA	Down
Differentiation   Continue   C	DORIS 1b	to historical photo		14.1	9 1	7.2 2	22.9	22.7	15	15Up	Down
Mathematical parameter   Mathematical param		E-mails responded to in	100/	600/	500/	700/	720/	750/			Un
Part											•
End   Mark											
Differentiation and report	EDC 2a	FALSE(\$000,000)	\$46.00	\$49.90	\$38.80	\$45.80	\$86.30	*	*	Up	*
Delicity   Delicity	DOE 1a	FALSE(%)		72.40%	74.50%	75.00%	74.20%	76.00%	76.20%	Neutra	ılUp
March   Mar	DORIS 1a	FALSEacquired		7,547	7,113	10,016	5,596	*	*	Neutra	ılUp
Figure	DCAS 7a	involving City vehicles	NA	2,925	2,873	2,815	3,095	*	*	NA	Down
Trucks dumped on shift   Park   File   Fil		Average days to issue		1	5	1	1	1	5	5Noutra	lDown
NYCH    10   THUE MethoPlus membership   29,331   488,020   472,251   501,134   503,044   1   1   1   1   1   1   1   1   1		Trucks dumped on shift		•							
FALSE agreements	DSNY 2a	* ,	47.20%	43.50%	44.60%	45.80%	43.70%	45.60%	45.60%	Neutra	ılUp
Time		FALSEagreements	400.004				-		*		
The content of the	NYCHH 1b	Administrative	429,931	468,020	472,251	501,134	503,044	Ť	T	Up	Up
HAM 10	TLC 1c		NA	7,958	13,492	10,478	9,595	*	*	NA	*
Note		rate for Medicaid									
Part   Full	HRA 1c	• •	98.30%	91.70%	96.50%	92.10%	95.60%	99.40%	99.40%	Neutra	ılUp
Accounts receivable	NYCHA 1b	heat service requests		19.8 1	36	19 1	17.3	14 9	24 :	24Down	Down
DOLD   1a   TRUE — Grade 5   1.00		Accounts receivable -									
Programmatic reviews/contract   Programmatic reviews/contract   Province		•									
DYCD    4a   TRUE monitoring   10,518   11,008   14,622   16,832   17,003   10,518   10,018   14,622   16,832   17,003   18,00	DOL 1a	Programmatic		20.0	20	20 2	_0.0	20.1 20	5.0 20	. II VOUII C	(IDOWII
Part	DYCD 4a		10,518	11,008	14,622	16,832	17,003	*	*	Up	*
PALSE(%)   New jobseekers registered through the Workforce1 Career   SBS   PALSE(center system of through the Workforce1 Career   SBS   PALSECenter system   SBS		<ul><li>Construction</li></ul>	-,-	,	,-	-,	,			- 1-	
Paragistered through the Workforcel Career   Workforcel Career   Workforcel Career   Span	DDC 1a		82%	86%	84%	89%	99%	82%	82%	Up	Up
SBS   Za											
Youth who are out-of-school, attend a DYCD-funded training or employment program, and are placed in post-secondary education, employment, or advanced training in the stiguarter after exiting   100.00%   1		New jobseekers									
Funded training or employment program, and are placed in post-secondary education, employment, or advanced training in the 1st quarter after exiting		New jobseekers registered through the Workforce1 Career								_	
Part	SBS 2a	New jobseekers registered through the Workforce1 Career FALSECenter system	84,515	82,619	55,133	55,647	54,816	*	*	Down	*
Secondary education, employment, or advanced training in the 1st quarter after exiting advanced training in the 1st quarter after exiting 1 TRUE the program (%)	SBS 2a	New jobseekers registered through the Workforce1 Career FALSECenter system Youth who are out-of- school, attend a DYCD-	84,515	82,619	55,133	55,647	54,816	*	*	Down	*
Paragraph   Par	SBS 2a	New jobseekers registered through the Workforce1 Career FALSECenter system Youth who are out-of- school, attend a DYCD- funded training or	84,515	82,619	55,133	55,647	54,816	*	*	Down	*
DYCD   2b	SBS 2a	New jobseekers registered through the Workforce1 Career FALSECenter system Youth who are out-of- school, attend a DYCD- funded training or employment program, and are placed in post-	84,515	82,619	55,133	55,647	54,816	*	*	Down	*
DYCD   2b	SBS 2a	New jobseekers registered through the Workforce1 Career FALSECenter system Youth who are out-of- school, attend a DYCD- funded training or employment program, and are placed in post- secondary education, employment, or	84,515	82,619	55,133	55,647	54,816	*	*	Down	*
DoITT   1a	SBS 2a	New jobseekers registered through the Workforce1 Career FALSECenter system Youth who are out-of- school, attend a DYCD- funded training or employment program, and are placed in post- secondary education, employment, or advanced training in the	84,515	82,619	55,133	55,647	54,816	*	*	Down	*
NYPD         1a         FALSEMurder Letters responded to in T77%         56%         61         53         55*         *         Down Down Down Down Down Down Up           DCAS         8a         FALSE14 days (%)         77%         54%         50%         66%         56%         *         *         Down Up           Clients served by Office of Financial Empowerment financial Empowerment financial Empowerment financial Empowerment financial Empowerment Financial Empowerment Served Complaints         56727         8,302         10,479         10,290         9,412         *         *         Up         *           HPD         1a         TRUE reported New HIV diagnoses (CY New HIV diagnose) (CY New HI		New jobseekers registered through the Workforce1 Career FALSECenter system Youth who are out-of- school, attend a DYCD- funded training or employment program, and are placed in post- secondary education, employment, or advanced training in the 1st quarter after exiting TRUE the program (%)						* 69%	*		
NYPD         1a         FALSEMurder Letters responded to in T7%         56         61         53         55*         *         Down Down Down Down Up           DCAS         8a         FALSE14 days (%)         77%         54%         50%         66%         56%         *         *         Down Up           Clients served by Office of Financial Empowerment financial Fall State	DYCD 2b	New jobseekers registered through the Workforce1 Career FALSECenter system Youth who are out-of- school, attend a DYCD- funded training or employment program, and are placed in post- secondary education, employment, or advanced training in the 1st quarter after exiting TRUE the program (%) Uptime of 800 MHz FALSEnetwork (%)	70%	68%	68%	68%	NA		* * * 99.99%	NA	Up
DCAS         8a         FALSE14 days (%)         77%         54%         50%         66%         56%         *         *         Down Up           Clients served by Office of Financial Empowerment financial         6,727         8,302         10,479         10,290         9,412         *         *         Up         *           DCA         3a         FALSEcounseling programs – Emergency complaints         6,727         8,302         10,479         10,290         9,412         *         *         Up         *           HPD         1a         TRUE reported New HIV diagnoses (CY         364,627         363,501         348,447         337,791         334,242         *         *         Neutral*           DOHMH         1a         TRUE Preliminary) Referred cases filed for         3,303         3,016         2,718         2,493         2,279         ↓         ↓         Down Down Down Down Pown Down Down Down Down Pown Administrative Trials and	DYCD 2b	New jobseekers registered through the Workforce1 Career FALSECenter system Youth who are out-of- school, attend a DYCD- funded training or employment program, and are placed in post- secondary education, employment, or advanced training in the 1st quarter after exiting TRUE the program (%) Uptime of 800 MHz FALSEnetwork (%) Crime related to	70%	68%	68%	68%	NA		* * 99.99%	NA	Up
DCA   3a   FALSEcounseling programs   6,727   8,302   10,479   10,290   9,412   * * * Up * - Emergency complaints	DYCD 2b DoITT 1a	New jobseekers registered through the Workforce1 Career FALSECenter system Youth who are out-of- school, attend a DYCD- funded training or employment program, and are placed in post- secondary education, employment, or advanced training in the 1st quarter after exiting TRUE the program (%) Uptime of 800 MHz FALSEnetwork (%) Crime related to domestic violence - FALSEMurder	70%	68% 100.00%	68% 100.00%	68% 100.00%	NA 100.00%	99.99%	* * 99.99%	NA Neutra	Up IlUp
DCA       3a       FALSEcounseling programs – Emergency complaints       6,727       8,302       10,479       10,290       9,412       *       *       Up *         HPD       1a       TRUE reported New HIV diagnoses (CY       363,501       348,447       337,791       334,242       *       *       Neutral*         DOHMH 1a       TRUE Preliminary) Referred cases filed for Referred cases filed for Violations admitted to or upheld at the Office of Administrative Trials and       58%       54%       54%       50%       55%       55%       Down *	DYCD 2b DoITT 1a NYPD 1a	New jobseekers registered through the Workforce1 Career FALSECenter system Youth who are out-of- school, attend a DYCD- funded training or employment program, and are placed in post- secondary education, employment, or advanced training in the 1st quarter after exiting TRUE the program (%) Uptime of 800 MHz FALSEnetwork (%) Crime related to domestic violence - FALSEMurder Letters responded to in FALSE14 days (%)	70% 99.99%	68% 100.00% 71	68% 100.00% 56	68% 100.00%	NA 100.00% 53	99.99%	* * 99.99%  * *	NA Neutra Down	Up llUp Down
– Emergency complaints         HPD       1a       TRUE reported New HIV diagnoses (CY New HIV diagnoses (CY New HIV diagnoses)       363,501       348,447       337,791       334,242       * Neutral*         DOHMH 1a       TRUE Preliminary) Referred cases filed for Referred cases filed for Violations admitted to or upheld at the Office of Administrative Trials and       58%       54%       54%       50%       55%       55%       Down *	DYCD 2b DoITT 1a NYPD 1a	New jobseekers registered through the Workforce1 Career FALSECenter system Youth who are out-of- school, attend a DYCD- funded training or employment program, and are placed in post- secondary education, employment, or advanced training in the 1st quarter after exiting TRUE the program (%) Uptime of 800 MHz FALSEnetwork (%) Crime related to domestic violence - FALSEMurder Letters responded to in FALSE14 days (%) Clients served by Office	70% 99.99%	68% 100.00% 71	68% 100.00% 56	68% 100.00%	NA 100.00% 53	99.99%	* * 99.99% * *	NA Neutra Down	Up llUp Down
New HIV diagnoses (CY  DOHMH 1a TRUE Preliminary) 3,303 3,016 2,718 2,493 2,279 ↓ ↓ Down Down  Referred cases filed for  LAW 2a FALSEprosecution (%) 56% 58% 54% 54% 50% 55% 55% Down *  Violations admitted to or upheld at the Office of Administrative Trials and	DYCD 2b DoITT 1a NYPD 1a DCAS 8a	New jobseekers registered through the Workforce1 Career FALSECenter system Youth who are out-of- school, attend a DYCD- funded training or employment program, and are placed in post- secondary education, employment, or advanced training in the 1st quarter after exiting TRUE the program (%) Uptime of 800 MHz FALSEnetwork (%) Crime related to domestic violence - FALSEMurder Letters responded to in FALSE14 days (%) Clients served by Office of Financial Empowerment financial	70% 99.99% 77%	68% 100.00% 71 54%	68% 100.00% 56 50%	68% 100.00% 61 66%	NA 100.00% 53 56%	99.99%	* * 99.99%  * *	NA Neutra Down Down	Up llUp Down
Referred cases filed for  LAW 2a FALSEprosecution (%) 56% 58% 54% 54% 50% 55% 55% Down *  Violations admitted to or  upheld at the Office of  Administrative Trials and	DYCD 2b DoITT 1a NYPD 1a DCAS 8a	New jobseekers registered through the Workforce1 Career FALSECenter system Youth who are out-of- school, attend a DYCD- funded training or employment program, and are placed in post- secondary education, employment, or advanced training in the 1st quarter after exiting TRUE the program (%) Uptime of 800 MHz FALSEnetwork (%) Crime related to domestic violence - FALSEMurder Letters responded to in FALSE14 days (%) Clients served by Office of Financial Empowerment financial FALSEcounseling programs - Emergency complaints	70% 99.99% 77% 6,727	68% 100.00% 71 54% 8,302	68% 100.00% 56 50% 10,479	68% 100.00% 61 66% 10,290	NA 100.00% 53 56% 9,412	99.99%	* * 99.99%  * *	NA Neutra Down Down	Up alUp Down Up
Violations admitted to or upheld at the Office of Administrative Trials and	DYCD 2b DoITT 1a NYPD 1a DCAS 8a  DCA 3a HPD 1a	New jobseekers registered through the Workforce1 Career FALSECenter system Youth who are out-of- school, attend a DYCD- funded training or employment program, and are placed in post- secondary education, employment, or advanced training in the 1st quarter after exiting TRUE the program (%) Uptime of 800 MHz FALSEnetwork (%) Crime related to domestic violence - FALSEMurder Letters responded to in FALSE14 days (%) Clients served by Office of Financial Empowerment financial FALSEcounseling programs - Emergency complaints TRUE reported New HIV diagnoses (CY	70% 99.99% 77% 6,727 364,627	68% 100.00% 71 54% 8,302 363,501	68% 100.00% 56 50% 10,479 348,447	68% 100.00% 61 66% 10,290 337,791	NA 100.00% 53 56% 9,412 334,242	99.99% 55* *	* * *	NA Neutra Down Down Up Neutra	Up alUp Down Up *
	DYCD 2b DoITT 1a NYPD 1a DCAS 8a  DCA 3a HPD 1a DOHMH 1a	New jobseekers registered through the Workforce1 Career FALSECenter system Youth who are out-of- school, attend a DYCD- funded training or employment program, and are placed in post- secondary education, employment, or advanced training in the 1st quarter after exiting TRUE the program (%) Uptime of 800 MHz FALSEnetwork (%) Crime related to domestic violence - FALSEMurder Letters responded to in FALSE14 days (%) Clients served by Office of Financial Empowerment financial FALSEcounseling programs - Emergency complaints TRUE reported New HIV diagnoses (CY TRUE Preliminary) Referred cases filed for	70% 99.99% 77% 6,727 364,627 3,303	68% 100.00% 71 54% 8,302 363,501 3,016	68% 100.00% 56 50% 10,479 348,447 2,718	68% 100.00% 61 66% 10,290 337,791 2,493	NA 100.00% 53 56% 9,412 334,242 2,279	99.99%  55*  *  *	* * *	NA Neutra Down Down Up Neutra Down	Up alUp Down Up  * al* Down
	DYCD 2b DoITT 1a NYPD 1a DCAS 8a  DCA 3a HPD 1a DOHMH 1a	New jobseekers registered through the Workforce1 Career FALSECenter system Youth who are out-of- school, attend a DYCD- funded training or employment program, and are placed in post- secondary education, employment, or advanced training in the 1st quarter after exiting TRUE the program (%) Uptime of 800 MHz FALSEnetwork (%) Crime related to domestic violence - FALSEMurder Letters responded to in FALSE14 days (%) Clients served by Office of Financial Empowerment financial FALSEcounseling programs - Emergency complaints TRUE reported New HIV diagnoses (CY TRUE Preliminary) Referred cases filed for FALSEprosecution (%) Violations admitted to or upheld at the Office of	70% 99.99% 77% 6,727 3,303 3,303 56%	68% 100.00% 71 54% 8,302 363,501 3,016	68% 100.00% 56 50% 10,479 348,447 2,718	68% 100.00% 61 66% 10,290 337,791 2,493	NA 100.00% 53 56% 9,412 334,242 2,279	99.99%  55*  *  *	* * *	NA Neutra Down Down Up Neutra Down	Up alUp Down Up  * al* Down

		Boro Taxi safety and									
<b>-</b> . 0		emissions failure rate -		40 =0		10 10-1	4= 0004	4= 00-	4= 0004		_
TLC	1b	TRUE Initial inspection (%) Outreach presentations	NA	49.70%	51.10%	49.10%	45.90%	45.00%	45.00%	NA	Down
CCRB	2a	FALSEconducted	NA	NA		328	732	694*	*	NA	Up
NYPL	NA	FALSEComputer sessions (000	)3,093	3,306	3,287	3,214	3,141	3,180	2,860	Neutra	alUp
QPL	NA	Average weekly TRUE scheduled hours		39.6	39.6	40.2	46.3	44.8 4	5.6 45	- Cl In	l In
QFL	INA	- Cases commenced		39.0	39.0	40.2	40.3	44.0 4	3.0 40	5.6Up	Up
		against the City in state									
LAW	1a	FALSEcourt  Number of State Central	7,745	7,258	8,112	8,009	7,132	7,740	7,600	Neutra	al*
		Register consolidated									
ACS	1a	TRUE investigations	54,039	55,529	54,926	55,337	59,324	*	*	Neutra	al*
NYPD	1a	FALSE– Grand larceny		305	331	325	279	263*	*	Down	Down
		Children discharged to permanency within a									
ACS	1e	TRUE year of placement (%)	33.20%	32.60%	30.90%	32.00%	34.20%	35.00%	35.00%	Neutra	alUp
DSNY	3a	FALSERecycled tons per day	2,058	2,088	2,197	2,373	2,565	2,270	2,270	Up	Up
NYCEM	12	<ul> <li>Incidents monitored</li> <li>FALSEfrom Watch Command</li> </ul>	2.769	2,892	3,153	3,248	3,099	*	*	Up	*
INTOLIN	ıa	Cases processed per	2,703	2,032	0,100	3,240	3,033			Ор	
OATH	1a	FALSEALJ (total)		183	187			189.6*	*	Neutra	-
DOE	1a	FALSE– Math (%) Violations issued for dirty	87.20%	77.60%	78.50%	79.10%	NA	80.00%	80.00%	NA	Up
DSNY	1a	FALSEsidewalks	/ 28,690	39,975	49,828	64,693	65,272	*	*	Up	*
		Average wait time to	-,	,-	-,-	, , , , , , ,	,			- [-	
BIC	20	speak with a customer	2.02	2:07	2.40	3:02	0.151388	00000*	*	l In	Down
ыс	3a	FALSEservice agent (minutes)  Voter Registration forms	3:02	2:07	3:42	3.02	0.131360	00009		Up	Down
BOE	NA	FALSEprocessed	345,834	254,404	145,809			*	*	Up	*
DCA	1c	FALSETotal settlements (\$000)	\$9,270	\$9,395	\$7,542	\$8,324	\$6,530	*	*	Down	*
DOT	1b	Lane miles resurfaced FALSEcitywide (in-house)	8	10.61,005.90	1,019.70	1,239.40	1,321.20	*	*	Up	Up
50.		Average informal (home-		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	1,010.7	1,200.10	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			Op	Op
400	0	based) child care	00 700	40.000	47.570	45.070	44.040	•		Б	+
ACS	2a	TRUE voucher enrollment EMS workplace injuries	22,700	19,633	17,572	15,976	14,318	^	•	Down	^
FDNY	3a	FALSEreported	1,313	1,663	1,651	1,601	1,532	*	*	Up	Down
		Minority and Women-									
		owned Business Enterprises awarded City	/								
SBS	4a	TRUE contracts	•	651	684	9021,011	1,131	9	201,165	Up	Up
NYPL	NA	Library card holders TRUE (000)	2,210	2,302	2,230	2,060	2,031	2,100	2,020	Down	Un
INTPL	INA	Completed customer	2,210	2,302	2,230	2,060	2,031	2,100	2,020	DOWN	υþ
		requests for									
SBS	5a	FALSEinterpretation Broken and inoperative	NA	NA	2,351	7,327	6,652	*	*	NA	*
DEP	2a	TRUE hydrants (%)	0.31%	0.44%	0.50%	0.52%	0.56%	1.00%	1.00%	Up	Down
		Average time to issue a								•	
DOF	1b	property tax refund TRUE (days)		27	37	24	24	24	28	28Down	Down
DOI	10	Childhood blood lead		21	37	24	24	24	20	ZODOWII	DOWII
		levels - new cases									
		among children aged 6 months to less than six									
		years with blood lead									
		levels greater than or									
DOHMH	3a	equal to 10 micrograms TRUE per deciliter		844	772	818	784	708↓	$\downarrow$	Down	Down
HPD	1b	FALSEViolations closed	433,960	-				*	*	Up	Up
		Interpreters deployed on						a=a+			-
BOE DOE	NA 5a	FALSEelection day - Brooklyn FALSE- Middle school (\$)	\$19,256	511 \$20,107	530 \$21,022	539 \$22,718	500 NA	670* *	*	Up NA	*
DCA	за 1a	FALSE- Within 0-50 days (%)	φ19,230 NA	η20,107 ΝΑ	φ21,022 83%	φ22,710 85%	88%	85%	85%	NA	Up
DOC	2a	FALSEI-CAN Workshops		3331,580	2,065	6,505	12,002	*	*	Up	*
	. <del></del> .	Completed requests for	10.001					*	*	•	*
DOHMH	/a	FALSEinterpretation Archaeology applications	10,664	11,102	12,475	14,986	18,486	^	•	Up	•
LPC	1d	FALSEreceived	•	242	284	308	297	318*	*	Up	*
SCA	1b	FALSE- High school (\$)	\$533	NA	\$498	NA	\$817	*	*	NA	Down
		Percent meeting time to close – cable complaint -	_								
DoITT	6b	FALSEmiscellaneous (30 days)		99	100	100	100	99*	*	Neutra	al*
		Election results reporting							,u.		
BOE	NA	FALSEtimeliness (hours) Electric vehicles in the	NA	NA	NA	NA	NA	*	*	NA	Down
DCAS	6a	FALSEcitywide fleet	NA		723	802	9451,295	7	7501,750	NA	Up
DCAS DSNY	6a 5a		NA \$26,944	\$32,265				*	'501,750 *	NA Up	Up Down

			Average turnaround time												
			to issue decision for parking ticket hearing-by-	_											
DOF	2b	TRUE	mail (days)		4.2	10	0.3	8.3	3	7	6.9		14	14Up	Down
DOO	4-		Inmates in Security Risk	0.000/	•	000/	11.000/		10.000/	14.700/	*		*	I I a	D
DOC	1a	FALSE	EGroup (% ADP) OATH One-Click Hearings (% of total	9.90%	8.	20%	11.80%		13.30%	14.70%	_		•	Up	Down
OATH	2a	FALSE	Eremote hearings)  Letters responded to in	36.30%	50	0.40%	55.00%		58.90%	52.20%	*		*	Up	*
DDC	2a	FALSE		91%	90	6%	94%		88%	86%	g	90%	90%	Neutra	alUp
DCAS	7a	FALSE	Ereported		64	į	58	65	5	52	68*		*	Neutra	alDown
			Percent of high school cohort taking the SAT at												
			least once in 4 years of												
DOE	3a	FALSE	Ehigh school Letters responded to in	53.60%	58	3.10%	59.40%		59.70%	NA	6	60.70%	70.00%	NA	Up
BIC	3a	FALSE	E14 days (%) Annual energy	100%	10	00%	100%		100%	100%	*		*	Neutra	alUp
DCAS	5b	FALSE	retrofit/conservation Eprojects completed		29	,	37	109		158	478*		*	Up	*
DOAG	55	I ALGE	Total housing starts under Housing New York		23	`	57	100	,	130	470			Ор	
HPD	2a	TRUE	(HNY) (units)	NA	9,	347	20,401		23,610	24,293	2	20,000	21,500	NA	*
			Median time to complete DNA sexual assault												
			cases, from evidence submission to report												
OCME	4a	TRUE	(days)		89	į	59	50	)	36	36	(	30	30Down	Down
			Background investigations closed												
			within 12 months (from												
DOI	2a	TRUE	Drinking fountains in	64%	6	1%	65%		60%	40%	6	60%	60%	Down	Up
DPR	1a	TRUE	. ,	95%	9	5%	94%		96%	96%	9	95%	95%	Neutra	alUp
DOT	3a	FALSE	Bicycle lane miles Einstalled	5	1.9	65	5.9	51.2	2 5	3.9	82.9	į	50	50Up	Up
TLC	2a	FALSE	Medallion vehicles	13,237		3,587	13,587		13,587	13,587	*		*	Neutra	-
OATH	2a	FALSE	Total hearings at the EOATH Hearings Division	322,916	28	33,480	281,704		271,920	298,571	*		*	Neutra	al*
LAW	4a	FALSE	Letters responded to in E14 days (%) Air complaints	100%	10	00%	100%		100%	100%	*		*	Neutra	alUp
DEP	5a	FALSE	responded to within	93%	98	3%	95%		95%	96%	8	35%	85%	Neutra	alUp
HPD	3a	EVICE	<ul> <li>Medium/high risk renta</li> <li>Ebuildings in portfolio (%)</li> </ul>		N	٨	NA		NA	32.00%	*		*	NA	Down
пги	sa	FALSE	- United States history	INA	IN	А	INA		INA	32.00%				INA	DOWII
DOE	1a		• ,	87.80%		0.80%	72.40%		71.40%	NA	7	75.00%	75.00%		Up
DHS	3b	IRUE	<ul> <li>unsubsidized exits (%)</li> <li>Letters responded to in</li> </ul>	10.20%	13	3.40%	19.90%		19.90%	20.90%	1		<b>↓</b>	Up	Down
DFTA	3a		14 days (%)	52.80%		9.40%	77.20%		86.50%	80.20%	*		*	Up	Up
DOE	1a	TRUE	- Grade 8	2	27.6	27	7.8	27.3	3 2	27.4	27.4	26	5.9 26	6.4Neutra	alDown
QPL	NA	FALSE	Electronic visits to Ewebsite (000)	6,667	6	926	7,854		7,725	7,297	ç	3,000	8,500	Up	Up
	1474		Construction inspections		Ο,	J_U	7,004		.,,25	,, <u>,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,</u>		,,000	0,000	•	υp
DOB	2b	FALSE	Eresulting in violations (%) Accessible dispatch median wait time in	21.30%	19	9.10%	18.60%		24.90%	24.60%	*		*	Up	*
			Manhattan												
TLC	1a	FALSE	,	NA	0:	:15	0:13		0:13	0:10	*		*	NA	Down
			Number of unique businesses served by												
000		<b></b>	NYC Business	4.000	_	077	F 00-		E 400	4	-			_	
SBS	1a	FALSE	EAcceleration  - Audit and enforcement revenue collected	4,989	6,	377	5,899		5,122	4,559	*		*	Down	Up
DOF	6a	FALSE		\$1,009	\$9	911	\$1,132		\$1,161	\$1,252	*		*	Up	*
DSNY	3a	TRUE			5.1	5	5.1	5.2	2	5.6	5.6	6	5.2	6.2Up	Up
<b>DO</b> =			regarding poll workers -		000		00			0.1					ın
BOE OPI	NA NA		Procedure		288 81		69 884 622	233		61 2 1 401 49	327* 7 1		* 101 470 0		alDown
QPL	NA	IHUE	Program attendance Percent meeting time to first action - Street	664,851	80	06,128	884,622		1,110,84	2 1,401,49	, 1	,000,00	001,470,0	ооор	Up
DOT	7b	FALSE	Condition - Failed Street Repair (10 days)	90%	92	2%	92%		92%	89%	8	35%	85%	Neutra	al*
DOF	2h	TRIIC	Parking ticket hearings -	901 026	1	104 040	1 0/1 0/	11	979 117	Q7Q 574	*		*	Noutre	al*
DOF	2b	TRUE	างเลเ	901,026	1,	104,940	1,041,84	+ 1	978,447	978,574	*			Neutra	11

DOF	4a	FALSECases opened Financing awards to	NA	NA	NA		194	308*	*	NA	*
SBS	1a	businesses facilitated by TRUE NYC Business Solutions Medicaid enrollees administered by HRA			518	805	567	658 5	40 54	l0Down	Up
HRA	1c	TRUE (000)  Number of library items	3,085.60	2,808.00	2,371.70	2,085.70	1,869.50	*	*	Down	*
DORIS	1a	FALSEavailable	352,000	358,825	363,997	371,208	375,919	*	*	Neutra	ılUp
NYCHH	1c	General care average TRUE length of stay (days)  – Summonses for		5	5	5.1	5.2	5.4	.9 4	.9Neutra	alDown
NYPD	2a	prohibited use of cellular FALSEphones	148,276	142,112	125,787	125,241	130,934	*	*	Down	*
DHS	3a	FALSE- subsidized	NA	NA		224	310	290*	*	NA	Up
DHS DOC	3b 1a	TRUE – subsidized exits (%) TRUE Escapes	1.70%	0.00% 1	1.00% 0	1.60% 0	0.60% 0	0↓ ↓	1		Down Down
	ıa	Letters responded to in			-		-	04	·		
DOT	7a	FALSE14 days (%)  – Certified/referred within	84% n	90%	95%	98%	97%	90%	95%	Up	Up
DCP	3a	TRUE 6 months (%)  Median time from exam	NA	87%	70%	96%	93%	70%	70%	NA	Up
DCAS	1c	administration to exam TRUE results completion (days		201	265	195	333	282↓	29	0Up	Down
HPD	3a	<ul><li>– Medium/high risk co-op FALSEbuildings in portfolio (%)</li></ul>		NA	NA	NA	54.00%	*	*	NA	Down
		<ul> <li>Collisions involving Cit vehicles in the DCAS-</li> </ul>	•								
DCAS	7a	FALSEmanaged fleet	NA	05	402	449	400	421*	*	NA Noutre	Down
DFTA	3a	FALSECORE facility rating  Average number of		95	100	100	96	92*		Neutra	шор
DHS	2a	single adults in shelters TRUE per day	9,536	10,116	11,330	12,727	13,626	<b>↓</b>	1	Up	Down
20		Comprehensive After School System of NYC	0,000	. 0, 0	,000	.=,.=.	.0,020	•	•	Op.	20
DYCD	1a	(COMPASS NYC) FALSEenrollment Workplace injuries	65,957	71,585	112,600	122,792	124,258	110,000	110,000	Up	*
NYPD	5a	reported (uniform and FALSEcivilian)	8,420	8,512	7,564	7,249	6,626	*	*	Down	Down
DOE	1a	FALSE— Global history (%)	83.80%	69.20%	69.40%	67.90%	0,020 NA	75.00%	75.00%	NA	Up
		Working families residing in public housing									•
NYCHA	2b	FALSE(cumulative) (%)  Percent meeting time to	47.80%	47.60%	47.50%	46.70%	46.70%	*	*	Neutra	alUp
NYPD	6b	close – Commercial FALSENoise (0.3 days)		94	97	96	93	92*	*	Neutra	ıl*
DOE	6a	Parents completing the FALSENYC School Survey	486,536	485,696	459,929	497,331	506,778	*	*	Neutra	ıl*
DFTA	2b	Total recipients of home TRUE care services	2,835	3,250	2,928	3,831	3,087	2,900	2,900	Up	Up
		Violations admitted to or upheld at the Environmental Control									
FDNY	3a	FALSEBoard (%)	91%	91%	93%	93%	92%	*	*	Neutra	ıl*
EDC	2a	Outstanding violations FALSEclosed during the period		19	23	22	31	30*	*	Up	Up
HRA	1a	Cash assistance cases FALSEin sanction status (%) Recreation centers rated	NA I	5.20%	3.50%	1.20%	0.20%	*	*	NA	*
DPR	1a	acceptable for overall TRUE condition (%)	85%	86%	83%	89%	83%	85%	85%	Neutra	ılUp
DSNY	5a	Private transfer station FALSEinspections performed	5,047	6,022	5,998	4,570	5,758	*	*	Neutra	ıl*
DCAS	2c	Lease-in agreements FALSEexecuted Child abuse and/or		32	56	53	66	39*	*	Up	*
		neglect allegation rate									
ACS	3a	(internal) (average per TRUE 100 total ADP), detention		0.11	0.1	0.15	0.11	0.14 0.	09 0	.1Up	Down
NYCHH	1c	Inpatient satisfaction rate FALSE(%) Total participants at emergency	58.00%	60.00%	63.00%	62.00%	61.00%	65.00%	65.00%	Neutra	ılUp
NYCEM	2a	preparedness education TRUE sessions	35,921	34,599	74,571	103,648	92,863	75,000	75,000	Up	Up
DCP	4a	Letters responded to in FALSE14 days (%)	44%	44%	64%	72%	71%	50%	50%	Up	Up
NYPL	NA	FALSEComputers for public use		4,180	4,530	4,647	4,660	4,660	4,660	Up	Up
LPC	1c	Number of complaints FALSEreceived		815	875	772	792	677*	*	Down	Down

Part	DOE	5a	<ul><li>Other criminal</li><li>TRUE categories</li></ul>	2,626	2,485	2,286	2,219	2,007	<b>↓</b>	<b>↓</b>	Down	Down
Part	DCAS	6a	<ul> <li>Electric vehicles in the FALSEDCAS-managed fleet</li> </ul>	NA		51	64	72	140	75 10	60NA	Up
Part			emergency department visits among children									
No.	DOHMH	2b	children) (CY) TRUE (preliminary)	2	231.9	232.1	231.6NA	NA	1	$\downarrow$	NA	Down
Act   Act												
Part			FALSEhome placement	NA								-
Def	NYPD		LinkNVC kincke in		37	42	66	101	166*	*	Up	Down
Part	DoITT	4a	FALSE	NA	NA	NA	0%	0%	5%	5%	NA	Down
PALSE Elloycle racks installed   9.44   9.865   2.498   2.30   2.018   1.500   1.500   Down Up Down Up Down Up	DFTA	2b		17.499	28.233	28.898	32.737	33.041	*	*	Uр	*
Description			<del>-</del>						1,500	1,500	-	Up
Bot   No.   Trius proveek (%)   47%   38%   68%   100%	DOT	2a			261	285	249	236	211↓	$\downarrow$	Down	Down
Part	BPL	NA	TRUE per week (%)	47%	38%	65%	100%	100%	100%	100%	Up	Up
Part	DOB	2a	FALSEcomplaints received	14,511	14,654	15,827	17,629	16,591	*	*	Up	*
Part	DoITT	1d	telecommunications		10.2	4.6	4.6	8	6.4*	*	Down	Down
NPL   NA	DSNY	5a	FALSEvehicles	2,093	2,457	2,616	2,625	2,463	*	*	Up	Down
Part	NYPL	NA	FALSEwebsite (000)	32,844	32,722	30,852	29,849	28,015	*	26,900	Down	Up
FALSEComplaint (14 days)   Cumulative energy retrofit/conservation   Cumulative energy   Cumulative energ	DCA	2a	FALSEreceived online (%)	27%	19%	20%	18%	23%	*	*	Down	Up
DCAS   5b   FALSEprojects completed Total visitors to the Cultural Institutions   Cultural Institut	TLC	3b	first action - Taxi FALSEComplaint (14 days)	82%	94%	61%	86%	94%	90%	90%	Neutra	ıl*
DCLA   2a   FALSEGroup (000)   20,264   20,957   21,609   23,236   22,785   * * * * * * * * Up   Up   Up   Average response time to all emergencies by fire companies (FDNY object and travel time the dispatch and travel time public in DCAS-managed Accidents involving the public in DCAS-managed Letters responded to in DOP   3a   FALSEproperties   17   18   18   21   25*   * * * Up   Up   Up   Up   Up   Up	DCAS	5b	FALSEprojects completed		77	114	223	381	859*	*	Up	Up
Total   managencies by fire   Companies   Chory	DCLA	2a	FALSEGroup (000)	20,264	20,957	21,609	23,236	22,785	*	*	Up	Up
DCAS   7a			to all emergencies by fire companies (FDNY	•								
DCAS	FDNY	1b	Accidents involving the		4:46	4:50	4:52	4:56	*	*	Neutra	llDown
DOP   3a	DCAS	7a	FALSEproperties	ı	17	18	18	21	25*	*	Up	Down
FDNY   2b	DOP	3a	FALSE14 days (%) Average cost of	97%	77%	100%	100%	100%	*	*	Up	Up
DDC	FDNY	2b	FALSE(\$)	\$1,809	\$1,876	\$1,901	\$1,937	\$1,997	*	*	Neutra	ıl*
DEP   2a   FALSE(hours)   4.4   4.4   5.1   4.2   4.4   6   6   6   NeutralDown	DDC	1a	TRUE time: Infrastructure (%)	83%	85%	84%	87%	100%	88%	88%	Up	Up
HRA clients who obtained employment, and maintained employment or did not return to CA for 12 months (city fiscal year-HRA   2a   FALSEto-date average) (%)   NA   NA   64.20%   63.50%   63.40%   * * NA   Up   Average center-based child care voucher   Build NYC Resource Corporation - Contracts			water to customers after									
and maintained employment or did not return to CA for 12 months (city fiscal year-  HRA 2a FALSEto-date average) (%) NA NA 64.20% 63.50% 63.40% * * NA Up Average center-based child care voucher  ACS 2a TRUE enrollment 27,552 26,401 27,052 27,132 27,864 * * Neutral*  Build NYC Resource Corporation - Contracts  EDC 3b FALSEclosed 24 21 23 28 15* * Down Up Letters responded to in  DYCD 5a FALSE14 days (%) 100% 100% 100% 100% 100% * * NeutralUp - Completed early/on  DDC 1a TRUE time: Infrastructure (%) 81% 87% 88% 87% 90% 82% 82% NeutralUp Leak complaints  DEP 2a FALSErceived 4,077 3,601 3,622 3,642 3,679 * * NeutralV	DEP	2a	HRA clients who		4.4	4.4	5.1	4.2	4.4	6	6Neutra	llDown
Red   FalsEto-date average   %   NA   NA   64.20%   63.50%   63.40%   * * NA   Up			and maintained									
HRA   2a												
Child care voucher	HRA	2a	FALSEto-date average) (%)	NA	NA	64.20%	63.50%	63.40%	*	*	NA	Up
Build NYC Resource   Corporation - Contracts   EDC   3b   FALSEclosed   24   21   23   28   15*   *   Down Up	ACS	2a	child care voucher	27 552	26 401	27 052	27 132	27 864	*	*	Neutra	ıl*
EDC         3b         FALSEclosed         24         21         23         28         15*         *         Down Up           DYCD         5a         FALSE14 days (%)         100%         100%         100%         100%         100%         *         *         NeutralUp           - Completed early/on         - Completed early/on         88%         87%         90%         82%         82%         NeutralUp           Leak complaints         Leak complaints         4,077         3,601         3,622         3,642         3,679         *         *         Neutral*           Work permit applications         *         *         Neutral*	7.00	Lu	<b>Build NYC Resource</b>	27,002	20,101	27,002	27,102	27,004			Nounc	u
DYCD         5a         FALSE14 days (%)         100%         100%         100%         100%         100%         *         *         *         NeutralUp           DDC         1a         TRUE time: Infrastructure (%)         81%         87%         88%         87%         90%         82%         82%         NeutralUp           Leak complaints         Leak complaints         3,601         3,622         3,642         3,679         *         *         Neutral*           Work permit applications         Work permit applications         *         *         *         Neutral*	EDC	3b	FALSEclosed		24	21	23	28	15*	*	Down	Up
DDC 1a TRUE time: Infrastructure (%) 81% 87% 88% 87% 90% 82% 82% NeutralUp Leak complaints  DEP 2a FALSEreceived 4,077 3,601 3,622 3,642 3,679 * * Neutral*  Work permit applications	DYCD	5a	FALSE14 days (%)	100%	100%	100%	100%	100%	*	*	Neutra	ılUp
DEP 2a FALSEreceived 4,077 3,601 3,622 3,642 3,679 * * Neutral* Work permit applications	DDC	1a	TRUE time: Infrastructure (%)	81%	87%	88%	87%	90%	82%	82%	Neutra	ılUp
	DEP	2a	FALSEreceived		3,601	3,622	3,642	3,679	*	*	Neutra	ıl*
	LPC	1b			13,235	13,273	13,963	13,874	*	*	Up	*

			Average time to repair										
DOT	1c		street lights - by DOT (calendar days)		2.7	2.5	2.3	2	.9	3*	*	Up	Down
БОТ	10		Number of releases from Close to Home		2.1	2.5	2.0	۷	.9	3		Ор	DOWN
ACS	3a	FALSE		NA		274	283	20	)1	194*	*	NA	Down
HRA		FALSE	(\$000,000)	\$735.60	\$741.70	\$748.30		62.10	\$780.90	\$769.70		Neutra	ılUp
DOHMH	7a		CORE facility rating		90	92	92	8	31	96 85	5 8	5Neutra	lUp
			Average time to record and index property										
			documents (days) -										
DOF	5a	FALSE	Citywide		3.1	2.4	3.8	3	.4	1.1*	*	Down	Down
			Letters responded to in										
DHS	6a		14 days (%) E-mails responded to in	67.40%	83.50%	70.40%		.80%	NA	*	*	NA	Up
DOP	3a		14 days (%) Existing newsstands	100%	100%	100%	10	0%	100%	*	*	Neutra	ılUp
DOT	10		converted to new model	01 100/	02 700/	04.009/	0E	000/	07 400/	*	*	Moutro	ما ال
DOT	4a	FALSE	(%) Participants in WIA-	91.10%	93.70%	94.00%	95	.90%	97.40%			Neutra	ш
			funded Out-of-School										
DYCD	2a		Youth program	1,863	1,721	1,800	2,2	265	2,132	*	*	Up	*
NIVOLIA	OI-		Applicants placed in	4.000	F 000	4.000	4.6	24.4	0.004	*	*	D	I I -
NYCHA	2b		public housing Parking ticket appeals	4,233	5,988	4,939	4,2	211	3,834	•	•	Down	Up
DOF	2b		reviewed	36,094	41,405	55,036	58	,939	30,375	*	*	Neutra	ı <b>l</b> *
BPL	NA	FALSE	Computer sessions (000)		2,152	2,188		164	1,920	2,188	1,900	Down	Up
			Interpreters deployed on										
BOE	NA	FALSE	election day - Staten		40	42	46	9	38	44*	*	Neutra	.1*
DOL	14/1		Average outage rate for		40	72	40		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	77		riculia	u
DSNY		FALSE	all collection trucks (%)	19%	21%	20%	19		19%	*	*	Neutra	-
ACS	1a	FALSE	Substantiation rate	39.80%	39.50%	38.70%	36	.10%	40.40%	*	*	Neutra	ı <b>l</b> *
DORIS	1a	FALSE	Records preserved and digitized	121,955	101,033	10,651,4	175 7 /	122 426	26,778	260,000	260,000	Up	Up
DOM	ıa		Comfort stations in	121,900	101,033	10,031,-	+/3 /,-	+22,420	20,770	200,000	200,000	υþ	Ор
			service (in season only)										
DPR	1a	TRUE		94%	95%	97%	95	%	94%	95%	95%	Neutra	ılUp
			Certificates of No Effect issued within 10										
LPC	1b			87%	94%	91%	96	%	93%	85%	85%	Neutra	ılUp
			Children in substantiated										•
			investigations with										
			repeat substantiated investigations within a										
ACS	1a		year (%)(preliminary)	16.90%	17.40%	17.20%	16	.80%	18.10%	$\downarrow$	15.00%	Neutra	lDown
			Average call wait time										
TLC	3a		(minutes:seconds)	NA	NA	NA	N/	4	18:55	*	*	NA	Down
DOB	2b		Construction inspections completed	131,444	142,222	139,323	14	8,162	156,508	140,000	140,000	Up	Up
			Annual tuition at CUNY	,	,	,		-,	,	,	,	- 1	- 1
			community colleges (full-		400	*			*				*
CUNY QPL	NA NA		time NYS resident) Wireless sessions	\$4,200 112,621	\$4,500 346,782	\$4,800 453,555		,800 7,230	\$4,800 NA	500,000	525 000	Up NA	Up
QFL	INA		Number of full-time	112,021	340,762	455,555	47	7,230	INA	500,000	323,000	INA	ΟÞ
			faculty employed by										
OLINI)/			CUNY community	1 001	0.044	0.000	0.4		0.400		•		
CUNY	NA		colleges Calls resolved at 311	1,891	2,011	2,092	2,	165	2,182	•	•	Up	Up
			without transfer to										
311	1a		agency for resolution (%)	91%	93%	94%	93	%	94%	*	*	Neutra	ılUp
DEP	20		Catch basin complaints received	10 5 4 0	0 E76	0.051	0.0	20	0.000	*	*	Down	Down
DEF	2a		APS cases eligible for	10,548	8,576	8,851	0,0	)20	8,968			DOWII	DOWII
HRA	4a		services	6,098	5,406	6,107	6,8	347	7,346	*	*	Up	*
DOT	2a		Overall traffic crashes	200,188	205,066	209,729	22	5,318	228,283	$\downarrow$	$\downarrow$	Up	Down
DOC	1b		Incidents and allegations	3,413	4,221	4,822	E /	260	E 070	*	*	l In	Down
DOC	ID		of use of force Construction-related	3,413	4,221	4,022	5,2	269	5,070			Up	DOWII
DOB	2c		injuries		187	212	324	52	26	622↓	$\downarrow$	Up	Down
DC:	•		Adults who are obese	04.000	00.45	04		1001	00.000	00.05::	00 500		ıD
DOHMH	2a		(%) (CY) Inmate assault on staff	24.20%	23.40%	24.70%	24	.10%	23.60%	23.90%	23.50%	Neutra	liDown
			(monthly rate per 1,000										
DOC	1a	TRUE	ADP)		4.7	5.9	8.6	7	.9	8.4↓	$\downarrow$	Up	Down
00145	10		Median time to complete		EE	20	24	-	- C	00 45	- 41	5Down	Deve
OCME	4a		toxicology cases (days) Students with disabilities		55	29	31	5	56	22 45	4: ر	טשטחנ	חטאט
			in cohort dropping out										
D.C.E.	0'		from high school in 4	47.000	J = 5	1= 1=:		F00'	N.1.4		40 5000	N 1 A	_
DOE	2b	IKUE	years (%) (NYSED)	17.60%	15.80%	15.40%	14	.50%	NA	14.40%	13.50%	ΝA	Down

			Average days to initiate home attendant and											
_			housekeeper services fo									_		_
ŀ	HRA	4a	TRUE all cases Average days to		27.5	14.1	24	1.6	20.4	20	3	0 (	30Down	Down
			complete first plan review	V										
			(Hub projects) - Minor renovation (Alterations II											
ı	ООВ	1b	and III)		1.4	1.1	2	2.6	2.7	0.1*		*	Down	Down
	DSNY	1a	FALSEStreets rated filthy (%)	0.20%	0.40%		40%	0.20%	0.10%	*		*	Down	
			Students no longer in need of special											
I	DOE	2b	FALSEeducation services	7,119	5,464	5,	726	5,864	7,276	*		*	Neutra	al*
١	NYPD	1a	<ul><li>– Murder and non-</li><li>TRUE negligent manslaughter</li></ul>		369	320	34	48	341	300↓		$\downarrow$	Down	Down
I	DCA	4a	Total amount of FALSEemployee restitution (\$)	NA	NA	\$5	54,961	\$2,123,3	391 \$1,584,1	37 *		*	NA	*
I	DOC	1d	Jail-cells unavailable FALSE(short-term repair) (%)	3.10%	2.80%	2.	30%	2.30%	2.60%	1.0	00%	1.00%	Down	Down
	DHS	3b	TRUE - unsubsidized exits (%)				6.00%	24.50%	24.90%	1		<b>↓</b>	Neutra	alDown
			Average uptime of key systems (mainframe,											
I	DoITT	1a	TRUE UNIX, Wintel) (%) Calls answered in 30	99.83%	99.72%	99	9.36%	99.59%	99.66%	99	9.99%	99.99%	Neutra	alUp
ı	ООНМН	7a	FALSEseconds (%)	69%	85%	82	2%	78%	73%	85	5%	80%	Neutra	alUp
			<ul> <li>Preventable collisions involving City vehicles in</li> </ul>											
	DCAS	7a	FALSEthe DCAS-managed flee			173		11	145	161*		*	NA	Down
Γ	NYPD	1a	FALSE– Rape Total amount of PSL		464	471	48	81	526	504*		*	Up	Down
I	DCA	4a	FALSEfines (\$) Child care inspections	NA	NA	\$5	50,050	\$1,201,4	168 \$502,168	3 *		*	NA	*
			that do not require a											
ı	ООНМН	3а	compliance inspection TRUE (%)	62.90%	66.90%	65	5.90%	62.00%	57.40%	<b>↑</b>		<b>↑</b>	Neutra	all In
	DOE	1a	TRUE - Math (%)	29.60%			5.20%	36.40%	37.80%	37	7.40%	39.80%	Up	Up
			Percent of high school cohort who graduate											
	DOE	20	ready for college and FALSEcareers	31.40%	32.60%	2/	1.60%	37.20%	NA	20	3.80%	40.40%	NA	Lln
		3a	Construction-related	31.40%	32.00%	34	1.00%	37.20%	INA	30	0.00%	40.40%	INA	Up
	DOB DOHMH	2c 4h	FALSEincidents FALSECalls to NYC Well (000)		403 92 1	459 05.1		36 92	9791,170 97.5	* 170.4*		*	Up Up	Down *
	DoITT	1a	Uptime of Citywide Radio FALSENetwork (%)	99.99%			00.00%	100.00%			9.99%	99.99%	Neutra	all In
			School safety - Other								7.55 76			
ſ	NYPD	1a	FALSEcriminal categories HNY units started for	2,626	2,485	2,	286	2,219	2,007	*		*	Down	Down
ŀ	HPD	2a	homeless individuals and FALSEfamilies	n NA		4801,	575	1,907	2,571	1,	320	1,111	NA	*
			Value of Energy Cost Savings Program											
			savings for businesses											
,	SBS	1b	FALSE(\$000) IDNYC application	\$760	\$176	\$8	341	\$878	\$2,003	*		*	Up	*
ŀ	HRA	5a	FALSEtimeliness (%) Outstanding violations a	NA	NA	95	5%	99%	99%	*		*	NA	Up
I	EDC	2a	FALSEbeginning of the period		55	35	2	25	64	51*		*	Up	Down
I	ODC	1a	Sewers constructed FALSE(miles)		9.9	12.8	9	0.8	11.4	10.6	8.	2	4Neutra	al*
I	DSNY	1a	Streets rated acceptably TRUE clean (%)	94.50%	93.30%	92	2.70%	95.00%	95.90%	92	2.00%	92.00%	Neutra	alUp
-			Average wait time (tier 1											·
	31	11a	TRUE calls) (minutes:seconds) Persons who received	0:38	0:23	0:	23	0:16	0:18	U:	30	0:30	Down	Down
			information and/or supportive services											
			through DFTA's in-house											
ı		_	and contracted Caregive TRUE programs	r NA	9,296	11	,033	11,342	10,201	*		*	NA	*
	OFTA	2a												
	DFTA	2a	Parking tickets issued											
I	DFTA DOF	2a 2a	Parking tickets issued that are paid within 90 TRUE days (%)	63.50%	63.20%	65	5.80%	66.80%	66.30%	65	5.00%	65.00%	Neutra	alUp
I			Parking tickets issued that are paid within 90	63.50%	63.20%	65	5.80%	66.80%	66.30%	65	5.00%	65.00%	Neutra	alUp
ſ			Parking tickets issued that are paid within 90 TRUE days (%) Percentage of community college students receiving	63.50%	63.20%	65	5.80%	66.80%	66.30%	65	5.00%	65.00%	Neutra	alUp
	OOF	2a	Parking tickets issued that are paid within 90 TRUE days (%) Percentage of community college students receiving Tuition Assistance Program (TAP) grants							65	5.00%	65.00%		alUp
(			Parking tickets issued that are paid within 90 TRUE days (%) Percentage of community college students receiving Tuition Assistance	63.50% 29.80%			5.80% I.10%	66.80% 36.40% 2,553	66.30% 35.90%	65	5.00%	65.00%	Neutra Up	alUp *

		Noise complaints not requiring access to premises responded to									
DEP	5a	FALSEwithin seven days (%)  Average cost change for all completed	91%	99%	97%	97%	98%	85%	85%	Neutra	ılUp
DDC DOE	1a 2b	construction projects (excluding programmatic TRUE scope changes) (%) FALSE– Non-public school	1.80% 22,942	2.10% 38,818	2.00% 39,360	8.80% 44,916	0.30% 48,361	3.00%	3.00%	Up Up	Down *
		Percent meeting time to close - Street Condition				ŕ		000/	000/	·	- I*
DOT	7b	FALSEPothole (30 days) Inspection visits per tear		97%	98%	100%	100%	98%	98%	Neutra	
HPD	1a	FALSEper day Priority A complaints		12.2	12.3	12.2	12.6	12.3*	*	Neutra	ılUp
DOB	2a	FALSEresponded to Average time from incident to issuing of Notify NYC message	14,542	14,468	15,420	16,927	15,981	*	*	Up	*
NYCEM	2c	TRUE (minutes:seconds) Serious injury to inmate(s) as a result of violent inmate-on-inmate	NA	7:58	8:00	6:00	6:44	7:00	7:00	NA	Down
DOC	1a	incidents (monthly rate TRUE per 1,000 ADP)  — Projected three-year		1.4	1.8	2.5	2.5	2.7↓	1	Up	Down
EDC	3b	job growth associated TRUE with closed contracts Patrol summonses issued to	5,348	12,238	10,822	3,639		2522,500	1	Down	Up
TLC	1c	FALSEowners/agents/bases Student/faculty ratio -	NA	24,694	27,958	22,257	23,829	*	*	NA	*
CUNY	NA	FALSECommunity Colleges Construction bid price fo	21:01 r	21:01	21:01	21:01	19:01	*	*	Neutra	alDown
SCA	1b	school capacity projects TRUE per square foot (\$) Data sets available for	\$580	\$630	\$771	\$752	\$753	\$700	\$700	Up	Down
DoITT	2b	download on TRUE NYC.gov/OpenData	1,139	1,273	1,369	1,552	1,700	1,679	1,902	Up	Up
NYCEM	2a	Subscribers to Corpnet FALSESystem Completed inspections	1,545	1,590	1,610	1,545	1,490	*	*	Neutra	ılUp
FDNY	1a	performed by civilian fire FALSEprevention personnel	184,749	190,346	195,223	206,959	225,025	187,000	187,000	Up	Up
CCRB	3a	Letters responded to in FALSE14 days (%)	70%	73%	84%	88%	80%	*	*	Up	Up
DOF	6a	- Property taxes FALSEcollected (\$000,000)	\$18,751	\$19,977	\$21,317	\$22,946	\$24,447	*	*	Up	*
		Unsheltered individuals who are estimated to be living on the streets, in parks, under highways, on subways, and in the public transportation									
DHS	4a	TRUE stations in New York City Cash assistance application timeliness	/3,180	3,357	3,182	2,794	3,892	1	1	Up	Down
HRA	1a	TRUE rate (%)  Violation orders	92.60%	93.60%	94.40%	97.50%	97.90%	96.00%	96.00%	Neutra	ılUp
FDNY	1a	FALSEcorrected  Average time to resolve all PSL complaints	30,377	40,953	37,390	38,109	50,245	*	*	Up	*
DCA	4a	TRUE (calendar days) Critical incidents in the adult family shelter	NA	NA		33	101	183↓	<b>↓</b>	NA	Down
DHS	2b	system, per 1,000 TRUE residents Financial recoveries to	NA	NA	NA	NA		2.4↓	1	NA	Down
DOI	1b	the City ordered/agreed TRUE (\$000)	\$38,428	\$11,144	\$10,603	\$3,004	\$4,069	1	<b>↑</b>	Down	Up
DCP	За	<ul><li>Certified/referred within</li><li>TRUE 15 months</li></ul>	n NA	62%	62%	42%	56%	70%	70%	NA	Up
		Value of funding disbursed pursuant to City funding agreements									
EDC	3b	FALSE(\$000,000)  Completed requests for	\$91.00	\$166.30	\$168.70	\$128.70	\$47.60	*	*	Down	*
NYCHA	4a	FALSEinterpretation	150,619	154,339	187,871	196,996	189,243	*	*	Up	*

			Remains recovered following a disaster or									
			mass fatality incident									
OCME	3a		(cumulative)	21,906	21,914	21,916	21,916	21,916	*	*	Neutra	<b> </b> *
			EarlyLearn - Fiscal year spending per child based	l								
			on average enrollment in									
4.00	•		Contract Family Child	<b>***</b>	40.000	40 577	40.745	<b>***</b> • • • • • • • • • • • • • • • • • •	_	_		1.4
ACS	2a	FALSE	:Care Cases successfully	\$9,084	\$8,629	\$8,577	\$8,715	\$9,072	^	^	Neutra	l^
CCRB	1b		Emediated		61	179	183	222	187*	*	Up	Up
			Cash assistance									
HRA	1a		unduplicated number of persons (12-month)(000)		607 5	589.1	591.1	601.8	598.6*	*	Neutra	I*
1111/1	ıa		Building permits issued -		007	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	701.1	001.0	330.0		riculia	
DOB	1a	FALSE		88,290	98,302	104,08			*	*	Op	*
QPL	NA		Computer sessions (000)		3,211	2,985	3,040	2,957	3,500	3,500	Neutra	•
DOE	2b		<ul><li>– Math (%)</li><li>Average annual cost of a</li></ul>	3.60%	11.40%	13.50%	14.70%	ú 14.30%	15.70%	15.30%	Up	Up
			ladder company									
FDNY	3a		E(\$000,000)	\$8.40	\$8.60	\$8.60	\$8.80	\$8.90	*	*	Neutra	<b> </b> *
			Average days to complete first plan review	,								
			(Borough offices) - Minor									
DOB	1b		renovation (Alterations II and III)		4.2	3.8	4.1	3.2	1.5	4	4Down	Down
ров	ID		Adults who consume an		4.2	3.0	4.1	3.2	1.5	4	4DOWN	DOWII
			average of one or more									
			sugar-sweetened									
DOHMH	2a	FALSE	beverages per day (%) E(CY)	28.20%	23.30%	22.50%	23.70%	6 22.70%	22.80%	21.80%	Down	Down
			NYC.gov unique visitors									
DoITT	2a		(average monthly) (000) Patients enrolled in Ryan		3,778	3,772	4,001	4,599	<b>↑</b>	1	Up	Up
			White with current									
			antiretroviral (ARV)									
DOHMH	10		prescription at last assessment (%)	90 600/	97.000/	87.70%	86.20%	6 90.10%	02.009/	92.00%	Moutro	I*
DOHIVIN	ıa		Average turnaround time	82.60%	87.00%	07.70%	00.20%	0 90.10%	92.00%	92.00%	Neutra	ı
			for in-person parking									
DOF	2b		ticket hearings (minutes) Library card holders		19	25	19	14	12 2	25 2	5Down	Down
BPL	NA	TRUE		1,062	1,243	1,362	1,523	1,631	1,569	1,650	Up	Up
			Average days to									•
			complete first plan review (Borough offices) - Major									
DOB	1b		renovation (Alteration I)		12	11.3	15.2	12.2	5.8 1	0 1	0Down	Down
			Value of Summer Youth									
DYCD	2a		Employment Program Econtracts (\$000)	\$8,641	\$15,036	s \$17,14	5 \$18,56	3 \$21,712	*	*	Up	*
БТОВ	Zu		311-NYC (text) contacts	ψ0,0+1	ψ10,000	<b>,</b> ψιτ,ι <del>τ</del>	φ10,50	υ ψΖ1,712			ОР	
31	11a	FALSE		NA		234	175	156	144*	*	NA	*
NYCEM	2c		Notify NYC messages issued	1,189	1,190	1,390	1,505	1,986	*	*	Up	*
			Pedestrian space	.,	.,	.,000	.,000					
DOT	4a		Einstalled (square feet)	360,057	297,408	3 230,95	353,43	9 499,025	*	*	Up	Up
HPD	4a		Section 8 - Voucher utilization rate	98.20%	98.20%	93.30%	94.50%	6 96.60%	98.00%	98.00%	Neutra	IUp
2			CUNY community	00.2070	00.2070	00.007	000 /	00.0070	00.0070	00.0070		
			college graduates from									
			career and technical education programs who									
			are employed within six									
CUNY	NA		months of graduation (%)	71.20%	72.00%	77.20%	74.40%	6 77.10%	*	*	Neutra	lUp
			Total housing completions (New									
			Housing Marketplace									
HPD	2a		Plan and HNY) (units)	NA	10,082	12,028	20,585		17,343	17,123 *	NA	*
NYPD	3a		- Graffiti summonses Certificates of		44	18	11	7	3*	•	Down	•
DOB	1a		Occupancy issued	5,949	5,694	5,289	5,893	6,427	*	*	Neutra	<b> </b> *
			Bridges rated - Good or									
DOT	1a	TRUE	very good (%) (calendar vear)	41.40%	42.00%	42.10%	41.90%	6 41.80%	40.70%	40.70%	Neutra	ILIn
	·u		Active LinkNYC kiosks									-
DoITT	4a		on City streets	NA	NA	NA		198	9011,530	2,830	NA	*
			Serious personal care complaints resolved in									
HRA	4a		24 hours (%)	100.00%	6 100.00°	% 100.00	% 100.00	% 100.00%	100.00%	100.00%	Neutra	lUp
			Consumer Protection									
_			Law - refund and receipt		_	_	_			_		
DCA	1b	FALSE	compliance rate (%)	80%	81%	91%	91%	89%	80%	85%	Up	Up

Part			Project employees									
House 1	EDC	40		NIA	0.49/	050/	059/	NΙΛ	<b>^</b>	059/	NIA	Un
Mathematical   Math	EDC	4a		INA	94%	95%	95%	INA	ı	95%	IVA	υр
Mathematical Notation   Mat	LIDD	41-		4.700	0.400	0.005	F 000	0.000	*	*	I I -	*
Figure   F									*	*		*
No.   1				72,200					203↓	$\downarrow$		lDown
Mathematic   Ma			Average adjournment									
Part	OATH	1a			16.6	15.7	16.9	17.5	18.1	20	20Up	Down
No.   Section   No.			E-mails responded to in								·	
Participants in Wilson   Participants   Particip	SBS	5a	* , ,	100%	100%	100%	100%	100%	*	*	Neutra	lUp
Mathematical Properties   Mathematical P	DHS	6a		66.70%	80.50%	68.60%	61.37%	NA	*	*	NA	Up
PATE												
Property   Property	DYCD	2a		2.395	2,527	2,678	2,766	2,980	*	*	Up	*
Mode	DOI	1a	TRUE Complaints	12,659	12,624	11,445	11,616	12,128	*	*	Neutra	<b> </b> *
No.   No.   Full Exponence   State												
The Color   Fall Exprocessing time	NYCEM	l 1a			578	290	291	277	198*	*	Down	*
Name	TLC	14		NIA	NΙΛ	NΙΔ		10.0	11 0*	*	NIA	Down
Part	TLC	ıu		INA	IVA	IVA		19.9	11.0		INA	DOWII
Part	DOT	3a	•	NA	92,598	73,369	114,779	198,858	*	*	NA	Up
Part												
Public			standard of 5mg/L for									
Def	DEP	3a		85%	91%	94%	90%	92%	89%	89%	Neutra	lUp
Parameter   Par	DOF	6a	FALSEcollected (\$000,000)	\$7,410	\$7,578	\$7,724	\$7,550	\$7,289	*	*	Neutra	<b>I</b> *
Family cases engaged	DPR	12		90%	91%	92%	92%	92%	90%	90%	Neutra	ll In
Relation   Relation	DIT	ıa	` '		3176	32 /6	JZ /6	JZ /6	30 78	30 /6	Neutra	Юр
Heat   Mathematical Part			_									
Total headcount enrollment at CUNN	HRA	2a		23.70%	24.30%	25.50%	27.40%	26.30%	<b>↑</b>	<b>↑</b>	Up	Up
CUNY   NA   FALSEcommunity colleges			Total headcount	20070	200 /0	20.0070		20.0070	'	'	Op	op.
CUNY courses offered   CUNY courses offered   CUNY   Na   TRUE partly or totally online   So,184   S,084   S,085   S,084   S,086	CLINY	NΑ		96 500	97 751	99 958	99 045	96 865	*	*	Neutra	l*
NYPD         1a         TRUE housing developments of Column (Column)			CUNY courses offered			,	,	,				
NPDP   1a	CUNY	NA		)4.30%	4.90%	5.70%	6.80%	8.00%	8.00%	8.00%	Up	Up
DPR	NYPD	1a	TRUE housing developments	5,018	5,328	4,858	5,205	5,084	$\downarrow$	$\downarrow$	Neutra	lDown
Marehouse capacity available for new validable for new value of the previous sequence of juveniles resulting in placement responds to high priority traffic signal defect and make resulting in priority traffic signal defect and make resulting in priority traffic signal defect and make resulting priority traffic resulting priority resulting priority traffic resulting priority resulting pr	DPR	1h		NA	NA		465	469	547*	*	NA	Down
DORIS   2b	2	.~	Warehouse capacity				.00		•			
Revocation of juveniles resulting in placement roughly in placement (1)   10   10   10   10   10   10   10	DORIS	2h		70/-	10/-	5%	12%	12%	*	*	Hn	*
DOH	DOM	20		1 /0	4 /0	J /0	12/0	12/0			Ор	
DOHMH	DOD	0-		NIA	NIA	NIA	04.000/	74 000/	*	*	NIA	*
DOP   Table   Table									1.			
Average time to respond to high priority traffic signal defect and make			Juvenile investigation						•	•	•	
DOT   1c   Safe (hours:minutes)   SNAP application   SNAP applicati	DOP	1a	·		2,194	2,003	2,019	1,927	*	*	Down	*
DOT   1c   TRUE safe (hours:minutes)   SNAP application												
NAP application   SNAP application   SNAP application   SNAP application   SRAP   STRUE timeliness rate (%)   SAP.20%   81.40%   93.90%   88.40%   90.60%   90.60%   NeutralUp   Expenditure report   Expenditure report   Expenditure report   SAP.20%   25,352   21,687   25,433   23,369   * * * * Neutral*	DOT	10	=	NIA	0.05	1.47	1.50	1.47	2.00	2.00	NIA	Down
HRA         1b         TRUE timeliness rate (%) Expenditure report         93.50%         87.20%         81.40%         93.90%         88.40%         90.60%         90.60%         NeutralUp           DYCD         4a         FALSEreviews         22,495         25,352         21,687         25,433         23,369         *         *         NeutralV           DPR         2b         FALSE- Down tree limbs Average wait time for a construction inspection         11.9         18.6         17.3         22.5         38.5*         *         Up         Down           DOB         1c         TRUE (days) Average customer inperson wait time         4.7         3.4         3.6         3.8         2.7         4.5         4.5Down         Down           HRA         6a         FALSE(minutes) Parks with an affiliated         48.2         39.9         42.2         34.8         34.1         60         60Down         Down           DPR         4b         FALSEvolunteer group (%) - Cases resulting in         NA         NA         NA         29%         27%         *         *         NA         NeutralUp           HPD         1b         FALSEjudgments         610         571         721         842         578*         *         Up	БОТ	10		INA	2.05	1.47	1.50	1.47	2.00	2.00	INA	DOWII
DYCD         4a         FALSEreviews         22,495         25,352         21,687         25,433         23,369         *         *         Neutral*           DPR         2b         FALSE- Down tree limbs             Average wait time for a construction inspection         11.9         18.6         17.3         22.5         38.5*         *         Up         Down           DOB         1c         TRUE (days)             Average customer inperson wait time         4.7         3.4         3.6         3.8         2.7         4.5         4.5Down         Down           HRA         6a         FALSE(minutes)             Parks with an affiliated             Parks with an affiliated             Parks with an affiliated             Parks with an affiliated              Parks with an affiliated             P	HRA	1b	TRUE timeliness rate (%)	93.50%	87.20%	81.40%	93.90%	88.40%	90.60%	90.60%	Neutra	lUp
DPR	DYCD	4a		22.495	25.352	21.687	25.433	23.369	*	*	Neutra	<b> </b> *
Construction inspection  DOB 1c TRUE (days) 4.7 3.4 3.6 3.8 2.7 4.5 4.5Down Down Average customer inperson wait time  HRA 6a FALSE(minutes) 48.2 39.9 42.2 34.8 34.1 60 60Down Down Parks with an affiliated  DPR 4b FALSEvolunteer group (%) NA NA NA NA 29% 27% * NA Up - Cases resulting in  HPD 1b FALSEjudgments 610 571 721 842 578* * Up *  BOE NA FALSETotal active voters (000) 4,225 4,276 4,160 4,108 4,477 * NeutralUp Youth reunited with family or placed in a suitable environment from Transitional Independent Living (TIL)			FALSE- Down tree limbs						38.5*	*		
DOB 1c TRUE (days) 4.7 3.4 3.6 3.8 2.7 4.5 4.5Down Down Average customer inperson wait time  HRA 6a FALSE(minutes) 48.2 39.9 42.2 34.8 34.1 60 60Down Down Parks with an affiliated  DPR 4b FALSEvolunteer group (%) NA NA NA NA 29% 27% * * NA Up - Cases resulting in  HPD 1b FALSEjudgments 610 571 721 842 578* * Up *  BOE NA FALSETotal active voters (000) 4,225 4,276 4,160 4,108 4,477 * NeutralUp Youth reunited with family or placed in a suitable environment from Transitional Independent Living (TIL)												
HRA 6a FALSE(minutes) 48.2 39.9 42.2 34.8 34.1 60 60Down Down Parks with an affiliated  DPR 4b FALSEvolunteer group (%) NA NA NA 29% 27% * * NA Up - Cases resulting in  HPD 1b FALSEjudgments 610 571 721 842 578* * Up *  BOE NA FALSETotal active voters (000) 4,225 4,276 4,160 4,108 4,477 * * NeutralUp Youth reunited with family or placed in a suitable environment from Transitional Independent Living (TIL)	DOB	1c			4.7	3.4	3.6	3.8	2.7 4	1.5	.5Down	Down
HRA 6a FALSE (minutes) 48.2 39.9 42.2 34.8 34.1 60 60 Down Down Parks with an affiliated  DPR 4b FALSEvolunteer group (%) NA NA NA 29% 27% * * NA Up  - Cases resulting in  HPD 1b FALSE (minutes) 721 842 578* * Up *  BOE NA FALSE (minutes) 748.2 48.2 578* * NA Up  Youth reunited with family or placed in a suitable environment from Transitional Independent Living (TIL)												
DPR 4b FALSEvolunteer group (%) NA NA NA 29% 27% * * NA Up — Cases resulting in  HPD 1b FALSEjudgments 610 571 721 842 578* * Up *  BOE NA FALSETotal active voters (000) 4,225 4,276 4,160 4,108 4,477 * * NeutralUp Youth reunited with family or placed in a suitable environment from Transitional Independent Living (TIL)	HRA	6a	•		48.2	39.9	42.2	34.8	34.1	60	60Down	Down
- Cases resulting in  HPD 1b FALSEjudgments 610 571 721 842 578* * Up *  BOE NA FALSETotal active voters (000) 4,225 4,276 4,160 4,108 4,477 * * NeutralUp  Youth reunited with family or placed in a suitable environment from Transitional Independent Living (TIL)	DDD	41.		N.1.A	NIA	N1.A	000/	070/	+	+		
HPD 1b FALSEjudgments 610 571 721 842 578* * Up * BOE NA FALSETotal active voters (000) 4,225 4,276 4,160 4,108 4,477 * * NeutralUp Youth reunited with family or placed in a suitable environment from Transitional Independent Living (TIL)	DPK	4b		NA	NA	NA	29%	2/%	•	-	ΝA	Up
Youth reunited with family or placed in a suitable environment from Transitional Independent Living (TIL)			FALSEjudgments						578*	*	•	*
family or placed in a suitable environment from Transitional Independent Living (TIL)	BOE	NA		4,225	4,276	4,160	4,108	4,477	*	*	Neutra	lUp
suitable environment from Transitional Independent Living (TIL)												
Independent Living (TIL)			suitable environment									
	DYCD	1b		91%	93%	92%	89%	88%	85%	85%	Neutra	lUp

		Originally noticed									
DOE	1.	properties sold in lien	000/	010/	100/	1.40/	170/	*	*	Daws	Davis
DOF	1a	FALSEsale (%)  Real estate auction bids	20%	21%	16%	14%	17%			Down	Down
DCAS	3a	FALSEreceived (\$000)	NA	\$17,500	NA	\$12,990	\$0	*	*	NA	*
		Total construction projects completed									
DDC	1a	FALSEearly/on time (%)	81%	81%	84%	87%	87%	82%	82%	Neutra	ılUp
DSNY	2a	FALSETons per day disposed	10,876	10,611	10,554	10,583	10,676	*	*	Neutra	ılDown
DOC	4a	Accidents involving FALSEinmates		43	38	44	43	35*	*	Down	Down
DOF	2b	FALSE– In-person hearings	206,320	239,063			216,695	*	*	Neutra	
		Students in grades 3 to 8	3								
		progressing from below standards to meeting									
		standards - English									
DOE	1a	FALSElanguage arts (%)	2.90%	11.00%	12.20%	18.40%	16.90%	*	*	Up	Up
TLC	1b	FALSE– Re-inspection (%)  Average wait time at	8.10%	7.90%	7.40%	6.50%	6.60%	*	*	Down	Down
		Long Island City									
TI 0	4.1	licensing facility (hours:	0.44	0.00	0.40	0.05	0.40	0.05	0.05		Б
TLC	1d	TRUE minutes)  Completed customer	0:14	0:28	0:16	0:25	0:19	0:25	0:25	Up	Down
		requests for									
DYCD	5a	FALSEinterpretation Residential illegal	1,708	1,515	1,986	2,380	1,705	*	*	Up	*
		conversion complaints									
		where access was								_	
DOB NYCEM	2a 1a	TRUE obtained (%) FALSEIncidents	41.60% 3,443	44.10% 3,702	40.50% 4,091	38.40% 4,267	36.40% 3,924	44.00% *	44.00% *	Down Up	Up *
NYPD	1a	TRUE – Grand larceny	43,622	45,238	43,112	4,267 45,164	3,924 43,787	1	1	Neutra	lDown
		Average daily number of	,	-,	-,	-, -	-, -	·	·		
DOC	2b	inmates in vocational FALSEskills training programs		204	216	256	226	550*	*	Up	Up
ВОО	20	Average days to		204	210	230	220	330		Oρ	Ор
		complete first plan review	v								
DOB	1b	(Hub projects) - Major FALSErenovation (Alteration I)	-	11.9	11.9	16.2	9	5.1*	*	Down	Down
		Waste hauling					-				
BIC	1a	FALSEcomplaints received Street trees pruned -		534	519	513	449	351*	*	Down	*
DPR	2a	TRUE Block program	46,697	59,607	97,888	87,359	70,443	65,000	65,000	Up	Up
DOE	4a	<ul><li>– Fair to poor condition</li><li>TRUE (%)</li></ul>	0.30%	0.00%	0.10%	0.10%	NA	1	1	NA	Down
	та	Completed requests for	0.50 /6	0.00 /6	0.1078	0.1076		<b>*</b>	+	INA	DOWII
NYPD	6a	FALSEinterpretation  Violations admitted to or	264,803	263,035	273,575	238,382	288,561	*	*	Neutra	ıl*
				,	270,575	200,002	•				
				,	270,070	200,002	·				
		upheld at the Environmental Control									
DOT	1b	upheld at the Environmental Control FALSEBoard (%)	88.10%	92.00%	91.00%	92.00%	92.00%	*	*	Neutra	-
DOP	1b	upheld at the Environmental Control FALSEBoard (%) FALSE– low-risk (%)	47.00%	92.00% 37.00%	91.00% 38.00%	92.00% 40.00%	92.00% 36.00%	* *	* * *	Down	Up
DOP DOP		upheld at the Environmental Control FALSEBoard (%) FALSE– low-risk (%) FALSE– medium-risk (%) Total docketed	47.00% 16.00%	92.00% 37.00% 12.00%	91.00% 38.00% 13.00%	92.00% 40.00% 14.00%	92.00% 36.00% 14.00%	* *	* *	Down Neutra	Up ıl*
DOP	1b	upheld at the Environmental Control FALSEBoard (%) FALSE- low-risk (%) FALSE- medium-risk (%) Total docketed FALSEcomplaints	47.00%	92.00% 37.00%	91.00% 38.00%	92.00% 40.00%	92.00% 36.00%	* * *	* *	Down	Up ıl*
DOP DOP	1b 1b 1a	upheld at the Environmental Control FALSEBoard (%) FALSE– low-risk (%) FALSE– medium-risk (%) Total docketed	47.00% 16.00% 3,907	92.00% 37.00% 12.00%	91.00% 38.00% 13.00% 3,702	92.00% 40.00% 14.00% 3,650	92.00% 36.00% 14.00%	* * * 1.06 1.0	* * * *	Down Neutra	Up ıl*
DOP DOP DCA	1b 1b 1a	upheld at the Environmental Control FALSEBoard (%) FALSE- low-risk (%) FALSE- medium-risk (%) Total docketed FALSEcomplaints Average outage per TRUE elevator per month Percent meeting time to	47.00% 16.00% 3,907	92.00% 37.00% 12.00% 3,853	91.00% 38.00% 13.00% 3,702	92.00% 40.00% 14.00% 3,650	92.00% 36.00% 14.00% 3,049	*	*	Down Neutra Down	Up Il* *
DOP DOP DCA NYCHA	1b 1b 1a 1b	upheld at the Environmental Control FALSEBoard (%) FALSE- low-risk (%) FALSE- medium-risk (%) Total docketed FALSEcomplaints Average outage per TRUE elevator per month Percent meeting time to first action - Housing	47.00% 16.00% 3,907	92.00% 37.00% 12.00% 3,853	91.00% 38.00% 13.00% 3,702	92.00% 40.00% 14.00% 3,650	92.00% 36.00% 14.00% 3,049	*	* * * * 11 1.0	Down Neutra Down	Up tl* * Down
DOP DOP DCA	1b 1b 1a	upheld at the Environmental Control FALSEBoard (%) FALSE- low-risk (%) FALSE- medium-risk (%) Total docketed FALSEcomplaints Average outage per TRUE elevator per month Percent meeting time to	47.00% 16.00% 3,907	92.00% 37.00% 12.00% 3,853	91.00% 38.00% 13.00% 3,702	92.00% 40.00% 14.00% 3,650	92.00% 36.00% 14.00% 3,049	*		Down Neutra Down	Up  ll*  *  Down
DOP DOP DCA NYCHA	1b 1b 1a 1b	upheld at the Environmental Control FALSEBoard (%) FALSE- low-risk (%) FALSE- medium-risk (%) Total docketed FALSEcomplaints Average outage per TRUE elevator per month Percent meeting time to first action - Housing FALSEOptions (14 days) TRUE New hires - Male (%) Juvenile supervision -	47.00% 16.00% 3,907	92.00% 37.00% 12.00% 3,853 0.97	91.00% 38.00% 13.00% 3,702 1	92.00% 40.00% 14.00% 3,650 0.99	92.00% 36.00% 14.00% 3,049 1.13	*	*	Down Neutra Down 1Up Neutra	Up  ll*  *  Down
DOP DOP DCA NYCHA	1b 1b 1a 1b	upheld at the Environmental Control FALSEBoard (%) FALSE- low-risk (%) FALSE- medium-risk (%) Total docketed FALSEcomplaints Average outage per TRUE elevator per month Percent meeting time to first action - Housing FALSEOptions (14 days) TRUE New hires - Male (%) Juvenile supervision - new Individual action	47.00% 16.00% 3,907	92.00% 37.00% 12.00% 3,853 0.97	91.00% 38.00% 13.00% 3,702 1	92.00% 40.00% 14.00% 3,650 0.99	92.00% 36.00% 14.00% 3,049 1.13	*	*	Down Neutra Down 1Up Neutra	Up  ll*  *  Down
DOP DOP DCA NYCHA	1b 1b 1a 1b	upheld at the Environmental Control FALSEBoard (%) FALSE- low-risk (%) FALSE- medium-risk (%) Total docketed FALSEcomplaints Average outage per TRUE elevator per month Percent meeting time to first action - Housing FALSEOptions (14 days) TRUE New hires - Male (%) Juvenile supervision -	47.00% 16.00% 3,907	92.00% 37.00% 12.00% 3,853 0.97	91.00% 38.00% 13.00% 3,702 1	92.00% 40.00% 14.00% 3,650 0.99	92.00% 36.00% 14.00% 3,049 1.13 93% 53.00%	* 1.06 1.0	*	Down Neutra Down 1Up Neutra	Up  ll*  *  Down
DOP DOP DCA NYCHA DFTA DCAS	1b 1b 1a 1b 3b 1b	upheld at the Environmental Control FALSEBoard (%) FALSE- low-risk (%) FALSE- medium-risk (%) Total docketed FALSEcomplaints Average outage per TRUE elevator per month Percent meeting time to first action - Housing FALSEOptions (14 days) TRUE New hires - Male (%) Juvenile supervision - new Individual action plans (IAPs) created for FALSEeligible clients (%) Average daily population	47.00% 16.00% 3,907 95% 55.60%	92.00% 37.00% 12.00% 3,853 0.97 99% 57.20%	91.00% 38.00% 13.00% 3,702 1 94% 53.70%	92.00% 40.00% 14.00% 3,650 0.99 90% 59.30%	92.00% 36.00% 14.00% 3,049 1.13 93% 53.00%	* 1.06 1.0 * *	* *	Down Neutra Down 1Up Neutra Neutra	Up tl*  * Down tl* tl*  *
DOP DOP DCA NYCHA DFTA DCAS	1b 1b 1a 1b 3b 1b	upheld at the Environmental Control FALSEBoard (%) FALSE- low-risk (%) FALSE- medium-risk (%) Total docketed FALSEcomplaints Average outage per TRUE elevator per month Percent meeting time to first action - Housing FALSEOptions (14 days) TRUE New hires - Male (%) Juvenile supervision - new Individual action plans (IAPs) created for FALSEeligible clients (%) Average daily population TRUE (ADP), detention	47.00% 16.00% 3,907 95% 55.60%	92.00% 37.00% 12.00% 3,853 0.97 99% 57.20%	91.00% 38.00% 13.00% 3,702 1 94% 53.70%	92.00% 40.00% 14.00% 3,650 0.99 90% 59.30%	92.00% 36.00% 14.00% 3,049 1.13 93% 53.00%	* 1.06 1.0	*	Down Neutra Down 1Up Neutra Neutra	Up tl*  * Down tl* tl*  *
DOP DOP DCA NYCHA DFTA DCAS	1b 1b 1a 1b 3b 1b	upheld at the Environmental Control FALSEBoard (%) FALSE- low-risk (%) FALSE- medium-risk (%) Total docketed FALSEcomplaints Average outage per TRUE elevator per month Percent meeting time to first action - Housing FALSEOptions (14 days) TRUE New hires - Male (%) Juvenile supervision - new Individual action plans (IAPs) created for FALSEeligible clients (%) Average daily population TRUE (ADP), detention Parents attending Fall and Spring Parent-	47.00% 16.00% 3,907 95% 55.60%	92.00% 37.00% 12.00% 3,853 0.97 99% 57.20%	91.00% 38.00% 13.00% 3,702 1 94% 53.70%	92.00% 40.00% 14.00% 3,650 0.99 90% 59.30%	92.00% 36.00% 14.00% 3,049 1.13 93% 53.00%	* 1.06 1.0 * *	* *	Down Neutra Down 1Up Neutra Neutra	Up tl*  * Down tl* tl*  *
DOP DOP DCA NYCHA DFTA DCAS DOP ACS	1b 1b 1a 1b 3b 1b 2b 3a	upheld at the Environmental Control FALSEBoard (%) FALSE- low-risk (%) FALSE- medium-risk (%) Total docketed FALSEcomplaints Average outage per TRUE elevator per month Percent meeting time to first action - Housing FALSEOptions (14 days) TRUE New hires - Male (%) Juvenile supervision - new Individual action plans (IAPs) created for FALSEeligible clients (%) Average daily population TRUE (ADP), detention Parents attending Fall and Spring Parent- Teacher Conferences	47.00% 16.00% 3,907 95% 55.60%	92.00% 37.00% 12.00% 3,853 0.97 99% 57.20% NA	91.00% 38.00% 13.00% 3,702 1 94% 53.70% NA	92.00% 40.00% 14.00% 3,650 0.99 90% 59.30% 100.00%	92.00% 36.00% 14.00% 3,049 1.13 93% 53.00%	* 1.06 1.0  * * * 119.4↓	* * *	Down Neutra Down 1Up Neutra Neutra Neutra	Up  Il*  Down  Il*  *  Down
DOP DOP DCA NYCHA DFTA DCAS	1b 1b 1a 1b 3b 1b	upheld at the Environmental Control FALSEBoard (%) FALSE- low-risk (%) FALSE- medium-risk (%) Total docketed FALSEcomplaints Average outage per TRUE elevator per month Percent meeting time to first action - Housing FALSEOptions (14 days) TRUE New hires - Male (%) Juvenile supervision - new Individual action plans (IAPs) created for FALSEeligible clients (%) Average daily population TRUE (ADP), detention Parents attending Fall and Spring Parent-	47.00% 16.00% 3,907 95% 55.60%	92.00% 37.00% 12.00% 3,853 0.97 99% 57.20%	91.00% 38.00% 13.00% 3,702 1 94% 53.70%	92.00% 40.00% 14.00% 3,650 0.99 90% 59.30%	92.00% 36.00% 14.00% 3,049 1.13 93% 53.00%	* 1.06 1.0 * *	* *	Down Neutra Down 1Up Neutra Neutra	Up tl*  * Down tl* tl*  *
DOP DOP DCA NYCHA DFTA DCAS DOP ACS	1b 1b 1a 1b 3b 1b 2b 3a	upheld at the Environmental Control FALSEBoard (%) FALSE- low-risk (%) FALSE- medium-risk (%) Total docketed FALSEcomplaints Average outage per TRUE elevator per month Percent meeting time to first action - Housing FALSEOptions (14 days) TRUE New hires - Male (%) Juvenile supervision - new Individual action plans (IAPs) created for FALSEeligible clients (%) Average daily population TRUE (ADP), detention Parents attending Fall and Spring Parent- Teacher Conferences FALSE(000) Violent critical incidents in the families with	47.00% 16.00% 3,907 95% 55.60%	92.00% 37.00% 12.00% 3,853 0.97 99% 57.20% NA	91.00% 38.00% 13.00% 3,702 1 94% 53.70% NA	92.00% 40.00% 14.00% 3,650 0.99 90% 59.30% 100.00%	92.00% 36.00% 14.00% 3,049 1.13 93% 53.00%	* 1.06 1.0  * * * 119.4↓	* * *	Down Neutra Down 1Up Neutra Neutra Neutra	Up  Il*  Down  Il*  *  Down
DOP DOP DCA NYCHA DFTA DCAS DOP ACS	1b 1b 1a 1b 3b 1b 2b 3a	upheld at the Environmental Control FALSEBoard (%) FALSE- low-risk (%) FALSE- medium-risk (%) Total docketed FALSEcomplaints Average outage per TRUE elevator per month Percent meeting time to first action - Housing FALSEOptions (14 days) TRUE New hires - Male (%) Juvenile supervision - new Individual action plans (IAPs) created for FALSEeligible clients (%) Average daily population TRUE (ADP), detention Parents attending Fall and Spring Parent- Teacher Conferences FALSE(000) Violent critical incidents in the families with children shelter system,	47.00% 16.00% 3,907 95% 55.60% NA	92.00% 37.00% 12.00% 3,853 0.97 99% 57.20% NA 266 2	91.00% 38.00% 13.00% 3,702 1 94% 53.70% NA 34.1 1	92.00% 40.00% 14.00% 3,650 0.99 90% 59.30% 100.00% 69.9 15	92.00% 36.00% 14.00% 3,049 1.13 93% 53.00%	* 1.06 1.0  * * 119.4↓  1,984	* * *	Down Neutra Down 1Up Neutra Neutra Noutra NA Down	Up  Il*  Down  Il*  Down  Up
DOP DOP DCA NYCHA DFTA DCAS DOP ACS DOE	1b 1b 1a 1b 3b 1b 2b 3a 1b	upheld at the Environmental Control FALSEBoard (%) FALSE— low-risk (%) FALSE— medium-risk (%) Total docketed FALSEcomplaints Average outage per TRUE elevator per month Percent meeting time to first action - Housing FALSEOptions (14 days) TRUE New hires - Male (%) Juvenile supervision - new Individual action plans (IAPs) created for FALSEeligible clients (%) Average daily population TRUE (ADP), detention Parents attending Fall and Spring Parent- Teacher Conferences FALSE(000) Violent critical incidents in the families with children shelter system, FALSEper 1,000 residents Acres of land solicited in	47.00% 16.00% 3,907 95% 55.60% NA	92.00% 37.00% 12.00% 3,853 0.97 99% 57.20% NA 266 2	91.00% 38.00% 13.00% 3,702 1 94% 53.70% NA 34.1 1	92.00% 40.00% 14.00% 3,650 0.99 90% 59.30% 100.00% 69.9 15	92.00% 36.00% 14.00% 3,049 1.13 93% 53.00% 56.6	* 1.06 1.0  * * 119.4  1,984  0.6*	* * 1,984 *	Down Neutra Down 1Up Neutra Neutra Noutra NA Down Up	Up nl*  * Down  ll*  * Down  Up  Down
DOP DOP DCA NYCHA DFTA DCAS  DOP ACS  DOE DHS DEP	1b 1b 1a 1b 3b 1b 2b 3a 1b	upheld at the Environmental Control FALSEBoard (%) FALSE—low-risk (%) FALSE—medium-risk (%) Total docketed FALSEcomplaints Average outage per TRUE elevator per month Percent meeting time to first action - Housing FALSEOptions (14 days) TRUE New hires - Male (%) Juvenile supervision - new Individual action plans (IAPs) created for FALSEeligible clients (%) Average daily population TRUE (ADP), detention Parents attending Fall and Spring Parent Teacher Conferences FALSE(000) Violent critical incidents in the families with children shelter system, FALSEper 1,000 residents Acres of land solicited in FALSEwatershed area	47.00% 16.00% 3,907 95% 55.60% NA	92.00% 37.00% 12.00% 3,853 0.97 99% 57.20% NA 266 2 1,437 NA 44,316	91.00% 38.00% 13.00% 3,702 1 94% 53.70% NA 34.1 1 1,910	92.00% 40.00% 14.00% 3,650 0.99 90% 59.30% 100.00% 69.9 15 1,983 NA 45,569	92.00% 36.00% 14.00% 3,049 1.13 93% 53.00% 56.6 2,021	* 1.06 1.0  * * 119.4  1,984  0.6*  *	* * 1,984 * *	Down Neutra Down 1Up Neutra Neutra Neutra  NA Down Up  NA Down	Up nl*  * Down  ll*  * Down  Up  Down  *
DOP DOP DCA NYCHA DFTA DCAS DOP ACS DOE	1b 1b 1a 1b 3b 1b 2b 3a 1b	upheld at the Environmental Control FALSEBoard (%) FALSE— low-risk (%) FALSE— medium-risk (%) Total docketed FALSEcomplaints Average outage per TRUE elevator per month Percent meeting time to first action - Housing FALSEOptions (14 days) TRUE New hires - Male (%) Juvenile supervision - new Individual action plans (IAPs) created for FALSEeligible clients (%) Average daily population TRUE (ADP), detention Parents attending Fall and Spring Parent- Teacher Conferences FALSE(000) Violent critical incidents in the families with children shelter system, FALSEper 1,000 residents Acres of land solicited in	47.00% 16.00% 3,907 95% 55.60% NA	92.00% 37.00% 12.00% 3,853 0.97 99% 57.20% NA 266 2	91.00% 38.00% 13.00% 3,702 1 94% 53.70% NA 34.1 1	92.00% 40.00% 14.00% 3,650 0.99 90% 59.30% 100.00% 69.9 15 1,983 NA 45,569 1	92.00% 36.00% 14.00% 3,049 1.13 93% 53.00% 56.6	* 1.06 1.0  * * 119.4  1,984  0.6*	* * 1,984 *	Down Neutra Down 1Up Neutra Neutra Neutra  NA Down Up  NA Down	Up nl*  * Down  ll*  * Down  Up  Down

		Students in cohort graduating from high									
		school in 6 years (%)	- 4								
DOE	1a	TRUE (NYSED)  Customers enrolled in	74.70%	76.60%	NA	NA	NA	1	Î	NA	Up
SBS	2a	TRUE training  Cases closed at the	NA	NA	NA	3,649	3,464	1	1	NA	Up
		OATH Trials Division									
OATH	1a	FALSE(total)  Number of domestic	2,326	2,425	2,724	2,560	2,668	*	*	Up	*
		violence emergency									
HRA	3b	FALSEbeds (capacity) Unique customers	2,228	2,228	2,228	2,282	2,378	*	*	Neutra	ર્ગ*
SBS	2a	FALSEserved	NA	NA	NA	104,715	104,239	*	*	NA	Up
DOF	2a	Parking tickets resolved FALSEwithin 90 days (000)	NA	NA	8,374	8,813	7,655	*	*	NA	*
		Violations issued and removed in the same									
HPD	1b	TRUE fiscal year (%)	41%	38%	38%	45%	42%	40%	40%	Neutra	alUp
		Percent meeting time to first action - Indoor Air									
DOHMH	l 7b	FALSEQuality (14 days)	97%	99%	99%	99%	98%	95%	95%	Neutra	al*
		Applicants placed through Section 8									
NYCHA	2c	FALSEvouchers Six-year systemwide	S	933	384	8921,706	2,758	*	*	Up	Up
		graduation rate (%) -									
CUNY	NA	CUNY baccalaureate TRUE students	51.00%	52.60%	52.70%	53.90%	54.80%	55.00%	55.00%	Neutra	alUp
		In-house trade shop work orders completed									·
DCAS	2b	TRUE within 30 days (%)	64%	69%	70%	70%	64%	75%	75%	Neutra	alUp
ACS	1a	Average child protective TRUE specialist caseload	;	8.2	9.8	10.5	10.6	12.4 1	2 1	2Up	Down
7.00		Victim Identification		·-	0.0				-	-06	20
		Notification Everyday (VINE) system									
DOC	3a	FALSEregistrations In-person consultations	14,929	15,291	15,159	15,440	17,288	*	*	Up	Up
		with parents by PC or									
DOE	1b	parent engagement FALSEdesignee (000)	1,129	1,275	1,450	1,593	1,637	1,400	1,400	Up	Up
		Libraries open six days							•	•	
NYPL	NA	TRUE per week (%) Percent of high school	100%	100%	100%	100%	100%	100%	100%	Neutra	aiUp
		cohort passing at least 1 AP exam in 4 years of									
DOE	3b	FALSEhigh school	13.50%	15.40%	15.90%	17.10%	NA	19.10%	21.10%	NA	Up
DOI	1b	Referrals for civil and TRUE administrative action	1,235		9291,327		849	990*	*	Down	*
DOT	7a	E-mails responded to in FALSE14 days (%)	92%	89%	95%	98%	97%	90%	95%	Neutra	all In
TLC	2a	FALSEFor-hire vehicles	43,668	51,145	65,016	78,814	99,928	*	*	Up	*
		Average wait time to speak with a customer									
FDNY	4a	FALSEservice agent (minutes)	12:14	13:14	11:22	13:53	17:32	*	*	Up	Down
		Prenatal patients retained in care through									
NYCHH	1b	TRUE delivery (%) Students with disabilities	83.00%	85.50%	87.10%	87.00%	86.10%	90.00%	90.00%	Neutra	alUp
		in cohort graduating fron									
DOE	2b	high school in 6 years TRUE (%) (NYSED)	48.20%	50.80%	NA	NA	NA	*	*	NA	Up
		Calls handled in									-  -
31	11a	languages other than FALSEEnglish (%)	2.10%	1.80%	2.50%	3.00%	2.70%	*	*	Up	*
HRA	5a	Workplace injuries FALSEreported	1	194	196	170	172	176*	*	Down	Down
	04	Students passing the		. • .						20	20
		National Council Licensure Examination									
CUNY	NA	FALSE for Registered Nurse (%	86.90%	74.80%	76.40%	80.10%	86.30%	*	*	Neutra	alUp
		Commercial tenants active in Lower									
		Manhattan Energy								_	
SBS	1b	FALSEProgram Schools that exceed	1,095	1,059	1,152	1,007		784*	*	Down	*
חסר	4-	capacity - Elementary	20.000/	20.000/	CE 000/	E0 000/	NIA	*	*	NIA	Davier
DOE	4a	FALSEschools (%) Average number of	32.00%	33.00%	65.00%	59.00%	NA			NA	Down
DHS	2a	families with children in TRUE shelters per day	9,840	10,649	11,819	12,089	12,818	ı	ı	Up	Down
טוום	∠a	oe onollois per day	J,JTU	10,043	11,013	12,003	12,010	*	*	υþ	POWII

NYPD	1a	TRUE Major felony crime	110,099	110,023	103,872			<b>↓</b>	<b>↓</b>		alDown
ACS	3a	FALSESecure detention - ADP Children in care 12-23 months discharged to	1	50.1 13	30.2	94.7	91.7	69.9*	*	Down	Down
ACS	1e	TRUE permanency (%) OATH Trials Division	19.60%	21.50%	20.10%	24.40%	24.60%	27.00%	27.00%	Up	Up
OATH	1a	FALSEsettlement rate (%) Average time to complete in-house trade	59%	55%	57%	57%	59%	55%	55%	Neutra	al*
DCAS	2b	shop work orders for		8.2	4.3	4.2	3.6	3.5	7	4Down	Down
DoITT	20 1a	TRUE minor repairs (days) FALSEUptime of NYCWiN (%)	99.99%	100.00%			99.97%	99.99%	99.99%	Neutra	-
DOE	2b	FALSE- Public school		6481,502	1,420	2,124	2,524	*	*	Up	*
		Total students served in CUNY Accelerated Study	/								
CUNY	NA	in Associate Programs FALSE(ASAP)	2,204	3,205	4,352	8,016	15,473	*	*	Up	Up
00111	14/1	Children in care 24 or		0,200	7,002	0,010	15,476			ОР	Ор
ACS	1e	more months discharged TRUE to permanency (%)	23.80%	23.20%	23.20%	24.90%	24.30%	27.00%	27.00%	Neutra	alUp
NYPD	2a	Summonses for  FALSEhazardous violations	684,012		832,975		923,513	*	*	Up	*
		Families on Section 8								-	_
NYCHA DEP	2c 6a	FALSEwaiting list (000) FALSETotal violations issued	13,262	123 14,077	123 15,284	121 14,753	119 16,149	148* *	*	Up Up	Down *
		Housing Court cases						*	*	·	- I*
HPD	1b	FALSEinitiated by HPD  - Annual pruning goal	5,376	6,824	6,299	5,659	6,371			Neutra	<b>1</b> 1
DPR	2a	FALSEcompleted (%)  Median time to remove	173%	119%	140%	92%	108%	*	*	Down	Up
		decedents from scene									
OCME	2a	(non-hospital) after FALSEinvestigation (minutes)		42.1 4	10.1	49.3	56.7	61.9*	*	Up	Down
		Accessible dispatch trips								•	
TLC	1a	fulfilled as a percent of FALSErequested trips (%)	NA	81.00%	88.70%	89.20%	91.10%	*	*	NA	Up
		Adult probationer rearrest rate (monthly									
DOP	2a	TRUE average) (%)	3.10%	3.20%	3.10%	3.40%	3.10%	3.00%	3.00%	Neutra	alDown
DOP	За	Completed requests for FALSEinterpretation	16,505	16,520	15,859	9,425	11,870	*	*	Down	*
DCAS	5a	FALSE- Natural gas (%) Occupancy rate of	40.50%	41.50%	42.40%	42.00%	42.50%	*	*	Neutra	al*
	_	NYCEDC-managed						a= aa			
EDC	2a	TRUE property (%) HASA clients receiving	95.70%	97.30%	93.30%	93.70%	94.60%	95.00%	95.00%	Neutra	alUp
HRA	4a	FALSEhousing assistance (%) Violations admitted to or	84.30%	84.00%	84.70%	84.30%	80.60%	*	*	Neutra	al*
		upheld at the OATH									
LPC	1c	Environmental Control FALSEBoard (%)	87%	97%	98%	98%	98%	*	*	Neutra	alUp
SCA	1c	Scheduled new seats TRUE constructed on time (%)	100%	100%	100%	96%	100%	100%	100%	Neutra	all In
00/.		<ul><li>Private investment</li></ul>	.0070	.0070	.0070	0070	10070	. 55 /5	.00,0		ОР
EDC	3b	leveraged on closed FALSEprojects (\$000,000)	\$513.70	\$555.80	\$777.80	\$1,404.3	0 \$564.10	*	*	Up	Up
CUNY	NA	Total headcount FALSEenrollment	269,114	269,897	275,132	274,357	272,957	*	*	Neutra	al*
		Waste hauling	,	,	,	,	,				
BIC	1b	applications approved - FALSENew and Renewal	1,106	-	770	737	994	876*	*	Neutra	alUp
DPR	1a	<ul><li>Overall condition of FALSEgreenstreets (%)</li></ul>	96%	97%	97%	97%	97%	*	*	Neutra	alUp
DFTA	1a	TRUE Total meals served (000)		11,597	11,671	12,104	11,719	*	*	Neutra	
DCA	0-	Licensing Center wait		4.4	10	10	0	0 1	F 1	- Daws	Davin
DCA	2a	TRUE time (minutes) Restaurants inspected		11	16	13	8	8 1		5Down	
DOHMH	3b	FALSE(%) Summonses with	99.60%	99.80%	99.90%	99.80%	87.50%	100.00%	100.00%	Neutra	alUp
0.4711	_	decision rendered at the	000 44=	100.000	000.00	405.000	007 700				1.4
OATH	2a	TRUE OATH Hearings Division Total debt reduced by	202,117	199,302	206,867	195,290	207,723	•	•	Neutra	al"
DCA	3a	clients (\$000) FALSE(cumulative)	\$14,497	\$23,893	\$33,088	\$43,125	\$52,967	*	*	Up	Up
2011	Ju	Private investment	ψ. 1, 10/	Ψ20,000	ΨΟΟ,000	ψ10,120	Ψ02,007			υp	υp
		leveraged on the sale/long-term lease of									
EDC	1a	City-owned property TRUE (\$000,000)	\$331.20	\$6,020.5	0 \$2,003.3	30 \$1,213.6	0 \$798.50	\$534.00	<b>↑</b>	Down	Un
		Refuse collection cost		. ,				*	*		*
DSNY	5a	FALSEper ton (\$)	\$252	\$277	\$282	\$291	NA	^		NA	

DOE	5a	Collisions involving City FALSEvehicles Disability Rent Increase		64	45	55	52	52*	*	Down	Down
		Exemption (DRIE) -									
DOF	3a	Initial applications FALSEreceived Waste hauling	NA	NA	NA	2,594	2,143	*	*	NA	*
BIC	1b	applications approved - FALSENew		209	128	166	187	216*	*	Up	Up
BOE	NA	Interpreters deployed on FALSEelection day - Bronx		156	138	148	155	176*	*	Up	*
DHS	3a	Single adults exiting to FALSEpermanent housing	8,526	10,012	8,762	8,521	8,132	9,000	9,000	Neutra	alUp
		Instructional full-time equivalents (FTEs) taught by full-time faculty (%) - Community									·
CUNY	NA	FALSEColleges Housing New York units	44.80%	50.80%	53.40%	53.60%	52.80%	*	*	Up	Up
HPD	4b	started – Very low FALSEincome (31%-50% AMI) Driving while intoxicated	NA	1,426	2,393	3,013	6,437	*	*	NA	*
NYPD	2a	FALSE(DWI) related fatalities		40	38	31	35	26*	*	Down	Down
		In-care youth who were referred for mental healtl	n								
ACS	3b	TRUE services, detention (%)	51%	48%	61%	50%	59%	*	*	Up	*
		Youth who attend a training program while in school and are placed in									
		post-secondary									
		education, employment, or advanced training									
		during the 1st quarter									
DYCD	2b	after exiting the program TRUE (%)	77%	78%	82%	85%	NA	69%	*	NA	Up
DOE	1a	FALSE- Math (%)	7.40%	27.90%	23.30%	24.00%	22.30%	*	*	Up	Up
NIVDD	4-	Major felony crime	40.050	10 111	44 500	40.540	44.000	*	*	Nanton	. 1*
NYPD	1a	FALSEarrests Juvenile conviction rate	40,258	42,444	41,599	43,516	41,869			Neutra	al"
LAW	2a	FALSE(%) Crime Rate Year To	73%	75%	75%	76%	75%	70%	75%	Neutra	al*
		Crime Rate Year To									
NYCHA	1d	FALSEDate		12.4	13.3	12	13.2	12.7*	*	Neutra	alDown
NYCHA	1d	One-year (fall-to-fall)		12.4	13.3	12	13.2	12.7*	*	Neutra	alDown
NYCHA	1d			12.4	13.3	12	13.2	12.7*	*	Neutra	alDown
NYCHA	1d	One-year (fall-to-fall) retention rate of full-time first-time freshmen enrolled in CUNY		12.4	13.3	12	13.2	12.7*	*	Neutra	alDown
	1d NA	One-year (fall-to-fall) retention rate of full-time first-time freshmen		12.4 67.10%	13.3 67.90%	12 66.30%	13.2 66.00%		* 68.00%		
NYCHA		One-year (fall-to-fall) retention rate of full-time first-time freshmen enrolled in CUNY associate degree TRUE programs – Visitors using free						12.7* 68.00%	* 68.00%	Neutra Neutra	
CUNY	NA	One-year (fall-to-fall) retention rate of full-time first-time freshmen enrolled in CUNY associate degree TRUE programs – Visitors using free admission and/or tickets	66.60%	67.10%	67.90%	66.30%	66.00%		* 68.00% *	Neutra	alUp
CUNY DCLA NYPL-	NA 2a	One-year (fall-to-fall) retention rate of full-time first-time freshmen enrolled in CUNY associate degree TRUE programs - Visitors using free admission and/or tickets FALSE(%) Total library attendance	66.60% 22%	67.10% 26%	67.90% 26%	66.30% 31%	66.00% 27%	68.00%	*	Neutra Up	alUp Up
CUNY	NA 2a	One-year (fall-to-fall) retention rate of full-time first-time freshmen enrolled in CUNY associate degree TRUE programs - Visitors using free admission and/or tickets FALSE(%) Total library attendance TRUE (000)	66.60%	67.10%	67.90%	66.30%	66.00%	68.00%		Neutra	alUp Up
CUNY DCLA NYPL-	NA 2a	One-year (fall-to-fall) retention rate of full-time first-time freshmen enrolled in CUNY associate degree TRUE programs - Visitors using free admission and/or tickets FALSE(%) Total library attendance TRUE (000) - Vehicles with highest emission ratings	66.60% 22%	67.10% 26%	67.90% 26%	66.30% 31%	66.00% 27%	68.00%	*	Neutra Up	alUp Up
CUNY DCLA NYPL-	NA 2a	One-year (fall-to-fall) retention rate of full-time first-time freshmen enrolled in CUNY associate degree TRUE programs - Visitors using free admission and/or tickets FALSE(%) Total library attendance TRUE (000) - Vehicles with highest emission ratings purchased pursuant to	66.60% 22%	67.10% 26%	67.90% 26%	66.30% 31%	66.00% 27%	68.00%	*	Neutra Up	alUp Up
CUNY DCLA NYPL-	NA 2a	One-year (fall-to-fall) retention rate of full-time first-time freshmen enrolled in CUNY associate degree TRUE programs - Visitors using free admission and/or tickets FALSE(%) Total library attendance TRUE (000) - Vehicles with highest emission ratings purchased pursuant to Local Law 38 in DCAS- FALSEmanaged fleet (%)	66.60% 22%	67.10% 26%	67.90% 26%	66.30% 31%	66.00% 27%	68.00%	*	Neutra Up	alUp Up alUp
CUNY  DCLA NYPL- Research	NA 2a chNA	One-year (fall-to-fall) retention rate of full-time first-time freshmen enrolled in CUNY associate degree TRUE programs - Visitors using free admission and/or tickets FALSE(%) Total library attendance TRUE (000) - Vehicles with highest emission ratings purchased pursuant to Local Law 38 in DCAS- FALSEmanaged fleet (%) Violations certified as	66.60% 22% 3,451 94%	67.10% 26% 3,630 99%	67.90% 26% 3,679 96%	66.30% 31% 3,744 100%	66.00% 27% 3,637	68.00% * 3,650	* 3,910	Neutra Up Neutra	alUp Up alUp
CUNY  DCLA  NYPL-  Researc	NA 2a chNA	One-year (fall-to-fall) retention rate of full-time first-time freshmen enrolled in CUNY associate degree TRUE programs - Visitors using free admission and/or tickets FALSE(%) Total library attendance TRUE (000) - Vehicles with highest emission ratings purchased pursuant to Local Law 38 in DCAS- FALSEmanaged fleet (%) Violations certified as FALSEcorrected by owner F-mails responded to in	66.60% 22% 3,451	67.10% 26% 3,630	67.90% 26% 3,679 96%	66.30% 31% 3,744 100%	66.00% 27% 3,637	68.00% * 3,650	* 3,910 95%	Neutra Up Neutra	alUp Up alUp alUp
CUNY  DCLA NYPL- Research	NA 2a chNA	One-year (fall-to-fall) retention rate of full-time first-time freshmen enrolled in CUNY associate degree TRUE programs - Visitors using free admission and/or tickets FALSE(%) Total library attendance TRUE (000) - Vehicles with highest emission ratings purchased pursuant to Local Law 38 in DCAS- FALSEmanaged fleet (%) Violations certified as FALSEcorrected by owner E-mails responded to in FALSE	66.60% 22% 3,451 94%	67.10% 26% 3,630 99%	67.90% 26% 3,679 96%	66.30% 31% 3,744 100%	66.00% 27% 3,637	68.00% * 3,650	* 3,910 95%	Neutra Up Neutra	alUp Up alUp alUp *
CUNY  DCLA NYPL- Research  DCAS  HPD	NA 2a chNA 6a 1b	One-year (fall-to-fall) retention rate of full-time first-time freshmen enrolled in CUNY associate degree  TRUE programs - Visitors using free admission and/or tickets  FALSE(%) Total library attendance  TRUE (000) - Vehicles with highest emission ratings purchased pursuant to Local Law 38 in DCAS-  FALSEmanaged fleet (%) Violations certified as  FALSEcorrected by owner E-mails responded to in  FALSE  OATH Hearings by Mail	66.60% 22% 3,451 94% 134,369	67.10% 26% 3,630 99% 118,867	67.90% 26% 3,679 96% 141,484	66.30% 31% 3,744 100% 170,109	66.00% 27% 3,637 100% 193,461	68.00%  * 3,650  95%  *	* 3,910 95% *	Neutra Up Neutra Neutra	alUp Up alUp alUp *
CUNY  DCLA NYPL- Research  DCAS  HPD	NA 2a chNA 6a 1b	One-year (fall-to-fall) retention rate of full-time first-time freshmen enrolled in CUNY associate degree  TRUE programs - Visitors using free admission and/or tickets  FALSE(%) Total library attendance  TRUE (000) - Vehicles with highest emission ratings purchased pursuant to Local Law 38 in DCAS-  FALSEmanaged fleet (%) Violations certified as  FALSEcorrected by owner E-mails responded to in  FALSE  OATH Hearings by Mail (% of total remote  FALSEhearings)	66.60% 22% 3,451 94% 134,369	67.10% 26% 3,630 99% 118,867	67.90% 26% 3,679 96% 141,484	66.30% 31% 3,744 100% 170,109	66.00% 27% 3,637 100% 193,461	68.00%  * 3,650  95%  *	* 3,910 95% *	Neutra Up Neutra Neutra	alUp Up alUp * alUp
CUNY  DCLA NYPL- Research  DCAS HPD  DOI	NA 2a chNA 6a 1b 3a	One-year (fall-to-fall) retention rate of full-time first-time freshmen enrolled in CUNY associate degree  TRUE programs - Visitors using free admission and/or tickets  FALSE(%) Total library attendance  TRUE (000) - Vehicles with highest emission ratings purchased pursuant to Local Law 38 in DCAS-  FALSEmanaged fleet (%) Violations certified as  FALSEcorrected by owner E-mails responded to in  FALSE  OATH Hearings by Mail (% of total remote  FALSEhearings) - Access obtained and	66.60% 22% 3,451 94% 134,369 100%	67.10% 26% 3,630 99% 118,867 100%	67.90% 26% 3,679 96% 141,484 100%	66.30% 31% 3,744 100% 170,109 100%	66.00% 27% 3,637 100% 193,461 100%	68.00%  * 3,650  95%  *	* 3,910 95% *	Neutra Up Neutra Up Neutra	alUp Up alUp * alUp
CUNY  DCLA NYPL- Research  DCAS HPD  DOI	NA 2a chNA 6a 1b 3a	One-year (fall-to-fall) retention rate of full-time first-time freshmen enrolled in CUNY associate degree  TRUE programs - Visitors using free admission and/or tickets  FALSE(%) Total library attendance  TRUE (000) - Vehicles with highest emission ratings purchased pursuant to Local Law 38 in DCAS-  FALSEmanaged fleet (%) Violations certified as  FALSEcorrected by owner E-mails responded to in  FALSE  OATH Hearings by Mail (% of total remote  FALSEhearings) - Access obtained and violations were written  FALSE(%)	66.60% 22% 3,451 94% 134,369 100%	67.10% 26% 3,630 99% 118,867 100%	67.90% 26% 3,679 96% 141,484 100%	66.30% 31% 3,744 100% 170,109 100%	66.00% 27% 3,637 100% 193,461 100%	68.00%  * 3,650  95%  *	* 3,910 95% *	Neutra Up Neutra Up Neutra	alUp Up alUp  * alUp  *
CUNY  DCLA NYPL- Research  DCAS HPD  DOI  OATH  DOB	NA 2a chNA 6a 1b 3a 2a 2a	One-year (fall-to-fall) retention rate of full-time first-time freshmen enrolled in CUNY associate degree  TRUE programs - Visitors using free admission and/or tickets  FALSE(%) Total library attendance  TRUE (000) - Vehicles with highest emission ratings purchased pursuant to Local Law 38 in DCAS-  FALSEmanaged fleet (%) Violations certified as  FALSEcorrected by owner E-mails responded to in  FALSE  OATH Hearings by Mail (% of total remote  FALSEhearings) - Access obtained and violations were written  FALSE(%) Tabletop exercises and	66.60% 22% 3,451 94% 134,369 100% 51.80%	67.10% 26% 3,630 99% 118,867 100% 38.00% 44.70%	67.90% 26% 3,679 96% 141,484 100% 31.20% 37.40%	66.30% 31% 3,744  100% 170,109 100% 24.40% 40.40%	66.00% 27% 3,637  100% 193,461 100% 32.30% 39.80%	68.00%  * 3,650  95%  *  *	* 3,910  95% * *	Neutra Up Neutra Up Neutra Down	alUp Up alUp  * alUp  *
CUNY  DCLA NYPL- Research  DCAS  HPD  DOI  OATH  DOB  NYCEM	NA 2a chNA 6a 1b 3a 2a 2a	One-year (fall-to-fall) retention rate of full-time first-time freshmen enrolled in CUNY associate degree  TRUE programs - Visitors using free admission and/or tickets  FALSE(%) Total library attendance  TRUE (000) - Vehicles with highest emission ratings purchased pursuant to Local Law 38 in DCAS-  FALSEmanaged fleet (%) Violations certified as  FALSEcorrected by owner E-mails responded to in  FALSE  OATH Hearings by Mail (% of total remote  FALSEhearings) - Access obtained and violations were written  FALSE(%) Tabletop exercises and  TRUE simulations Utilization rate for crisis	66.60% 22% 3,451 94% 134,369 100% 51.80%	67.10% 26% 3,630 99% 118,867 100% 38.00%	67.90% 26% 3,679 96% 141,484 100% 31.20%	66.30% 31% 3,744 100% 170,109 100% 24.40%	66.00% 27% 3,637 100% 193,461 100% 32.30%	68.00%  * 3,650  95%  *  *	* 3,910  95% * *	Neutra Up Neutra Up Neutra	alUp Up alUp  * alUp  *
CUNY  DCLA NYPL- Research  DCAS HPD  DOI  OATH  DOB	NA 2a chNA 6a 1b 3a 2a 2a	One-year (fall-to-fall) retention rate of full-time first-time freshmen enrolled in CUNY associate degree  TRUE programs - Visitors using free admission and/or tickets  FALSE(%) Total library attendance  TRUE (000) - Vehicles with highest emission ratings purchased pursuant to Local Law 38 in DCAS-  FALSEmanaged fleet (%) Violations certified as  FALSEcorrected by owner E-mails responded to in  FALSE  OATH Hearings by Mail (% of total remote  FALSEhearings) - Access obtained and violations were written  FALSE(%) Tabletop exercises and  TRUE simulations Utilization rate for crisis  TRUE beds (%)	66.60% 22% 3,451 94% 134,369 100% 51.80%	67.10% 26% 3,630 99% 118,867 100% 38.00% 44.70%	67.90% 26% 3,679 96% 141,484 100% 31.20% 37.40%	66.30% 31% 3,744 100% 170,109 100% 24.40% 40.40%	66.00% 27% 3,637  100% 193,461 100% 32.30% 39.80%	68.00%  * 3,650  95%  *  *	* 3,910  95% * *	Neutra Up Neutra Up Neutra Down	alUp Up alUp  * alUp  *
CUNY  DCLA NYPL- Research  DCAS  HPD  DOI  OATH  DOB  NYCEM	NA 2a 2hNA 6a 1b 2a 2a 1b	One-year (fall-to-fall) retention rate of full-time first-time freshmen enrolled in CUNY associate degree  TRUE programs - Visitors using free admission and/or tickets  FALSE(%) Total library attendance  TRUE (000) - Vehicles with highest emission ratings purchased pursuant to Local Law 38 in DCAS-  FALSEmanaged fleet (%) Violations certified as  FALSEcorrected by owner E-mails responded to in  FALSE  OATH Hearings by Mail (% of total remote  FALSEhearings) - Access obtained and violations were written  FALSE(%) Tabletop exercises and  TRUE simulations Utilization rate for crisis  TRUE beds (%) Letters responded to in  FALSE14 days (%)	66.60% 22% 3,451 94% 134,369 100% 51.80% 50.20%	67.10% 26% 3,630 99% 118,867 100% 38.00% 44.70%	67.90% 26% 3,679 96% 141,484 100% 31.20% 37.40%	66.30% 31% 3,744  100% 170,109 100% 24.40% 40.40%	66.00% 27% 3,637  100% 193,461 100% 32.30% 39.80% 27	68.00%  * 3,650  95%  *  * 20 1	* 3,910  95%  *  *  8	Neutra Up Neutra Up Neutra Down Down	alUp Up alUp  * alUp  * alUp
CUNY  DCLA NYPL- Research  DCAS  HPD  DOI  OATH  DOB  NYCEM  DYCD  OCME	NA 2a 2hNA 6a 1b 2a 2a 1b 1b 5a	One-year (fall-to-fall) retention rate of full-time first-time freshmen enrolled in CUNY associate degree  TRUE programs - Visitors using free admission and/or tickets  FALSE(%) Total library attendance  TRUE (000) - Vehicles with highest emission ratings purchased pursuant to Local Law 38 in DCAS-  FALSEmanaged fleet (%) Violations certified as  FALSEcorrected by owner E-mails responded to in  FALSE  OATH Hearings by Mail (% of total remote  FALSEhearings) - Access obtained and violations were written  FALSE(%) Tabletop exercises and  TRUE simulations Utilization rate for crisis  TRUE beds (%) Letters responded to in  FALSE14 days (%) - Certified/referred within	66.60% 22% 3,451 94% 134,369 100% 51.80% 50.20%	67.10% 26% 3,630 99% 118,867 100% 38.00% 44.70% 23 98% 100%	67.90% 26% 3,679 96% 141,484 100% 31.20% 37.40% 19 99% 100%	66.30% 31% 3,744  100% 170,109 100% 24.40% 40.40% 19 96% 100%	66.00% 27% 3,637  100% 193,461 100% 32.30% 39.80% 27 92% 100%	68.00%  * 3,650  95%  *  * 20 1 90%  *	* 3,910  95%  *  *  8  90%  *	Neutra Up Neutra Up Neutra Down Down Neutra Neutra Neutra	alUp Up alUp  * alUp  * alUp alUp alUp
CUNY  DCLA NYPL- Research  DCAS HPD  DOI  OATH  DOB  NYCEM  DYCD	NA 2a 2hNA 6a 1b 2a 2a 1b 1b	One-year (fall-to-fall) retention rate of full-time first-time freshmen enrolled in CUNY associate degree TRUE programs - Visitors using free admission and/or tickets FALSE(%) Total library attendance TRUE (000) - Vehicles with highest emission ratings purchased pursuant to Local Law 38 in DCAS- FALSEmanaged fleet (%) Violations certified as FALSEcorrected by owner E-mails responded to in FALSE OATH Hearings by Mail (% of total remote FALSEhearings) - Access obtained and violations were written FALSE(%) Tabletop exercises and TRUE simulations Utilization rate for crisis TRUE beds (%) Letters responded to in FALSE14 days (%) - Certified/referred within TRUE 6 months (%) Modifications for	66.60% 22% 3,451 94% 134,369 100% 51.80% 50.20%	67.10% 26% 3,630 99% 118,867 100% 38.00% 44.70% 23 98%	67.90% 26% 3,679 96% 141,484 100% 31.20% 37.40% 19	66.30% 31% 3,744  100% 170,109 100% 24.40% 40.40% 19 96%	66.00%  27% 3,637  100% 193,461 100% 32.30% 39.80% 27 92%	68.00%  * 3,650  95%  *  * 20 1	* 3,910  95%  *  *  8  90%	Neutra Up Neutra Up Neutra Down Down Neutra Neutra	alUp Up alUp  * alUp  * alUp
CUNY  DCLA NYPL- Research  DCAS  HPD  DOI  OATH  DOB  NYCEM  DYCD  OCME  DCP	NA 2a 2a 1b 2a 1b 5a 3a	One-year (fall-to-fall) retention rate of full-time first-time freshmen enrolled in CUNY associate degree TRUE programs - Visitors using free admission and/or tickets FALSE(%) Total library attendance TRUE (000) - Vehicles with highest emission ratings purchased pursuant to Local Law 38 in DCAS- FALSEmanaged fleet (%) Violations certified as FALSEcorrected by owner E-mails responded to in FALSE OATH Hearings by Mail (% of total remote FALSEhearings) - Access obtained and violations were written FALSE(%) Tabletop exercises and TRUE simulations Utilization rate for crisis TRUE beds (%) Letters responded to in FALSE14 days (%) - Certified/referred within TRUE 6 months (%) Modifications for accessibility for people	66.60% 22% 3,451 94% 134,369 100% 51.80% 50.20% 98% 98%	67.10% 26% 3,630 99% 118,867 100% 38.00% 44.70% 23 98% 100% 85%	67.90% 26% 3,679 96% 141,484 100% 31.20% 37.40% 19 99% 100% 84%	66.30% 31% 3,744  100% 170,109 100% 24.40% 40.40% 19 96% 100% 86%	66.00% 27% 3,637  100% 193,461 100% 32.30% 39.80% 27 92% 100% 86%	68.00%  * 3,650  95%  *  * 20 1  90%  * 70%	* 3,910  95%  *  *  8  90%  *	Neutra Up Neutra Up Neutra Down Down Neutra Neutra Neutra	alUp Up alUp  * alUp  * alUp alUp alUp
CUNY  DCLA NYPL- Research  DCAS  HPD  DOI  OATH  DOB  NYCEM  DYCD  OCME	NA 2a 2hNA 6a 1b 2a 2a 1b 1b 5a	One-year (fall-to-fall) retention rate of full-time first-time freshmen enrolled in CUNY associate degree TRUE programs - Visitors using free admission and/or tickets FALSE(%) Total library attendance TRUE (000) - Vehicles with highest emission ratings purchased pursuant to Local Law 38 in DCAS- FALSEmanaged fleet (%) Violations certified as FALSEcorrected by owner E-mails responded to in FALSE OATH Hearings by Mail (% of total remote FALSEhearings) - Access obtained and violations were written FALSE(%) Tabletop exercises and TRUE simulations Utilization rate for crisis TRUE beds (%) Letters responded to in FALSE14 days (%) - Certified/referred within TRUE 6 months (%) Modifications for	66.60% 22% 3,451 94% 134,369 100% 51.80% 50.20% 98% 98%	67.10% 26% 3,630 99% 118,867 100% 38.00% 44.70% 23 98% 100%	67.90% 26% 3,679 96% 141,484 100% 31.20% 37.40% 19 99% 100% 84%	66.30% 31% 3,744  100% 170,109 100% 24.40% 40.40% 19 96% 100%	66.00% 27% 3,637  100% 193,461 100% 32.30% 39.80% 27 92% 100%	68.00%  * 3,650  95%  *  * 20 1 90%  *	* 3,910  95%  *  *  8 90%  * 70%	Neutra Up Neutra Up Neutra Down Down Neutra Neutra Neutra Neutra	alUp Up alUp  * alUp  * alUp alUp alUp

		Average time to conduct a safety and emissions inspection of a Boro Tax									
TLC	1d	TRUE (hours:minutes) Inmates participating in skills-building	NA	0:57	0:55	0:51	1:11	1:00	1:00	NA	Down
DOC	2b	activities/discharge TRUE planning (%) Billed revenue as a	10.90%	10.30%	10.50%	8.70%	14.00%	10.00%	10.00%	Up	Up
HRA	5a	percentage of budgeted FALSErevenue (%)	71.90%	72.80%	74.20%	74.50%	72.00%	*	*	Neutra	alUp
DCAS	7a	Average cost of training FALSEper employee (\$)	\$225	\$215	\$163	\$112	\$113	*	*	Down	*
		New Yorkers living within walking distance of a									
DPR DOE	3b	TRUE park (%)	NA	NA 92	79.40% 97	81.00% 94	81.50% 94	↑ 91 9	↑ 00 9	NA 0Neutra	Up
DOE	6a	FALSECORE facility rating Completed customer		92	97	94	94	91 8	90 E	oneutra	аюр
DCA	5a	requests for FALSEinterpretation	1,611	2,536	3,377	3,861	3,695	*	*	Up	*
BPL	NA	Electronic visits to FALSEwebsite (000)	11,098	10,748	11,391	11,161	10,567	11,719	10,675	Neutra	alUp
CCHR	3a	E-mails responded to in FALSE14 days (%)	100%	100%	100%	100%	100%	*	*	Neutra	alUp
		Asbestos complaints responded to within thre	е								
DEP	5a	FALSEhours (%) Fleet in-service rate	100%	100%	100%	100%	100%	90%	100%	Neutra	alUp
DCAS	6b	TRUE citywide (%) Asset management -	91%	90%	90%	91%	92%	90%	91%	Neutra	alUp
HPD	3a	Rental buildings in FALSEportfolio	2,651	3,110	3,396	3,604	3,999	*	*	Up	*
		Violations admitted to or upheld at the	ŕ	·	ŕ	·	·			•	
DoITT	4a	Environmental Control FALSEBoard (%)	69%	69%	72%	65%	50%	*	*	Down	*
20111	iu	Youth who are out-of- school, attend a DYCD-	0070	30 70	7270	0070	0070			201111	
		funded training or employment program,									
		and attain a degree or									
DVCD	Oh	certificate by the end of the 3rd quarter after	CC0/	CEO/	C90/	700/	NIA	C20/	*	NIA	l lm
DYCD	20	FALSEexiting the program (%) Unique businesses		65%	68%	70%	NA	63%		NA	Up
SBS	1a	served by NYC Business FALSESolutions	11,340	8,344	7,642	9,812	9,363	*	*	Down	Up
NYPL	NA	New library card FALSEregistrations	355,034	366,357	483,103	277,641	315,137	*	*	Down	
DOE	4a	FALSE– Middle schools (%) Visitors rating customer service at borough	13.00%	13.00%	24.50%	22.00%	NA	*	*	NA	Down
DEP	7a	centers as good or bette FALSE(%)	r 90.80%	93.00%	93.00%	95.00%	93.00%	90.00%	90.00%	Neutra	alUp
HRA	1b	<ul> <li>SSI persons receiving</li> <li>FALSESNAP benefits (000)</li> </ul>	27	75.9 2	71.3 26	65.6 26	63.1	262.8*	*	Neutra	al*
NYCHA	2c	Utilization rate for TRUE Section 8 vouchers (%)	93.90%	91.20%	88.10%	87.00%	85.00%	97.00%	97.00%	Neutra	
HPD	1a	FALSE– Heat and hot water Persons receiving	108,742	120,106	122,753	110,007	115,262	*	*	Neutra	
HRA	1a	emergency assistance FALSE(000)		5.1	5.6	8.3	8.2	7.4*	*	Up	*
ппА	ıa	Cash assistance		5.1	5.6	0.3	0.2	7.4		υþ	
		recoveries and cost avoidance for fraud,									
HRA	5a	waste and abuse FALSE(\$000,000)	\$177.80	\$180.70	\$182.70	\$171.00	\$191.40	*	*	Neutra	alUp
EDC	За	New York City FALSEunemployment rate (%)	8.50%	8.20%	6.60%	4.90%	4.90%	*	*	Down	Down
DEP	7a	Calls answered in 30 FALSEseconds (%)	69%	79%	68%	73%	79%	76%	76%	Neutra	alUp
		Percent meeting time to close - Broken Muni Meter - No Receipt (14									
DOT	7b	FALSEdays)	47%	96%	98%	68%	92%	90%	90%	Up	*
		End-to-end average response time to critical									
NYPD	1c	crimes in progress FALSE(minutes:seconds)	6:37	7:08	7:29	7:09	6:49	*	*		alDown
ACS DOI	1e 3a	FALSEChildren adopted FALSECORE facility rating	1,310	1,101 93	1,004 93	1,052 98	98	899* 100*	*	Down Neutra	
NYPD	1a	FALSE- Felonious assault		200	172	176	148	140*	*		Down

PALSE   PAL			CORE customer									
Part			experience rating (0 -									
PALSECOMPIECE   PALSECOMPIEC	DCP	4a	•	r	88	89	92	100	99	80	90Up	Up
TRUE sessions (N)   S874   S874   S974   S	DOT	1b	FALSEcompleted street work Average rating for professional		329,664	4 292,45	3 374,07	5 375,133	*	*	Up	Up
PALSE   PALS	DCAS	1d	TRUE sessions (%)	88%	88%	88%	90%	90%	88%	88%	Neutra	alUp
TRUE time Public buildings (s)   Sey	31	12a	FALSEinterpretation	421,839	392,759	9 531,19	4 556,570	6 545,132	*	*	Up	*
Dec   Part   P	DDC	1a	TRUE time: Public buildings (% Average time to close -	)82%	76%	83%	85%	86%	82%	82%	Neutra	alUp
Note   Property   Pr	DPR	2b	TRUE requests (days)		10.4	21.2	17.1	22.7	37.2↓	$\downarrow$	Up	Down
HPD	NYCHA	2c	FALSEinspections	84.40%	89.80%	88.90%	78.00%	80.00%	*	*	Neutra	alUp
DOE   6a   FALSEInterpretation   Jubis created or retained   Jubis created	HPD	1b	TRUE corrected by owner (%)	53%	51%	53%	57%	55%	55%	55%	Neutra	alUp
No.   Price   Price	DOE	6a	FALSEinterpretation	20,265	32,267	49,922	54,626	67,131	*	*	Up	*
Pack	CDC	16	by Energy Cost Savings	4.100		0015 104	1.000	0.750	*	*	l la	*
level - English language   FALSE Earts (%)   7.70%   28.00%   29.50%   38.30%   34.70%   \$^\$			FALSE– Non-members Students in grades 3 to 8 scoring below standards	66,186	17,588				*	*	-	al*
Neutral   Neu	DOE	1a	level - English language FALSEarts (%)		28.00%	29.50%	38.30%	34.70%	*	*	Up	Up
DORIS   15   TRUE (days)   10.4   14   21.4   11.5   28   12   12Up   Down Senior center utilization   Senior ce	ACS	5a	FALSE14 days (%)	95.60%	92.60%	89.70%	97.80%	97.30%	*	*	Neutra	alUp
DFTA   16	DORIS	1b	to vital record requests		10.4	14	21.4	11.5	28	12	12Up	Down
Percont meeting time to first action - Ceneral Construction/Plumbing - Failure to Maintain (60 to first action - Ceneral Construction/Plumbing - Failure to Maintain (60 to first action - Ceneral Construction/Plumbing - Failure to Maintain (60 to first action - Ceneral Construction/Plumbing - Failure to Maintain (60 to first action - Ceneral Construction/Plumbing - Failure to Maintain (60 to first action - Failure to first action - Failure to Maintain (60 to first action - Failure to first action - Failure to first action - Failure to Maintain (60 to first action - Failure to first action - Failure to first ac	DFTA	1b		86.00%	86.00%	85.00%	85.00%	81.00%	95.00%	95.00%	Neutra	alUp
DOB			Percent meeting time to first action - General Construction/Plumbing -									-
DEP   6a   FALSEvehicles	DOB	4b	FALSEdays)	77%	79%	81%	93%	80%	77%	77%	Up	*
HPD	DEP	6a	FALSEvehicles  – Buildings discharged		296	301	337	380	413*	*	Up	Down
DDC   1b   TRUE deviation (%)   56.30%   72.70%   74.60%   69.10%   73.00%   1   1   Up   Down Completed customer requests for DPR   6a   FALSEinterpretation   45   60   81   122   110°   * Up   *	HPD	1b	FALSE(cumulative) Project inspections with	59%	64%	65%	64%	73%	*	*	Up	Up
DPR   6a   FALSEInterpretation   45   60   81   122   110*   *   Up   *	DDC	1b	TRUE deviation (%) Completed customer	56.30%	72.70%	74.60%	69.10%	73.00%	<b>↓</b>	1	Up	Down
DOT   2a	DPR	6a	•		45	60	81	122	110*	*	Up	*
Students in grades 3 to 8   meeting or exceeding standards - English   Standards - English - Engli				NA						*		-
DOE	DOT	2a	Students in grades 3 to 8 meeting or exceeding	3	168	1/2	159	152	148*	•	Down	Down
DoITT   1b	DOE	1a	TRUE language arts (%) Average time to resolve	26.40%	28.40%	30.40%	38.00%	40.60%	39.00%	42.60%	Up	Up
LPC         1a         TRUE buildings designated Program organizations         1,408         3242,013         1,411         224*         * Down *           DCLA         1a         FALSEawarded CDF payments Juvenile supervision         888         881         883         889         933*         * Neutral*           DOP         2a         FALSEcases - end of period Citywide IT professional services contracts in use         2,079         1,781         1,430         1,347         1,023         * Down *           DOITT         5a         FALSEby agencies (%)         46%         57%         37%         39%         49%         * Down *           DOC         1a         FALSEFight/assault infractions FALSEGun arrests         7,622         8,827         9,424         11,240         12,650         * Up Down Number Solutions Paper Solutions Solutions Paper Solutions Solutions Solutions Paper Solutions Solu	DoITT	1b	FALSE(days)		1.9	1.5	1.8	2.2	2	6	6Up	Down
DCLA         1a         FALSEawarded CDF payments Juvenile supervision         888         881         883         889         933*         * Neutral*           DOP         2a         FALSEcases - end of period Citywide IT professional services contracts in use         2,079         1,781         1,430         1,347         1,023         * Down *           DOITT         5a         FALSEby agencies (%)         46%         57%         37%         39%         49%         * Down *           DOC         1a         FALSEFight/assault infractions 7,622         8,827         9,424         11,240         12,650         * Up Down NYPD 1a           NYPD         1a         FALSEGun arrests 5,581         4,776         4,776         5,194         5,081         * Neutral*           DCAS         5a         FALSE(kilowatt hours) (billions) Total SNAP households         4.2         4.3         4.3         4.2         4.3*         * Neutral*           HRA         1b         FALSE(000) FALSE(000) FALSE(000) FALSE(000) FALSE(000) FALSE(000) FALSE(000) FALSE(000) FALSE(0000) FALSE(00000) FALSE(0000) FALSE(00000) FALSE(00000) FALSE(00000) FALSE(000000) FALSE(000000) FALSE(000000000000000000000000000000000000	LPC	1a	TRUE buildings designated	1,408		3242,013	1,411		224*	*	Down	*
DOP       2a       FALSEcases - end of period Citywide IT professional services contracts in use       2,079       1,781       1,430       1,347       1,023       * Down *       * Down *         DOITT       5a       FALSEby agencies (%)       46%       57%       37%       39%       49%       * Down *       * Down *         DOC       1a       FALSEFight/assault infractions 7,622       8,827       9,424       11,240       12,650       * Up Down *         NYPD       1a       FALSEGun arrests 5,581       4,776       4,776       5,194       5,081       * Neutral*         DCAS       5a       FALSE(kilowatt hours) (billions) Total SNAP households       4.2       4.3       4.3       4.2       4.3*       * NeutralDown Total SNAP households         HRA       1b       FALSE(000) FALSE(000) Total SNAP households       1,035.20       977.2       955.4       951.4       948.6*       * Neutral*	DCLA	1a	FALSEawarded CDF payments		888	881	883	889	933*	*	Neutra	al*
DoITT         5a         FALSEby agencies (%)         46%         57%         37%         39%         49%         *         *         Down *           DOC         1a         FALSEFight/assault infractions         7,622         8,827         9,424         11,240         12,650         *         *         Up Down           NYPD         1a         FALSEGun arrests         5,581         4,776         4,776         5,194         5,081         *         Neutral*           Electricity purchased         DCAS         5a         FALSE(kilowatt hours) (billions)         4.2         4.3         4.3         4.2         4.3*         *         NeutralDown           Total SNAP households         1,035.20         977.2         955.4         951.4         948.6*         *         Neutral*           - Completed early/on         - C	DOP	2a	FALSEcases - end of period Citywide IT professional		1,781	1,430	1,347	1,023	*	*	Down	*
DOC       1a       FALSEFight/assault infractions       7,622       8,827       9,424       11,240       12,650       *       *       Up Down NYPD         NYPD       1a       FALSEGun arrests       5,581       4,776       4,776       5,194       5,081       *       Neutral*         Electricity purchased         DCAS       5a       FALSE(kilowatt hours) (billions)       4.2       4.3       4.3       4.2       4.3*       *       NeutralDown Total SNAP households         HRA       1b       FALSE(000)       1,035.20       977.2       955.4       951.4       948.6*       *       Neutral*         - Completed early/on	DoITT	5a			57%	37%	39%	49%	*	*	Down	*
Electricity purchased   DCAS   5a   FALSE(kilowatt hours) (billions)   4.2   4.3   4.3   4.2   4.3*   * NeutralDown   Total SNAP households   HRA   1b   FALSE(000)   1,035.20   977.2   955.4   951.4   948.6*   * Neutral*   - Completed early/on   Total SNAP households   1,035.20   977.2   955.4   951.4   948.6*   * Neutral*   1,035.20   1	DOC	1a	FALSEFight/assault infractions	7,622	8,827	9,424	11,240	12,650	*	*	Up	Down
DCAS 5a FALSE(kilowatt hours) (billions) 4.2 4.3 4.3 4.2 4.3* * NeutralDown	NYPD	1a		5,581	4,776	4,776	5,194	5,081	*	*	Neutra	al*
HRA 1b FALSE(000) 1,035.20 977.2 955.4 951.4 948.6* * Neutral*  - Completed early/on	DCAS	5a	FALSE(kilowatt hours) (billions)		4.2	4.3	4.3	4.2	4.3*	*	Neutra	alDown
	HRA	1b	FALSE(000)	1,035.20	) 9	977.2	955.4	951.4	948.6*	*	Neutra	al*
	DDC	1a		)90%	87%	84%	87%	82%	88%	88%	Neutra	alUp

DSNY	1a	TRUE	Sidewalks rated acceptably clean (%) Average response time	96.10%	96.00%	95.50%	96.50%	97.30%	97.00%	97.00%	Neutra	ılUp
DOHMH	5a	TRUE	for death certificates by mail/online (days)		5.2	1.9	1.7	2	1.5	3	3Down	Down
DOE	4a	TRUE	<ul><li>Fair to good condition</li><li>(%)</li></ul>	43.40%	43.80%	49.20%	50.50%	. NA	<b>↑</b>	<b>↑</b>	NA	Up
DOE	<del>4</del> a	THUE	Streets maintained with a pavement rating of -		43.60%	49.2076	5 50.50%	) INA	ı	ı	INA	ОР
DOT	1b	TRUE	Good (%) Eligible voters registered	69.60%	69.30%				71.00%	71.00%	Neutra	•
BOE	NA	FALSE	Archaeology applications	NA s	NA	NA	NA	NA	*	*	NA	Up
LPC	1a	FALSE	reviewed within 10 Ebusiness days (%) Average customer in-	96%	98%	97%	95%	96%	85%	85%	Neutra	ılUp
HPD	5a	FALSE	person wait time E(minutes)		30	43	36	27	19	29 2	29Down	Down
DOC	1a	FALSE	Average daily population E- adolescent inmates		681	489	216	187	167*	*	Down	Down
DOF	1a	FALSE	Increase in tax liability as Ea result of audits (%)	13.60%	16.00%	18.30%	25.80%	25.90%	*	*	Up	Up
NYPD	2a	TRUE	Traffic fatalities (bicyclists/pedestrians) Agencies' task orders using citywide IT professional services		168	172	159	152	148↓	1	Down	Down
DoITT	5a	FALSE	Econtracts Walk-in and program attendees at the Visitor		8101,071		747	570	409*	*	Down	*
DORIS	1a	FALSE	ECenter Abscond rate in non- secure detention (average per 100 total	2,063	1,508	1,318	1,363	1,408	*	*	Down	Up
ACS	3a	TRUE	ADP in non-secure)  - Average clinic waiting		0.05	80.0	0.05	0.03	0.08 0.	0.0	)5Neutra	ılDown
DOC	1c	TRUE	time (minutes) Customers rating service good or better (%) (As		35	41	34	28	22↓	<b>↓</b>	Down	Down
NYCHA	4a	FALSE	Eapplicable) Total attendance at non-	66.00%	70.00%	68.20%	78.80%	81.10%	71.00%	71.00%	Up	Up
DPR	4a	FALSE	recreation center Eprograms Cash assistance	528,980	503,919	9 1,076,1	94 934,404	1,240,49	2 *	*	Up	Up
HRA	1a	FALSE	Median time for scene arrivals by medicolegal	NA	45.70%	50.90%	51.20%	52.60%	*	*	NA	*
OCME	1a	TRUE	investigators (MLIs) (hours) Serious injury to staff as a result of inmate assault on staff (monthly rate per		1.9	1.8	1.9	2.4	1.9 1	l.7 1	.7Up	Down
DOC	1a	TRUE	1,000 ADP) Sewer backup complaints resolved - Confirmed (on City		0.2	0.39	0.35	0.2	0.24↓	<b>↓</b>	Down	Down
DEP	2a		Einfrastructure)	4,221	3,224	2,846	2,503	2,649	*	*		Down
DCA DOE	1b 1a		ETotal inspections – Grade 2	74,029	73,035 24.7	65,506 25.3	76,996 25.3	75,951 25.2	* 25.1 2 <sup>2</sup>	* 1.7 24	Neutra 1Neutra	•
			Roadway safety markings installed									
DOT	2a	TRUE	(000,000) (linear feet) Violations issued to		27.1	28.4	45.2	45.2	45	50 5	50Up	Up
BIC	1a	TRUE	illegally operating private waste haulers Percent meeting time to close – Blocked		248	155	339	183	297*	*	Up	*
NYPD	6b	FALSE	Driveway - No Access E(0.3 days) Value of AvenueNYC local development		91	94	90	84	83*	*	Down	*
SBS	3a	FALSE	corporations funding E(\$000,000) — Preservation	\$1.50	\$1.38	\$1.38	\$1.30	\$1.16	*	*	Down	*
HPD	2a	FALSE	Ecompletions Support cases with	NA	7,775	8,521	15,964	12,512	10,433	10,212	NA	*
HRA	2c	TRUE	active orders receiving current payments (%)	59.70%	58.80%	59.10%	59.70%	59.70%	<b>↑</b>	<b>↑</b>	Neutra	ılUp
BOE	NA	FALSE	Precision of unofficial Eelection results (%)	1.00%	1.80%	2.10%	1.80%	1.10%	*	*	Neutra	<b>ા</b> *

		Letters responded to in									
DEP	7a	FALSE14 days (%)	97%	97%	99%	99%	99%	95%	95%	Neutr	alUp
DCAS	1b	TRUE New hires - Black (%)	38.70%	38.80%	40.80%	36.80%	41.60%	*	*	Neutr	al*
		Average other eligible									
ACS	2a	children voucher TRUE enrollment	15,107	12,689	11,801	12,659	13,245	*	*	Down	*
		Active medallion taxis	.0,.0.	,000	,	,000	. 0, = . 0				
TLC	1a	FALSEthat are accessible	NA		553	572	8761,860	*	*	NA	Up
		Average daily cost per youth per day, detention									
ACS	3a	TRUE (\$)	\$729	\$773	\$1,065	\$1,431	\$1,684	*	*	Up	*
		Number of associate	•	•	, ,	* , -	7 ,			-  -	
0111111		degrees awarded at	11.000	44.070	40.704	10.500	44400				
CUNY	NA	FALSEcommunity colleges Students passing	11,328	11,678	12,724	13,529	14,108	^	•	Up	Up
		required Regents									
DOE	1a	FALSEexaminations (%)	70.40%	68.80%	70.10%	69.80%	NA	75.00%	75.00%	NA	Up
		Children who received									
		child welfare preventive services during the year									
ACS	1b	FALSE(annual total)	43,455	44,456	47,001	46,207	43,157	*	*	Neutr	alUp
		Projects completed on									
DoITT	1c	TRUE time (%)	NA	NA 323,384	75%	71%	70%	<b>↑</b>	75% *	NA	Up
DOT	1b	FALSE- Local streets  Cash assistance	213,475	323,384	370,204	269,329	229,160			Neutr	aı
HRA	1a	FALSEapplications (000)	3	77.9 38	35.1 3	48.5 3	30.6	333.8*	*	Down	*
NYPL-		Libraries open seven	050/	050/	050/	050/	050/	050/	050/		
Researc	nNA	FALSEdays per week (%)  Total full-time equivalent	25%	25%	25%	25%	25%	25%	25%	Neutr	alUp
CUNY	NA	FALSEenrollment (FTEs)	200,036	199,958	203,996	204,418	204,337	*	*	Neutr	al*
		Letters responded to in									
HRA	6a	FALSE14 days (%)	77.80%	87.30%	80.50%	86.90%	93.60%	90%	90%	Up	Up
NYPD	1a	TRUE – Forcible rape Licensing Law	1,198	1,064	1,064	1,164	1,109	ļ	$\downarrow$	Neutr	alDown
DCA	1b	TRUE compliance rate (%)	93%	93%	95%	95%	95%	93%	93%	Neutr	alUp
		Complaints about 311									
31	11a	FALSEper million calls		26	23	26	32	30*	*	Up	Down
		Six-year systemwide graduation rate (%) -									
		community college									
OLINI)/		students in STEM	00.000/	00 500/	00.000/	00.700/	00.700/	00.000/	00.000/	<b>N</b> 1. 1.	. 11.1
CUNY	NA	TRUE disciplines	29.00%	29.50%	28.20%	28.70%	30.70%	30.00%	30.00%	Noutr	all In
00		•	_0.0070	25.5076	20.2070	20.7070	00.7070	30.00 /6	30.00 /6	Neutr	аюр
00	10/1	Number of agency	20.0070	20.5076	20.2070	20.7070	00.7070	30.0076	30.0076	Neuti	аюр
		Number of agency customers surveyed for overall customer						30.0076	30.0076		·
NYCHA		Number of agency customers surveyed for overall customer FALSEsatisfaction	21,354	27,660	33,843	25,764	34,886	*	*	Up	Up
		Number of agency customers surveyed for overall customer FALSEsatisfaction Wastewater treatment						*	*		·
		Number of agency customers surveyed for overall customer FALSEsatisfaction						*	*		·
		Number of agency customers surveyed for overall customer FALSEsatisfaction Wastewater treatment plant (WWTP) effluent						*	*	Up	Up
NYCHA	4a	Number of agency customers surveyed for overall customer FALSEsatisfaction Wastewater treatment plant (WWTP) effluent meeting federal TRUE Average time for Law	21,354	27,660	33,843	25,764	34,886	*	* 100.00%	Up	Up
NYCHA	4a	Number of agency customers surveyed for overall customer FALSEsatisfaction Wastewater treatment plant (WWTP) effluent meeting federal TRUE Average time for Law Department to approve	21,354	27,660	33,843	25,764	34,886	*	*	Up	Up
NYCHA DEP	4a	Number of agency customers surveyed for overall customer FALSEsatisfaction Wastewater treatment plant (WWTP) effluent meeting federal standards (%) Average time for Law Department to approve records disposal	21,354	27,660 99.60%	33,843 99.50%	25,764 99.50%	34,886 99.80%	* 100.00%	* 5 100.00%	Up Neutr	Up
NYCHA	4a 3a	Number of agency customers surveyed for overall customer FALSEsatisfaction Wastewater treatment plant (WWTP) effluent meeting federal TRUE Average time for Law Department to approve records disposal TRUE application (months) Administrative	21,354	27,660	33,843	25,764	34,886	* 100.00%	* 5 100.00%	Up	Up alUp
NYCHA  DEP  DORIS	4a 3a 2c	Number of agency customers surveyed for overall customer FALSEsatisfaction Wastewater treatment plant (WWTP) effluent meeting federal TRUE Average time for Law Department to approve records disposal TRUE application (months) Administrative summonses issued to	21,354 99.50%	27,660 99.60% 2.4	33,843 99.50% 1.6	25,764 99.50% 0.8	34,886 99.80% 2.8	* 100.00% 2.7	* 100.00%	Up Neutr 3Up	Up alUp
NYCHA DEP	4a 3a	Number of agency customers surveyed for overall customer FALSEsatisfaction Wastewater treatment plant (WWTP) effluent meeting federal TRUE Average time for Law Department to approve records disposal TRUE application (months) Administrative summonses issued to FALSEowners/agents/bases	21,354 99.50% NA	27,660 99.60%	33,843 99.50%	25,764 99.50%	34,886 99.80%	* 100.00%	* 5 100.00%	Up Neutr	Up alUp
NYCHA  DEP  DORIS	4a 3a 2c	Number of agency customers surveyed for overall customer FALSEsatisfaction Wastewater treatment plant (WWTP) effluent meeting federal TRUE Average time for Law Department to approve records disposal TRUE application (months) Administrative summonses issued to	21,354 99.50% NA	27,660 99.60% 2.4	33,843 99.50% 1.6	25,764 99.50% 0.8	34,886 99.80% 2.8	* 100.00% 2.7	* 100.00%	Up Neutr 3Up	Up alUp
NYCHA  DEP  DORIS  TLC	4a 3a 2c 1c	Number of agency customers surveyed for overall customer  FALSEsatisfaction Wastewater treatment plant (WWTP) effluent meeting federal  TRUE Average time for Law Department to approve records disposal  TRUE application (months) Administrative summonses issued to  FALSEowners/agents/bases Average time to approve waste hauling applications (days) -	21,354 99.50% NA	27,660 99.60% 2.4 5,398	33,843 99.50% 1.6 13,120	25,764 99.50% 0.8 15,146	34,886 99.80% 2.8 16,603	* 100.00% 2.7 *	* 100.00% 3 *	Up Neutr 3Up NA	Up alUp Down
NYCHA  DEP  DORIS	4a 3a 2c	Number of agency customers surveyed for overall customer  FALSEsatisfaction Wastewater treatment plant (WWTP) effluent meeting federal  TRUE Average time for Law Department to approve records disposal  TRUE application (months) Administrative summonses issued to  FALSEowners/agents/bases Average time to approve waste hauling applications (days) -  TRUE Renewal	21,354 99.50% NA	27,660 99.60% 2.4	33,843 99.50% 1.6	25,764 99.50% 0.8 15,146	34,886 99.80% 2.8	* 100.00% 2.7	* 100.00%	Up Neutr 3Up	Up alUp
NYCHA  DEP  DORIS  TLC	4a 3a 2c 1c	Number of agency customers surveyed for overall customer  FALSEsatisfaction Wastewater treatment plant (WWTP) effluent meeting federal  TRUE Average time for Law Department to approve records disposal  TRUE application (months) Administrative summonses issued to  FALSEowners/agents/bases Average time to approve waste hauling applications (days) -  TRUE Renewal Students with disabilities	21,354 99.50% NA	27,660 99.60% 2.4 5,398	33,843 99.50% 1.6 13,120	25,764 99.50% 0.8 15,146	34,886 99.80% 2.8 16,603	* 100.00% 2.7 *	* 100.00% 3 *	Up Neutr 3Up NA	Up alUp Down
NYCHA  DEP  DORIS  TLC  BIC	4a 3a 2c 1c	Number of agency customers surveyed for overall customer FALSEsatisfaction Wastewater treatment plant (WWTP) effluent meeting federal TRUE Average time for Law Department to approve records disposal TRUE application (months) Administrative summonses issued to FALSEowners/agents/bases Average time to approve waste hauling applications (days) - TRUE Renewal Students with disabilities in cohort graduating from high school in 4 years	21,354 99.50% NA	27,660 99.60% 2.4 5,398	33,843 99.50% 1.6 13,120	25,764 99.50% 0.8 15,146	34,886 99.80% 2.8 16,603	* 100.00% 2.7  * 274↓	* 3 *	Up Neutr 3Up NA Up	Up  alUp  Down  *
NYCHA  DEP  DORIS  TLC	4a 3a 2c 1c	Number of agency customers surveyed for overall customer FALSEsatisfaction Wastewater treatment plant (WWTP) effluent meeting federal  TRUE Average time for Law Department to approve records disposal  TRUE application (months) Administrative summonses issued to FALSEowners/agents/bases Average time to approve waste hauling applications (days) - TRUE Renewal Students with disabilities in cohort graduating from high school in 4 years  TRUE (%) (NYSED)	21,354 99.50% NA	27,660 99.60% 2.4 5,398	33,843 99.50% 1.6 13,120	25,764 99.50% 0.8 15,146	34,886 99.80% 2.8 16,603	* 100.00% 2.7 *	* 100.00% 3 *	Up Neutr 3Up NA	Up alUp Down
NYCHA  DEP  DORIS  TLC  BIC	4a 3a 2c 1c	Number of agency customers surveyed for overall customer  FALSEsatisfaction Wastewater treatment plant (WWTP) effluent meeting federal  TRUE  Average time for Law Department to approve records disposal  TRUE application (months) Administrative summonses issued to  FALSEowners/agents/bases Average time to approve waste hauling applications (days) -  TRUE Renewal Students with disabilities in cohort graduating from high school in 4 years  TRUE (%) (NYSED) Average wait time to	21,354 99.50% NA	27,660 99.60% 2.4 5,398	33,843 99.50% 1.6 13,120	25,764 99.50% 0.8 15,146	34,886 99.80% 2.8 16,603	* 100.00% 2.7  * 274↓	* 3 *	Up Neutr 3Up NA Up	Up  alUp  Down  *
NYCHA  DEP  DORIS  TLC  BIC	4a 3a 2c 1c	Number of agency customers surveyed for overall customer FALSEsatisfaction Wastewater treatment plant (WWTP) effluent meeting federal  TRUE Average time for Law Department to approve records disposal  TRUE application (months) Administrative summonses issued to FALSEowners/agents/bases Average time to approve waste hauling applications (days) - TRUE Renewal Students with disabilities in cohort graduating from high school in 4 years  TRUE (%) (NYSED)	21,354 99.50% NA	27,660 99.60% 2.4 5,398	33,843 99.50% 1.6 13,120	25,764 99.50% 0.8 15,146	34,886 99.80% 2.8 16,603	* 100.00% 2.7  * 274↓	* 3 *	Up Neutr 3Up NA	Up  alUp  Down  *
NYCHA  DEP  DORIS  TLC  BIC  DOE	4a 3a 2c 1c 1b	Number of agency customers surveyed for overall customer  FALSEsatisfaction Wastewater treatment plant (WWTP) effluent meeting federal standards (%) Average time for Law Department to approve records disposal  TRUE application (months) Administrative summonses issued to  FALSEowners/agents/bases Average time to approve waste hauling applications (days) -  TRUE Renewal Students with disabilities in cohort graduating from high school in 4 years  TRUE (%) (NYSED) Average wait time to speak with a customer  FALSEservice agent (minutes) Percent meeting time to	21,354 99.50% NA 37.50%	27,660 99.60% 2.4 5,398 166 40.50%	33,843 99.50% 1.6 13,120 94 41.10%	25,764 99.50% 0.8 15,146 234 44.80%	34,886 99.80% 2.8 16,603 254	* 100.00% 2.7  * 274↓	* 3 *	Up Neutr 3Up NA Up	Up  alUp  Down  *  Down
NYCHA  DEP  DORIS  TLC  BIC  DOE  DCAS	4a 3a 2c 1c 1b 2b 8a	Number of agency customers surveyed for overall customer  FALSEsatisfaction Wastewater treatment plant (WWTP) effluent meeting federal standards (%)  Average time for Law Department to approve records disposal  TRUE application (months) Administrative summonses issued to  FALSEowners/agents/bases Average time to approve waste hauling applications (days) -  TRUE Renewal Students with disabilities in cohort graduating from high school in 4 years  TRUE (%) (NYSED) Average wait time to speak with a customer  FALSEservice agent (minutes) Percent meeting time to close - Paint/Plaster -	21,354 99.50% NA 37.50%	27,660 99.60% 2.4 5,398 166 40.50% 1:09	33,843 99.50% 1.6 13,120 94 41.10% 1:00	25,764 99.50% 0.8 15,146 234 44.80% 1:39	34,886 99.80% 2.8 16,603 254 NA 1:28	* 100.00% 2.7  * 274↓ 42.10%  *	* 100.00% 3  * 46.80% *	Up Neutr 3Up NA Up NA	Up  alUp  Down  *  Down  Up  Down
NYCHA  DEP  DORIS  TLC  BIC  DOE	4a 3a 2c 1c 1b	Number of agency customers surveyed for overall customer  FALSEsatisfaction Wastewater treatment plant (WWTP) effluent meeting federal standards (%) Average time for Law Department to approve records disposal  TRUE application (months) Administrative summonses issued to  FALSEowners/agents/bases Average time to approve waste hauling applications (days) -  TRUE Renewal Students with disabilities in cohort graduating from high school in 4 years  TRUE (%) (NYSED) Average wait time to speak with a customer  FALSEservice agent (minutes) Percent meeting time to	21,354 99.50% NA 37.50%	27,660 99.60% 2.4 5,398 166 40.50%	33,843 99.50% 1.6 13,120 94 41.10%	25,764 99.50% 0.8 15,146 234 44.80%	34,886 99.80% 2.8 16,603 254	* 100.00% 2.7  * 274↓	* 3 *	Up Neutr 3Up NA Up	Up  alUp  Down  *  Down  Up  Down
NYCHA  DEP  DORIS  TLC  BIC  DOE  DCAS  HPD DHS	4a 3a 2c 1c 1b 2b 8a 5b 3a	Number of agency customers surveyed for overall customer  FALSEsatisfaction Wastewater treatment plant (WWTP) effluent meeting federal standards (%) Average time for Law Department to approve records disposal  TRUE application (months) Administrative summonses issued to  FALSEowners/agents/bases Average time to approve waste hauling applications (days) -  TRUE Renewal Students with disabilities in cohort graduating from high school in 4 years  TRUE (%) (NYSED) Average wait time to speak with a customer  FALSEservice agent (minutes) Percent meeting time to close - Paint/Plaster -  FALSECeiling (17 days)  FALSE— unsubsidized E-mails responded to in	21,354 99.50% NA 37.50% 1:15 76% NA	27,660 99.60% 2.4 5,398 166 40.50% 1:09 74% NA	33,843 99.50% 1.6 13,120 94 41.10% 1:00 69% 3,693	25,764 99.50% 0.8 15,146 234 44.80% 1:39 74% 2,929	34,886 99.80% 2.8 16,603 254 NA 1:28 74% 3,134	* 100.00% 2.7  * 274↓ 42.10%  *	* 100.00% 3  * 46.80%  * 71% *	Up Neutr 3Up NA Up NA Up Neutr NA	Up  alUp  Down  t  Down  Up  Down  al* Up
NYCHA  DEP  DORIS  TLC  BIC  DOE  DCAS  HPD	4a 3a 2c 1c 1b 2b 8a 5b	Number of agency customers surveyed for overall customer  FALSEsatisfaction Wastewater treatment plant (WWTP) effluent meeting federal standards (%)  Average time for Law Department to approve records disposal  TRUE application (months) Administrative summonses issued to  FALSEowners/agents/bases Average time to approve waste hauling applications (days) -  TRUE Renewal Students with disabilities in cohort graduating from high school in 4 years  TRUE (%) (NYSED) Average wait time to speak with a customer  FALSEservice agent (minutes) Percent meeting time to close - Paint/Plaster -  FALSECeiling (17 days)  FALSE - unsubsidized E-mails responded to in  FALSE14 days (%)	21,354 99.50% NA 37.50% 1:15	27,660 99.60% 2.4 5,398 166 40.50% 1:09 74%	33,843 99.50% 1.6 13,120 94 41.10% 1:00 69%	25,764 99.50% 0.8 15,146 234 44.80% 1:39 74%	34,886 99.80% 2.8 16,603 254 NA 1:28 74%	* 100.00% 2.7  * 274↓ 42.10%  *	* 100.00% 3  46.80%  * 71%	Up Neutr 3Up NA Up NA Up	Up  alUp  Down  t  Down  Up  Down  al* Up
NYCHA  DEP  DORIS  TLC  BIC  DOE  DCAS  HPD DHS	4a 3a 2c 1c 1b 2b 8a 5b 3a	Number of agency customers surveyed for overall customer  FALSEsatisfaction Wastewater treatment plant (WWTP) effluent meeting federal standards (%) Average time for Law Department to approve records disposal  TRUE application (months) Administrative summonses issued to  FALSEowners/agents/bases Average time to approve waste hauling applications (days) -  TRUE Renewal Students with disabilities in cohort graduating from high school in 4 years  TRUE (%) (NYSED) Average wait time to speak with a customer  FALSEservice agent (minutes) Percent meeting time to close - Paint/Plaster -  FALSECeiling (17 days)  FALSE— unsubsidized E-mails responded to in  FALSE14 days (%) Average time to receive	21,354 99.50% NA 37.50% 1:15 76% NA 96%	27,660 99.60% 2.4 5,398 166 40.50% 1:09 74% NA	33,843 99.50% 1.6 13,120 94 41.10% 1:00 69% 3,693	25,764 99.50% 0.8 15,146 234 44.80% 1:39 74% 2,929	34,886 99.80% 2.8 16,603 254 NA 1:28 74% 3,134	* 100.00% 2.7  * 274↓ 42.10%  *	* 100.00% 3  * 46.80%  * 71% *	Up Neutr 3Up NA Up NA Up Neutr NA	Up  alUp  Down  t  Down  Up  Down  al* Up
NYCHA  DEP  DORIS  TLC  BIC  DOE  DCAS  HPD DHS  DoITT	4a 3a 2c 1c 1b 2b 8a 5b 3a	Number of agency customers surveyed for overall customer  FALSEsatisfaction Wastewater treatment plant (WWTP) effluent meeting federal standards (%) Average time for Law Department to approve records disposal  TRUE application (months) Administrative summonses issued to  FALSEowners/agents/bases Average time to approve waste hauling applications (days) -  TRUE Renewal Students with disabilities in cohort graduating from high school in 4 years  TRUE (%) (NYSED) Average wait time to speak with a customer  FALSEservice agent (minutes) Percent meeting time to close - Paint/Plaster -  FALSECeiling (17 days)  FALSE - unsubsidized E-mails responded to in  FALSE14 days (%) Average time to receive a new driver license from initial application	21,354 99.50% NA 37.50% 1:15 76% NA 96%	27,660 99.60% 2.4 5,398 166 40.50% 1:09 74% NA 97%	33,843 99.50% 1.6 13,120 94 41.10% 1:00 69% 3,693 95%	25,764 99.50% 0.8 15,146 234 44.80% 1:39 74% 2,929 100%	34,886 99.80% 2.8 16,603 254 NA 1:28 74% 3,134 100%	* 100.00% 2.7  * 274↓ 42.10%  * * * * * * * * * * * * * * * * * *	* 100.00% 3  * 46.80%  * 71% *	Up Neutr 3Up NA Up NA Up Neutr NA Neutr	Up  alUp  Down  t  Down  Up  Down  al* Up
NYCHA  DEP  DORIS  TLC  BIC  DOE  DCAS  HPD DHS	4a 3a 2c 1c 1b 2b 8a 5b 3a	Number of agency customers surveyed for overall customer  FALSEsatisfaction Wastewater treatment plant (WWTP) effluent meeting federal standards (%) Average time for Law Department to approve records disposal  TRUE application (months) Administrative summonses issued to  FALSEowners/agents/bases Average time to approve waste hauling applications (days) -  TRUE Renewal Students with disabilities in cohort graduating from high school in 4 years  TRUE (%) (NYSED) Average wait time to speak with a customer  FALSEservice agent (minutes) Percent meeting time to close - Paint/Plaster -  FALSECeiling (17 days)  FALSE - unsubsidized E-mails responded to in  FALSE14 days (%) Average time to receive a new driver license from initial application  FALSE(calendar days)	21,354 99.50% NA 37.50% 1:15 76% NA 96% NA	27,660 99.60% 2.4 5,398 166 40.50% 1:09 74% NA	33,843 99.50% 1.6 13,120 94 41.10% 1:00 69% 3,693	25,764 99.50% 0.8 15,146 234 44.80% 1:39 74% 2,929 100%	34,886 99.80% 2.8 16,603 254 NA 1:28 74% 3,134	* 100.00% 2.7  * 274↓ 42.10%  *	* 100.00% 3  * 46.80%  * 71% *	Up Neutr 3Up NA Up NA Up Neutr NA	Up  alUp  Down  t  Down  Up  Down  al* Up
NYCHA  DEP  DORIS  TLC  BIC  DOE  DCAS  HPD DHS  DoITT  TLC	4a 3a 2c 1c 1b 2b 8a 5b 3a 6a	Number of agency customers surveyed for overall customer  FALSEsatisfaction Wastewater treatment plant (WWTP) effluent meeting federal standards (%) Average time for Law Department to approve records disposal  TRUE application (months) Administrative summonses issued to  FALSEowners/agents/bases Average time to approve waste hauling applications (days) -  TRUE Renewal Students with disabilities in cohort graduating from high school in 4 years  TRUE (%) (NYSED) Average wait time to speak with a customer  FALSEservice agent (minutes) Percent meeting time to close - Paint/Plaster -  FALSECeiling (17 days)  FALSE— unsubsidized E-mails responded to in  FALSE14 days (%) Average time to receive a new driver license from initial application  FALSE(calendar days) Recycling collection cost	21,354 99.50% NA 37.50% 1:15 76% NA 96% NA	27,660 99.60% 2.4 5,398 166 40.50% 1:09 74% NA 97% NA	33,843 99.50% 1.6 13,120 94 41.10% 1:00 69% 3,693 95% NA	25,764 99.50% 0.8 15,146 234 44.80% 1:39 74% 2,929 100%	34,886 99.80% 2.8 16,603 254 NA 1:28 74% 3,134 100%	* 100.00% 2.7  * 274↓ 42.10%  * * * * * * * * * * * * * * * * * *	* 100.00% 3  * 46.80%  * 71% *	Up Neutr 3Up NA Up NA Up Neutr NA Neutr NA	Up  alUp  Down  t  Down  al* Up  alUp
NYCHA  DEP  DORIS  TLC  BIC  DOE  DCAS  HPD DHS  DoITT	4a 3a 2c 1c 1b 2b 8a 5b 3a 6a	Number of agency customers surveyed for overall customer  FALSEsatisfaction Wastewater treatment plant (WWTP) effluent meeting federal standards (%) Average time for Law Department to approve records disposal  TRUE application (months) Administrative summonses issued to  FALSEowners/agents/bases Average time to approve waste hauling applications (days) -  TRUE Renewal Students with disabilities in cohort graduating from high school in 4 years  TRUE (%) (NYSED) Average wait time to speak with a customer  FALSEservice agent (minutes) Percent meeting time to close - Paint/Plaster -  FALSECeiling (17 days)  FALSE - unsubsidized E-mails responded to in  FALSE14 days (%) Average time to receive a new driver license from initial application  FALSE(calendar days)	21,354 99.50% NA 37.50% 1:15 76% NA 96% NA	27,660 99.60% 2.4 5,398 166 40.50% 1:09 74% NA 97%	33,843 99.50% 1.6 13,120 94 41.10% 1:00 69% 3,693 95%	25,764 99.50% 0.8 15,146 234 44.80% 1:39 74% 2,929 100%	34,886 99.80% 2.8 16,603 254 NA 1:28 74% 3,134 100%	* 100.00% 2.7  * 274↓ 42.10%  * * * * * * * * * * * * * * * * * *	* 100.00% 3  * 46.80%  * * * *	Up Neutr 3Up NA Up NA Up Neutr NA Neutr	Up  alUp  Down  t  Down  al* Up  alUp

		Average length of stay									
		for single adults in									
DHS	3a	TRUE shelter (days)	_1	293	305	329	355	383↓	$\downarrow$	Up	Down
FDNY	2a	Life-threatening medic FALSEemergency incidents	ai 450,42	3 461,339	526,904	570,594	563,594	*	*	Up	*
DIVI	Zu	HRA clients who	450,42	J +01,000	) <u>520,50</u> 4	370,334	300,334			Ор	
		obtained employment,									
		and maintained									
		employment or did not return to CA for 180 da	V.C								
		(city fiscal year-to-date									
HRA	2a	TRUE average) (%)	NA	74.50%	73.90%	73.30%	73.10%	80.00%	80.00%	NA	Up
		Cumulative Energy									·
		Efficiency Reports (EE	R)								
DCAS	5b	FALSEcompleted Workforce1 systemwid	0	188	258	403	544	608*	•	Up	Up
		job placements and	Е								
SBS	2a	TRUE promotions	28,166	36,097	26,952	28,455	28,170	25,000	25,000	Neutra	lUp
		- Percent achieving									
DCA	3a	FALSEmeasurable success (	,	NA	34.00%	40.00%	39.90%	*	*	NA	Up
		<ul> <li>Completed street wo that passed inspection</li> </ul>	rĸ								
DOT	1b	FALSE(%)	80%	75%	75%	77%	79%	*	*	Neutra	lUp
_	-	Backlog of catch basin									
DEP	2a	TRUE repairs (% of system)	0.50%	0.30%	0.40%	0.70%	1.80%	1.00%	1.00%	Up	Down
NIVOLIA	10	Calls answered in 30	GE 000	00.000/	70.000/	04.0007	40.000/	*	*	Da	l le
NYCHA	4a	FALSEseconds (%) Records accessioned	65.00%	68.00%	72.00%	64.00%	46.00%	=		Down	υp
		Municipal Archives	у								
DORIS	1a	FALSE(cubic ft.)	14,834	3,920	2,738	1,049		797*	*	Down	Up
	3a	FALSESenior centers	•	37	33	32	15	14*	*	Down	•
NYPD	1a	FALSE- Burglary		81	53	51	33	37*	*	Down	Down
		Total civilian complaint									
NVPD	10	against members of th FALSEservice		E E70	A 10E	1711	/ O1E	*	*	Down	Down
NYPD DOP	4a 2c	FALSEservice FALSEIntel enforcement ever	5,455	5,573 NA	4,165 NA	4,711 1,525	4,215 2,548	*	*	Down NA	*
DOF	20	Voter complaints	ILS INA	INA	INA	1,525	∠,548			INA	
		regarding poll workers	-								
BOE	NA	FALSEservice		146	253	213	243	394*	*	Up	Down
DOT	4.	- Street work rated	<b></b>	<b></b>	<b></b>	70	70	<b></b>	750'		
DOT	1b	FALSEsatisfactory (%)	77%	76%	75%	76%	78%	75%	75%	Neutra	ııUp
DPR	5a	Collisions involving Cit FALSEvehicles	y	464	496	540	550	556*	*	Up	Down
DOT	oa 1b	FALSEPothole work orders	43,972		60,809	50,085	49,687	*	*	Neutra	
- •	. ~	Three-year systemwid		0.,007	23,000	20,000	.5,567				
		graduation rate (%) -									
		CUNY Accelerated Stu	ıdy								
		in Associate Programs									
CUNY	NA	in Associate Programs (ASAP) students TRUE	55.50%	44.50%	57.10%	55.40%	57.60%	50.00%	50.00%	Up	Up
	NA 1a	(ASAP) students TRUE TRUE - Grade 4	55.50%				57.60% 26.1	50.00% 26.1 25		Up 1Neutra	•
		(ASAP) students TRUE TRUE - Grade 4 Clients successfully	55.50%							-	•
		(ASAP) students TRUE TRUE - Grade 4 Clients successfully diverted at PATH from	55.50%							-	•
DOE	1a	(ASAP) students TRUE TRUE - Grade 4 Clients successfully diverted at PATH from entering a homeless		25.5	25.9	26.1	26.1			1Neutra	•
DOE		(ASAP) students TRUE TRUE - Grade 4 Clients successfully diverted at PATH from entering a homeless TRUE shelter (%)	55.50% NA							-	•
DOE HRA	1a	(ASAP) students TRUE TRUE - Grade 4 Clients successfully diverted at PATH from entering a homeless TRUE shelter (%) - Cases closed (%) - TRUE settlement	NA 20%	25.5	25.9	26.1	26.1			1Neutra	•
DOE HRA CCHR	1a 3a 1a	(ASAP) students TRUE TRUE - Grade 4 Clients successfully diverted at PATH from entering a homeless TRUE shelter (%) - Cases closed (%) - TRUE settlement Collisions involving Cit	NA 20%	25.5 NA 26%	25.9 NA 22%	26.1 NA 27%	26.1 13.40% 24%	26.1 25. * 23%	.6 25.	1Neutra NA Up	.ulDown  * Up
DOE HRA CCHR DOHMH	1a 3a 1a 6a	(ASAP) students TRUE TRUE - Grade 4 Clients successfully diverted at PATH from entering a homeless TRUE shelter (%) - Cases closed (%) - TRUE settlement Collisions involving Cit FALSEvehicles	NA 20% y	25.5 NA 26% 23	25.9 NA 22% 32	26.1 NA 27% 29	26.1 13.40% 24% 28	26.1 25.	.6 25.	NA Up Neutra	.ulDown  * Up
DOE HRA CCHR DOHMH	1a 3a 1a	(ASAP) students TRUE TRUE - Grade 4 Clients successfully diverted at PATH from entering a homeless TRUE shelter (%) - Cases closed (%) - TRUE settlement Collisions involving Cit FALSEvehicles FALSEApartments vacated	NA 20%	25.5 NA 26%	25.9 NA 22%	26.1 NA 27%	26.1 13.40% 24%	26.1 25. * 23%	.6 25.	1Neutra NA Up	
DOE HRA CCHR DOHMH NYCHA	1a 3a 1a 6a 2b	(ASAP) students TRUE TRUE - Grade 4 Clients successfully diverted at PATH from entering a homeless TRUE shelter (%) - Cases closed (%) - TRUE settlement Collisions involving Cit FALSEvehicles FALSEApartments vacated EarlyLearn - Average	NA 20% y 4.50%	25.5 NA 26% 23 4.80%	25.9 NA 22% 32 3.90%	26.1 NA 27% 29 4.10%	26.1 13.40% 24% 28 3.90%	26.1 25.  * 23% 28* *	.6 25. * 23% *	NA Up Neutra Down	
DOE HRA CCHR DOHMH NYCHA ACS	1a 3a 1a 6a 2b 2a	(ASAP) students TRUE TRUE - Grade 4 Clients successfully diverted at PATH from entering a homeless TRUE shelter (%) - Cases closed (%) - TRUE settlement Collisions involving Cit FALSEvehicles FALSEApartments vacated EarlyLearn - Average TRUE center-based enrollme	NA 20% y 4.50% nt 25,548	25.5 NA 26% 23 4.80% 24,068	25.9 NA 22% 32 3.90% 23,077	26.1 NA 27% 29 4.10% 23,396	26.1 13.40% 24% 28 3.90% 22,663	26.1 25. * 23%	.6 25.	NA Up Neutra Down Down	* Up IDown  t Up Up Up
DOE HRA CCHR DOHMH NYCHA ACS	1a 3a 1a 6a 2b	(ASAP) students TRUE TRUE - Grade 4 Clients successfully diverted at PATH from entering a homeless TRUE shelter (%) - Cases closed (%) - TRUE settlement Collisions involving Cit FALSEvehicles FALSEApartments vacated EarlyLearn - Average	NA 20% y 4.50% nt 25,548 7.40%	25.5 NA 26% 23 4.80%	25.9 NA 22% 32 3.90%	26.1 NA 27% 29 4.10%	26.1 13.40% 24% 28 3.90%	26.1 25.  * 23% 28* *	.6 25. * 23%  * 23,800	NA Up Neutra Down	* Up IDown  t Up Up Up
DOE HRA CCHR DOHMH NYCHA ACS DCAS	1a 3a 1a 6a 2b 2a	(ASAP) students TRUE TRUE - Grade 4 Clients successfully diverted at PATH from entering a homeless TRUE shelter (%) - Cases closed (%) - TRUE settlement Collisions involving Cit FALSEvehicles FALSEApartments vacated EarlyLearn - Average TRUE center-based enrollme FALSE- Steam (%) Firefighter injury rate (processed to the context of th	NA 20% y 4.50% nt 25,548 7.40% per	25.5 NA 26% 23 4.80% 24,068 8.10%	25.9 NA 22% 32 3.90% 23,077 8.30%	26.1 NA 27% 29 4.10% 23,396 7.00%	26.1 13.40% 24% 28 3.90% 22,663	26.1 25.  * 23% 28* *	.6 25. * 23%  * 23,800	NA Up Neutra Down Down	* Up IDown  t Up Up Up I'
DOE HRA CCHR DOHMH NYCHA ACS DCAS	1a 3a 1a 6a 2b 2a 5a	(ASAP) students TRUE TRUE - Grade 4 Clients successfully diverted at PATH from entering a homeless TRUE shelter (%) - Cases closed (%) - TRUE settlement Collisions involving Cit FALSEvehicles FALSEApartments vacated EarlyLearn - Average TRUE center-based enrollme FALSE- Steam (%) Firefighter injury rate (I) FALSE10,000 runs) Teachers with 5 or mo	NA 20% y 4.50% nt 25,548 7.40% per	25.5 NA 26% 23 4.80% 24,068 8.10%	25.9 NA 22% 32 3.90% 23,077 8.30%	26.1 NA 27% 29 4.10% 23,396 7.00%	26.1 13.40% 24% 28 3.90% 22,663 7.10%	26.1 25.  * 23% 28* * 23,600 *	.6 25. * 23%  * 23,800	NA Up Neutra Down Down Neutra	* Up IDown  t Up Up Up I'
DOE HRA CCHR DOHMH NYCHA ACS DCAS FDNY	1a 3a 1a 6a 2b 2a 5a 3a	(ASAP) students TRUE TRUE - Grade 4 Clients successfully diverted at PATH from entering a homeless TRUE shelter (%) - Cases closed (%) - TRUE settlement Collisions involving Cit FALSEvehicles FALSEApartments vacated EarlyLearn - Average TRUE center-based enrollme FALSE- Steam (%) Firefighter injury rate (processed of the content of th	NA 20% y 4.50% nt 25,548 7.40% per	25.5 NA 26% 23 4.80% 24,068 8.10% 94.3	25.9 NA 22% 32 3.90% 23,077 8.30% 82.1	26.1 NA 27% 29 4.10% 23,396 7.00% 78.4	26.1 13.40% 24% 28 3.90% 22,663 7.10% 80.1	26.1 25.  * 23% 28* * 23,600 *	.6 25. * 23%  * 23,800	NA Up Neutra Down Down Neutra Down	* Up IDown  * Up Up Up IDown  * Up I' Down
HRA CCHR DOHMH NYCHA ACS DCAS FDNY	1a 3a 1a 6a 2b 2a 5a	(ASAP) students TRUE TRUE - Grade 4 Clients successfully diverted at PATH from entering a homeless TRUE shelter (%) - Cases closed (%) - TRUE settlement Collisions involving Cit FALSEvehicles FALSEApartments vacated EarlyLearn - Average TRUE center-based enrollme FALSE- Steam (%) Firefighter injury rate (I) FALSE10,000 runs) Teachers with 5 or mo years teaching FALSEexperience (%)	NA 20% y 4.50% nt 25,548 7.40% per re 75.80%	25.5 NA 26% 23 4.80% 24,068 8.10% 94.3	25.9 NA 22% 32 3.90% 23,077 8.30% 82.1	26.1 NA 27% 29 4.10% 23,396 7.00%	26.1 13.40% 24% 28 3.90% 22,663 7.10% 80.1	26.1 25.  * 23% 28* * 23,600 *	.6 25. * 23%  * 23,800	NA Up Neutra Down Down Neutra	* Up IDown  * Up Up Up IDown  * Up I' Down
HRA CCHR DOHMH NYCHA ACS DCAS FDNY	1a 3a 1a 6a 2b 2a 5a 3a	(ASAP) students TRUE TRUE - Grade 4 Clients successfully diverted at PATH from entering a homeless TRUE shelter (%) - Cases closed (%) - TRUE settlement Collisions involving Cit FALSEvehicles FALSEApartments vacated EarlyLearn - Average TRUE center-based enrollme FALSE- Steam (%) Firefighter injury rate (processed of the context of th	NA 20% y 4.50% nt 25,548 7.40% per re 75.80%	25.5 NA 26% 23 4.80% 24,068 8.10% 94.3	25.9 NA 22% 32 3.90% 23,077 8.30% 82.1	26.1 NA 27% 29 4.10% 23,396 7.00% 78.4	26.1 13.40% 24% 28 3.90% 22,663 7.10% 80.1	26.1 25.  * 23% 28* * 23,600 *	.6 25. * 23%  * 23,800	NA Up Neutra Down Down Neutra Down	* Up IDown  * Up Up Up IDown  * Up I' Down
HRA CCHR DOHMH NYCHA ACS DCAS FDNY DOE	1a 3a 1a 6a 2b 2a 5a 3a	(ASAP) students TRUE TRUE - Grade 4 Clients successfully diverted at PATH from entering a homeless TRUE shelter (%) - Cases closed (%) - TRUE settlement Collisions involving Cit FALSEvehicles FALSEApartments vacated EarlyLearn - Average TRUE center-based enrollme FALSE- Steam (%) Firefighter injury rate (I) FALSE10,000 runs) Teachers with 5 or mo years teaching FALSEexperience (%) Average time to responto Priority A complaints	NA 20% y 4.50% nt 25,548 7.40% per re 75.80%	25.5 NA 26% 23 4.80% 24,068 8.10% 94.3	25.9 NA 22% 32 3.90% 23,077 8.30% 82.1	26.1 NA 27% 29 4.10% 23,396 7.00% 78.4 68.50%	26.1 13.40% 24% 28 3.90% 22,663 7.10% 80.1 66.90%	26.1 25.  * 23%  28* * 23,600 *  82.8*	.6 25.  * 23%  * 23,800  *	NA Up Neutra Down Down Neutra Down Down Down	* Up IDown  * Up Up I' Down  *
DOE HRA CCHR DOHMH NYCHA ACS DCAS FDNY DOE	1a 3a 1a 6a 2b 2a 5a 3a	(ASAP) students TRUE TRUE - Grade 4 Clients successfully diverted at PATH from entering a homeless TRUE shelter (%) - Cases closed (%) - TRUE settlement Collisions involving Cit FALSEvehicles FALSEApartments vacated EarlyLearn - Average TRUE center-based enrollme FALSE- Steam (%) Firefighter injury rate (processed of the context of th	NA 20% y 4.50% nt 25,548 7.40% per re 75.80%	25.5 NA 26% 23 4.80% 24,068 8.10% 94.3	25.9 NA 22% 32 3.90% 23,077 8.30% 82.1	26.1 NA 27% 29 4.10% 23,396 7.00% 78.4	26.1 13.40% 24% 28 3.90% 22,663 7.10% 80.1	26.1 25.  * 23% 28* * 23,600 *	.6 25.  * 23%  * 23,800  *	NA Up Neutra Down Down Neutra Down	* Up IDown  * Up Up I' Down  *
HRA CCHR DOHMH NYCHA ACS DCAS FDNY DOE	1a 3a 1a 6a 2b 2a 5a 3a	(ASAP) students TRUE TRUE - Grade 4 Clients successfully diverted at PATH from entering a homeless TRUE shelter (%) - Cases closed (%) - TRUE settlement Collisions involving Cit FALSEvehicles FALSEApartments vacated EarlyLearn - Average TRUE center-based enrollme FALSE- Steam (%) Firefighter injury rate (processed of the content of th	NA 20% y 4.50% nt 25,548 7.40% per re 75.80%	25.5 NA 26% 23 4.80% 24,068 8.10% 94.3	25.9 NA 22% 32 3.90% 23,077 8.30% 82.1	26.1 NA 27% 29 4.10% 23,396 7.00% 78.4 68.50%	26.1 13.40% 24% 28 3.90% 22,663 7.10% 80.1 66.90%	26.1 25.  * 23%  28* * 23,600 *  82.8*	.6 25.  * 23%  * 23,800  *	NA Up Neutra Down Down Neutra Down Down Down	* Up IlDown  * Up IlDown  * Up Il* Down  *
DOE HRA CCHR DOHMH NYCHA ACS DCAS FDNY DOE	1a 3a 1a 6a 2b 2a 5a 3a 2a	(ASAP) students TRUE TRUE - Grade 4 Clients successfully diverted at PATH from entering a homeless TRUE shelter (%) - Cases closed (%) - TRUE settlement Collisions involving Cit FALSEvehicles FALSEApartments vacated EarlyLearn - Average TRUE center-based enrollme FALSE- Steam (%) Firefighter injury rate (I) FALSE10,000 runs) Teachers with 5 or mo years teaching FALSEexperience (%) Average time to respondence to Priority A complaints TRUE (days) Letters responded to in FALSE14 days (%) Students in cohort	NA 20% y 4.50% nt 25,548 7.40% per re 75.80% nd 6	25.5 NA 26% 23 4.80% 24,068 8.10% 94.3 75.30%	25.9  NA 22% 32 3.90% 23,077 8.30% 82.1  71.20% 0.7	26.1 NA 27% 29 4.10% 23,396 7.00% 78.4 68.50%	26.1 13.40% 24% 28 3.90% 22,663 7.10% 80.1 66.90%	26.1 25.  * 23%  28* * 23,600 *  82.8*  *	.6 25.  * 23%  * 23,800  * *	NA Up Neutra Down Down Neutra Down Neutra Down Neutra	* Up IlDown  * Up IlDown  * Up Il* Down  *
DOE HRA CCHR DOHMH NYCHA ACS DCAS FDNY DOE	1a 3a 1a 6a 2b 2a 5a 3a 2a	(ASAP) students TRUE TRUE - Grade 4 Clients successfully diverted at PATH from entering a homeless TRUE shelter (%) - Cases closed (%) - TRUE settlement Collisions involving Cit FALSEvehicles FALSEApartments vacated EarlyLearn - Average TRUE center-based enrollme FALSE- Steam (%) Firefighter injury rate (I) FALSE10,000 runs) Teachers with 5 or mo years teaching FALSEexperience (%) Average time to respondence to Priority A complaints TRUE (days) Letters responded to in FALSE14 days (%) Students in cohort dropping out from high	NA 20% y 4.50% nt 25,548 7.40% per re 75.80% nd 6	25.5 NA 26% 23 4.80% 24,068 8.10% 94.3 75.30%	25.9  NA 22% 32 3.90% 23,077 8.30% 82.1  71.20% 0.7	26.1 NA 27% 29 4.10% 23,396 7.00% 78.4 68.50%	26.1 13.40% 24% 28 3.90% 22,663 7.10% 80.1 66.90%	26.1 25.  * 23%  28* * 23,600 *  82.8*  *	.6 25.  * 23%  * 23,800  * *	NA Up Neutra Down Down Neutra Down Neutra Down Neutra	* Up IlDown  * Up IlDown  * Up Il* Down  *
DOE HRA CCHR DOHMH NYCHA ACS DCAS FDNY DOE DOB HPD	1a 3a 1a 6a 2b 2a 5a 3a 5a	(ASAP) students TRUE TRUE - Grade 4 Clients successfully diverted at PATH from entering a homeless TRUE shelter (%) - Cases closed (%) - TRUE settlement Collisions involving Cit FALSEvehicles FALSEApartments vacated EarlyLearn - Average TRUE center-based enrollme FALSE- Steam (%) Firefighter injury rate (I) FALSE10,000 runs) Teachers with 5 or mo years teaching FALSEexperience (%) Average time to respont to Priority A complaints TRUE (days) Letters responded to in FALSE14 days (%) Students in cohort dropping out from high school in 6 years (%)	NA 20% y 4.50% nt 25,548 7.40% per re 75.80% nd 6	25.5  NA 26% 23 4.80% 24,068 8.10% 94.3 75.30% 0.7 49%	25.9  NA 22% 32 3.90% 23,077 8.30% 82.1  71.20% 0.7 47%	26.1  NA 27% 29 4.10% 23,396 7.00% 78.4  68.50% 0.7 53%	26.1 13.40% 24% 28 3.90% 22,663 7.10% 80.1 66.90% 0.8 45%	26.1 25.  * 23%  28* * 23,600 *  82.8*  *	.6 25.  * 23%  * 23,800  * *	NA Up Neutra Down Down Neutra Down Neutra Neutra Neutra	tulDown  tulDown  tulDown  tulDown  tulDown  tulDown  tullDown
HRA CCHR DOHMH NYCHA ACS DCAS FDNY DOE DOB HPD	1a  3a  1a  6a  2b  2a  5a  3a  5a  1a	(ASAP) students TRUE TRUE - Grade 4 Clients successfully diverted at PATH from entering a homeless TRUE shelter (%) - Cases closed (%) - TRUE settlement Collisions involving Cit FALSEvehicles FALSEApartments vacated EarlyLearn - Average TRUE center-based enrollme FALSE- Steam (%) Firefighter injury rate (processed for the content of t	NA 20% y 4.50% nt 25,548 7.40% per re 75.80% nd 5	25.5  NA 26% 23 4.80% 24,068 8.10% 94.3  75.30% 0.7 49%	25.9  NA 22% 32 3.90% 23,077 8.30% 82.1  71.20%  0.7 47%  NA	26.1  NA 27% 29 4.10% 23,396 7.00% 78.4  68.50% 0.7 53%  NA	26.1  13.40% 24% 28 3.90% 22,663 7.10% 80.1  66.90%  0.8  45%	26.1 25.  * 23%  28* * 23,600 *  82.8*  *  0.6 52%	.6 25.  * 23%  * 23,800  * *	NA Up Neutra Down Down Neutra Down Neutra Neutra Neutra	tup
HRA CCHR DOHMH NYCHA ACS DCAS FDNY DOE DOB HPD DOE NYPD	1a 3a 1a 6a 2b 2a 5a 3a 5a	(ASAP) students TRUE TRUE - Grade 4 Clients successfully diverted at PATH from entering a homeless TRUE shelter (%) - Cases closed (%) - TRUE settlement Collisions involving Cit FALSEvehicles FALSEApartments vacated EarlyLearn - Average TRUE center-based enrollme FALSE- Steam (%) Firefighter injury rate (I) FALSE10,000 runs) Teachers with 5 or mo years teaching FALSEexperience (%) Average time to respondence to Priority A complaints TRUE (days) Letters responded to in FALSE14 days (%) Students in cohort dropping out from high school in 6 years (%) FALSE(NYSED) FALSEPayout (\$000)	NA 20% y 4.50% nt 25,548 7.40% per re 75.80% nd 5 1 53%	25.5  NA 26% 23 4.80% 24,068 8.10% 94.3  75.30% 0.7 49% 6 15.20% 76 \$154,10	25.9  NA 22% 32 3.90% 23,077 8.30% 82.1  71.20%  0.7 47%  NA 06 \$202,65	26.1  NA 27% 29 4.10% 23,396 7.00% 78.4  68.50%  0.7 53%  NA 4 \$228,45	26.1  13.40% 24% 28 3.90% 22,663 7.10% 80.1  66.90%  0.8  45%  NA 54 \$259,423	26.1 25.  * 23%  28* * 23,600 *  82.8*  *  0.6 52%	.6 25.  * 23%  * 23,800  *  *  1 52%	NA Up Neutra Down Down Neutra Down Neutra Neutra Neutra	tulDown  tulDown  tulDown  tulDown  tulDown  tulDown  tullDown
HRA CCHR DOHMH NYCHA ACS DCAS FDNY DOE DOB HPD DOE NYPD	1a  3a  1a  6a  2b  2a  5a  3a  2a  1a  5a	(ASAP) students TRUE TRUE - Grade 4 Clients successfully diverted at PATH from entering a homeless TRUE shelter (%) - Cases closed (%) - TRUE settlement Collisions involving Cit FALSEvehicles FALSEApartments vacated EarlyLearn - Average TRUE center-based enrollme FALSE- Steam (%) Firefighter injury rate (I) FALSE10,000 runs) Teachers with 5 or mo years teaching FALSEexperience (%) Average time to respont to Priority A complaints TRUE (days) Letters responded to in FALSE14 days (%) Students in cohort dropping out from high school in 6 years (%) FALSE(NYSED) FALSEPayout (\$000) FALSE- Online hearings	NA 20% y 4.50% nt 25,548 7.40% per re 75.80% nd 5	25.5  NA 26% 23 4.80% 24,068 8.10% 94.3  75.30% 0.7 49% 6 15.20% 76 \$154,10	25.9  NA 22% 32 3.90% 23,077 8.30% 82.1  71.20%  0.7 47%  NA 06 \$202,65	26.1  NA 27% 29 4.10% 23,396 7.00% 78.4  68.50%  0.7 53%  NA 4 \$228,45	26.1  13.40% 24% 28 3.90% 22,663 7.10% 80.1  66.90%  0.8  45%  NA 54 \$259,423	26.1 25.  * 23%  28* * 23,600 *  82.8*  *  0.6  52%	.6 25.  * 23%  * 23,800  * *  1 52%	NA Up Neutra Down Down Neutra Down Neutra Neutra Neutra	tup
HRA CCHR DOHMH NYCHA ACS DCAS FDNY DOE DOB HPD DOE NYPD	1a  3a  1a  6a  2b  2a  5a  3a  2a  1a  5a	(ASAP) students TRUE TRUE - Grade 4 Clients successfully diverted at PATH from entering a homeless TRUE shelter (%) - Cases closed (%) - TRUE settlement Collisions involving Cit FALSEvehicles FALSEApartments vacated EarlyLearn - Average TRUE center-based enrollme FALSE- Steam (%) Firefighter injury rate (I) FALSE10,000 runs) Teachers with 5 or mo years teaching FALSEexperience (%) Average time to respondence to Priority A complaints TRUE (days) Letters responded to in FALSE14 days (%) Students in cohort dropping out from high school in 6 years (%) FALSE(NYSED) FALSEPayout (\$000)	NA 20% y 4.50% nt 25,548 7.40% per re 75.80% nd 5 1 53%	25.5  NA 26% 23 4.80% 24,068 8.10% 94.3  75.30% 0.7 49% 6 15.20% 76 \$154,10	25.9  NA 22% 32 3.90% 23,077 8.30% 82.1  71.20%  0.7 47%  NA 06 \$202,65	26.1  NA 27% 29 4.10% 23,396 7.00% 78.4  68.50%  0.7 53%  NA 4 \$228,45	26.1  13.40% 24% 28 3.90% 22,663 7.10% 80.1  66.90%  0.8  45%  NA 54 \$259,423	26.1 25.  * 23%  28* * 23,600 *  82.8*  *  0.6  52%	.6 25.  * 23%  * 23,800  * *  1 52%	NA Up Neutra Down Down Neutra Down Neutra Neutra Neutra	tup

		Low-income cases facing	g									
		eviction and homelessness who were	<b>)</b>									
		assisted with legal										
HRA	3a	services in Housing FALSECourt	NA	NA	8,900	)	11,837	16,702	*	*	NA	*
DPR	4b	FALSEVolunteer turnout	37,754	34,137	40,93		44,212	50,378	*	*	Up	Up
DOB	2b	FALSEDOB violations issued Juvenile investigation	65,189	82,753	65,2	15	61,393	89,430	*	*	Up	*
DOP	1a	reports - on time FALSEcompletion (%)	NA	77.00%	86.00	0%	81.00%	87.00%	*	*	NA	Up
		Adopted highway miles that receive a service										•
DOT	1b	FALSE rating of good (%)	99.40%	98.90%	94.30		95.10%	100.00%	*	*	Neutra	•
DOT DOF	3a 4a	FALSE- Ridership (000) FALSECases closed	21,399 NA	21,068 NA	21,9 <sup>-</sup> NA	11	23,067	23,920 156	311*	*	Up NA	Up *
		Fire safety education				=				*		*
FDNY	1a	FALSEpresentations Average monthly violation rate for juvenile	8,184	8,612	9,497	/	9,876	9,295			Up	
DOP	2a	TRUE probationers (%)	2.70%	3.00%	2.70		3.00%	3.50%	3.00%	3.00%	Up	Down
QPL	NA	FALSEReference queries (000)	•	4,351	2,95		3,443	3,705	4,000	4,200 *	Down	Up
HPD	4a	FALSE– Vouchers issued Safety surfaces rated	1,404	1,138	2,960	)	2,999	2,334	*	*	Up	Up
DPR	1a	TRUE acceptable (%) Incidents of use of force	93%	94%	95%		95%	94%	95%	95%	Neutra	alUp
DOC	1b	FALSEadolescent inmates 800 MHz network	71	5	624	378	1	594	531*	*	Down	Down
DoITT	1a	FALSEtransmissions (000)	2,866.00	3,621.70	2,93	5.70	3,187.20	2,816.10	*	*	Neutra	al*
DoITT	1b	Average time to resolve all service incidents TRUE (days)	1.	8	1.2	1.3	l	1.6	1.5	3	3Neutra	alDown
		Construction projects										
DDC	1a	FALSEcompleted Average time to resolve service incidents - High	11	7	122	125		135	129	104 1	03Up	*
DoITT	1b	FALSE(days)	1.	4	0.5	0.4		0.8	0.7	0.2	0.2Down	Down
		Adult probationers arrested citywide as a										
		percentage of the NYPD										
DOP	2a	arrest report (monthly	2.80%	2.90%	3.10	o/	3.30%	3.30%	0.60%	2.60%	l In	Down
DOP	Za	TRUE average) Enrollment in STEM	2.00%	2.90%	3.10	70	3.30%	3.30%	2.60%	2.00%	Up	Down
		disciplines at CUNY										
CUNY	NA	TRUE community colleges  Discharges from Close to	12,819	13,452	14,44	46	14,698	15,053	15,000	15,000	Up	Up
		Home placement	J									
ACS	3a	(dispositional order FALSEcomplete)	NA		222	260	1	227	182*	*	NA	*
7.00	υα	<ul> <li>SSI households</li> </ul>				200	'	LLI	102		14/4	
HRA	1b	receiving SNAP benefits FALSE(000)	252.	7 2	49.2	244.2	<u> 2</u>	42.1	242.2*	*	Neutra	al*
		Patrol summonses								*		_
TLC	1c	FALSEissued to drivers  Youth admitted to	NA	24,921	33,7	14	39,833	34,725	^	•	NA	^
		detention with previous										
ACS	3c	admission(s) to detention TRUE (%)	า 60.50%	60.90%	63.30	0%	61.00%	64.00%	*	*	Neutra	al*
		Total library attendance										
QPL	NA	TRUE (000) Hazard complaints	11,888	11,191	11,28	37	11,247	11,223	12,000	12,360	Neutra	alUp
		resolved within one day										
FDNY	1a	TRUE (%)	65%	59%	79%		85%	87%	85%	85%	Up	Up
BPL FDNY	NA 1b	FALSEActive library cards (000) FALSETotal fire company runs		1,054,75	761 52 - 1 138	696 3,509	1,175,11	630 4 1,164,94	646* .n *	*	Down Up	*
1 DIVI	10	Total records disposed by City government	000,010	1,001,70	,,,,,,,	5,000	1,170,11	1,101,01			ΟÞ	
DORIS	2c	FALSEentities (cubic ft.)  Building permits issued -	NA	NA	NA		59,232	117,247	*	*	NA	Up
DOB	1a	FALSERenewals	41,230	44,538	44,77	74	52,244	56,183	*	*	Up	*
NYCEM	2a	Ready New York FALSEwebpage views	NA	NA	15,44	43	81,570	42,674	*	*	NA	*
HRA	6a	E-mails responded to in FALSE14 days (%)	95.50%	96.20%	93.50	0%	92.90%	93.20%	90%	90%	Neutra	alUp
HPD	1a	<ul> <li>Emergency complaints</li> <li>FALSEclosed</li> </ul>	364,049	363,995	346,6	503	339,524	334,143	*	*	Neutra	al*
	-	General health care cost		,	-,-		,	, -				
ACS	3b	per youth per day, TRUE detention (\$)	\$60	\$62	\$80		\$121	\$163	*	*	Up	*

DOT	7b		Percent meeting time to first action - Street Light Condition - Street Light Out (10 days) Adult patients discharged	99%	93%	!	99%	98	8%	98%	98%	% 98%	Neutra	h *
			with a principal psychiatry diagnosis who											
NYCHH	1a		Completed customer	6.50%	7.40%	<b>6</b>	7.40%	6	.80%	7.10%	8.50	0% 8.50%	Neutra	alDown
HPD	5a	FALSE	requests for Einterpretation For-hire vehicle (FHV) safety and emissions	1,611	1,053		1,526	1,	,202		969*	*	Down	*
TLC	1b	FALSE	inspections conducted at	39,634	40,49	8 4	47,176	4	9,949	69,390	*	*	Up	*
HRA	1a	FALSE	recurring assistance		352	331.3	3	351.7	36	61.4	356.9*	*	Neutra	ıl*
DOB	2c		Construction-related     accidents		173	207		314		500	611*	*	Up	Down
HPD	5b	FALSE	Percent meeting time to close - Heating (5 days) Inspected stores		83%		82%		2%	88%	78%	% 78%	Neutra	
DCA	1b		complying with tobacco	91%	92%	!	92%	9:	3%	89%	90%	% 90%	Neutra	alUp
DoITT	1b		service incidents - Medium (days) End-to-end average		1.4	1		1		1.2	1.2	3	3Down	Down
			response time to non- critical crimes in progress											
NYPD CCHR	1c 1a	TRUE	Cases filed Average time to	15:58	15:03 522	497	16:17	697	7:21 !	17:58 908	* 806*	*	Uр Uр	Down *
DOI	1b		complete an investigation (days) Filing of enforcement		163	160		193		145	152	180	180Neutra	alDown
LAW	3a	FALSE	Total public service	95%	94%	!	94%	9:	5%	96%	85%	% 85%	Neutra	alUp
DPR	2b	TRUE	Average time from	120,791	77,72	7	85,214	9	0,217	74,247	*	*	Down	*
FDNY	3a		inspection request until inspection (days) - Fire alarm inspections Average response time to serious crimes in		32	32		32		45	60*	*	Up	Down
NYPD	1c	FALSE	progress (dispatch and travel time only) (minutes)		6.5	6.8		8.2		8.1	6.8*	*	Up	Down
NYPD	1a	TRUE	School safety - Major felony crime Boro Taxi safety and		699	654		614	!	532	504↓	1	Down	Down
TLC	1b	FALSE		NA	11,20	2 :	20,024	2	0,676	17,002	*	*	NA	*
FDNY	4a		<b>3</b> ( )	85%	97%	;	37%	5	4%	48%	*	*	Down	Up
DOHMH	3c		Initial pest control inspections (000)		95	94		97		98	146*	*	Up	*
CCRB	1b	TRUE	Average mediation case completion time (days) OATH Hearings by		284	225		170		93	99	120	120Down	Down
OATH	2a		Recreation centers rated	11.90%	11.60	%	13.80%	10	6.70%	15.50%	*	*	Up	*
DPR	1a		Cumulative estimated reduction in greenhouse	100%	98%		100%	10	00%	99%	93%	% 95%	Neutra	alUp
DCAS	5b	TRUE	gas emissions from all energy projects (metric tons) Value of Lower Manhattan Energy Program savings for	11,846	19,73	9 (	60,723	7:	5,182	119,015	79, <sub>4</sub>	451 170,82	23 Up	Up
SBS	1b	FALSE	active commercial tenants (cumulative)	\$17,418	\$14,5	46	\$12,433	s .\$	10,028	\$7,905	*	*	Down	*
DYCD	4a		Value of agency	\$275,789			\$478,78		548,747		) *	*	Up	*
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			Applications filed with											
			the United States Citizenship and											
HRA	Ą	5a	FALSEImmigration Services E-mails responded to in	NA	NA		1,548		1,415	2,477	*	*	NA	*
DDO	3	2a	FALSE14 days (%) Parking tickets issued	91%	94%		95%		86%	90%	90%	90%	Neutra	alUp
DOI	F	2a	that are dismissed within FALSE90 days (%) Completed risk-based	14.10%	13.70	%	13.20%		12.90%	12.60%	*	*	Down	Down
FDN	NΥ	1a	inspections performed by FALSEuniformed personnel Capital projects completed within budget	NA	42,600	3	43,537		41,671	43,619	*	*	NA	*
DPF	₹	3a	FALSE(%) Number of unique	77%	78%		86%		88%	87%	85%	85%	Up	Up
	CHH		TRUE patients	1,169,326	3 1,176,	,275	1,172,40		1,168,663		<b>↑</b>	1	Neutra	alUp
DEF		2a	FALSEWater main breaks Beacon programs' enrollment as a percentage of the minimum annual target	2	106	513		563			424*	*	Neutra	alDown
DYC		1a	FALSE(%)	156%	110%		110%		100%	100%	100%	100%	Down	Up
TLC DHS		1d 3a	FALSE– New licenses issued FALSE– subsidized	17,764 NA	19,99 <sup>-</sup> NA	1	34,981 3,085		29,870 3,885	35,764 3,770	*	*	Up NA	Up
			Average time to resolve service incidents -											
Dol	_	1b	FALSECritical (days) Jail-based arrests of		0.8	0.		0.7		0.4	0.4		0.1Down	
DO( BPL		1a NA	FALSEInmates FALSEComputers for public use	1,413	798 1,436	99	1,436		1,538 1,633	1,126 1,772	1,673	* 2,600	Up Up	Down Up
LAV	٧	1c	Cases pending in federal TRUE court	1,711	1,659		1,652		1,649	1,363	1,700	1,400	Down	Down
CCF		3a	FALSECORE facility rating Initial social service tenant contacts conducted within five	,	81	100		98		100	98*	*	Up	Up
NYC	CHA	3a	TRUE days of referral (%)	64%	68%		80%		86%	72%	76%	76%	Up	Up
			EarlyLearn - Fiscal Year Spending per Child based on Average Enrollment in Contract											
ACS	5	2a	FALSECenters Crime victims referred for community-based	\$14,568	\$14,30	02	\$15,598		\$16,754	\$19,755	*	*	Up	*
LAV		2a	FALSEservices (%) Total cases commenced	36%	46%		50%		53%	46%	40%	40%	Up	Up
LAV		1a	TRUE against the City	9,528	9,045		9,922		9,507	8,141	*	*	Neutra	
TLC	,	1b	FALSE- Re-inspection (%)  - Cleanliness of small parks and playgrounds	NA	13.009	%	12.80%		12.40%	10.40%			NA	Down
DPF	7	1a	FALSE(%)	89%	91%		91%		91%	92%	*	*	Neutra	alUp
CCF	RB	1a	Average age of open FALSEdocket (days) Total days all children	1	147	13	5	106	;	74	80*	*	Down	Down
ACS	3	1c	FALSEspent in foster care  Median complaint	5,502,471	1 4,976,	,399	4,710,11	6	4,379,682	2 4,065,826	*	*	Down	Down
DCA	Ą	1a	TRUE processing time (days)  Adult supervision cases -		21	20	0	27	•	28	27	28	28Up	Down
DOI	Р	2a	FALSEend of period  Mediation satisfaction	23,886	23,80	5	21,831		21,153	20,404	*	*	Down	*
CCF	RB	1b	TRUE rate (%) Dismissals and	97%	90%		90%		88%	88%	94%	94%	Neutra	alUp
LAV	V	1c	FALSEdiscontinuances Inmates with a serious mental health diagnosis	2	264	17	3	228	3 2	243	280*	*	Up	Up
DO	С	1c	FALSE(% ADP)  Cases pending in state	9.50%	10.209	%	11.10%		11.00%	10.30%	*	*	Neutra	al*
LAV	V	1b	TRUE court  - Street trees removed  (in response to service	17,884	19,039	9	20,059		21,452	20,667	21,500	22,700	Up	Down
DPF		2a	FALSErequest)	9,765	10,525		10,702		12,821	3,997	*	*	Down	*
HRA	Д	2b	FALSETotal WeCARE cases Eligible projects with completed post-	33,280	29,138	8	46,510		49,637	38,016	*	*	Up	*
DD(	C	1c	FALSEconstruction surveys (%) Percent of students who successfully completed approved rigorous	42%	47%		28%		56%	53%	*	*	Up	Up
DO	E	3b	FALSEcourses or assessments	44.00%	46.009	%	46.00%		47.40%	NA	48.40%	50.40%	S NA	Up

		Total summonses received from the issuing	1								
0.4.7.1	•	agencies at the OATH		704040	750 500	000 000	044.000				_
OATH	2a	FALSEHearings Division Letters responded to in	594,329	,	,	,	,	*	*	Up	*
OATH	3a	FALSE14 days (%)  - Overall condition of	99.70%	100%	100%	100%	100%	*		Neutra	·
DPR	1a	FALSElarge parks (%) Ultimate cost of insurance losses as % or	74% f	77%	78%	79%	79%	Ŷ	^	Neutra	ılUp
SCA	1d	construction value (per FALSEcalendar year) Emergency room revisits	6.97%	4.66%	6.62%	3.47%	NA	*	*	NA	Down
NYCHH	1a	for adult asthma patients TRUE (%)	6.00%	6.20%	6.10%	6.20%	6.90%	5.00%	5.00%	Up	Down
DSNY	За	Missed recycling FALSEcollections (%)	3.30%	0.00%	0.00%	0.10%	0.10%	*	*	Down	*
		Families placed in the shelter services system according to their youngest school-aged child's school address									
DHS	2a	FALSE(%) Violations admitted to or upheld at the	70.50%	65.40%	52.90%	51.80%	50.40%	85.00%	85.00%	5 Down	Up
BIC	2a	Environmental Control FALSEBoard (%) Violations admitted to or upheld at the	88.50%	94.00%	99.40%	98.30%	100.00%	*	*	Up	Up
DEP	6a	Environmental Control FALSEBoard (%) Value of goods and	88.20%	89.70%	90.90%	93.80%	92.80%	*	*	Neutra	ılUp
DCAS	4b	services purchased FALSE(\$000,000)	\$1,118	\$1,191	\$1,169	\$1,353	\$1,504	*	*	Up	*
CCRB	1b	Civilians who accepted FALSEmediation (%) Mediated complaints resolved to the	57%	51%	48%	45%	45%	*	*	Down	Up
DCA	1a	satisfaction of the business and consumer TRUE (%) Percent meeting time to first action - Consumer	62%	62%	62%	64%	67%	62%	62%	Neutra	ılUp
DCA DOE	5b 5a	Complaint - Overcharge FALSE(4 days) FALSE- Elementary school (\$) Students in schools that exceed capacity -	96% \$19,701	71% \$20,398	82% \$21,328	93% \$23,332	98% ! NA	85% *	85% *	Up NA	*
DOE	4a	Elementary/middle FALSEschools (%) Average length of stay	29.00%	31.00%	54.00%	54.00%	NA	*	*	NA	Down
DHS	3a	for adult families in TRUE shelter (days) Percent meeting time to first action - For-hire		469	515	534	563	550↓	1	Up	Down
TLC	3b	Vehicle Complaint (14 FALSEdays)	88%	96%	61%	88%	94%	90%	90%	Neutra	ıl*
DCLA	1b	Capital projects initiated TRUE (%) Children in foster care	63%	42%	85%	96%	99%	66%	66%	Up	Up
ACS	1c	TRUE (average) Individuals receiving	12,958	11,750	11,098	9,926	8,960	$\downarrow$	$\downarrow$	Down	Down
HRA	4a	TRUE HASA services  Letters responded to in	32,442	32,288	32,110	31,693	33,526	*	*	Neutra	ıl*
NYCEM	3a	FALSE14 days (%)  Work without a permit complaints where access was obtained and	99%	100%	100%	100%	100%	*	*	Neutra	ılUp
DOB	2a	violations were written FALSE(%) Private sector jobs in	43.90%	32.70%	33.30%	29.50%	29.90%	*	*	Down	*
EDC	3a	innovation industries (%) FALSE(calendar year)	14.50%	14.60%	14.70%	14.80%	14.70%	*	*	Neutra	ılUp
DOE	5a	Accidents in schools - FALSEpublic Average number of adult		513	631	669	730	725*	*	Up	Down
DHS	2a	families in shelters per TRUE day CORE customer	1,723	1,866	2,110	2,212	2,461	$\downarrow$	$\downarrow$	Up	Down
DCAS	2a	experience rating of FALSEfacilities (0-100)		90	96	94	100	97	90	95Neutra	ılUp

		Public wholesale market								
BIC	2b	FALSEapplications approved		85	68	49	62	121*	*	Up Up
DOC	1a	FALSESearches	247,868	251,343	255,776	237,757	246,822	*	*	Neutral*
222		Monuments receiving	000/	000/	202/	222/	050/		*	
DPR	1a	FALSEannual maintenance (%)		63%	63%	69%	65%	07.500/		NeutralUp
NYCHA		TRUE Rent collection (%)	94.40%	94.60%	94.90%	94.90%	93.70%	97.50%	97.50%	NeutralUp
HPD	2a	FALSE– New construction starts New York City Industrial	SINA	2,778	8,562	6,297	7,705	8,000	8,600	NA *
		Development Agency								
		projects - Contracts								
EDC	3b	FALSEclosed		20	21	14	14	7*	*	Down Up
		Claims filed within 60								
LIDA	E a	days of the close of the	00.000/	100.000/	100.000	/ 100.000	/ 100.000/	*	*	Nautrall la
HRA	5a	FALSEexpenditure month (%) Escapes from secure	99.00%	100.00%	100.00%	6 100.00%	6 100.00%	-		NeutralUp
ACS	3a	TRUE detention		0	0	0	0	0	0	0NeutralDown
,,,,,	- Cu	Full investigations as a		· ·	ŭ	· ·	ū	· ·		0.100
		percentage of total cases	3							
CCRB	1a	TRUE closed (%)	32%	32%	39%	38%	34%	40%	40%	Up Up
		Average time to conduct								
		a safety and emissions inspection of a FHV								
TLC	1d	TRUE (hours:minutes)	0:56	1:00	0:57	0:49	1:09	1:00	1:00	Up Down
0		Annual tuition at CUNY	0.00		0.01	00				ор
		senior colleges (full-time								
CUNY	NA	FALSENYS resident)	\$5,730	\$6,030	\$6,330	\$6,330	\$6,530	*	*	Up *
		Cases referred to the								
CCHR	1a	Office of Administrative FALSETrials and Hearings		59	47	89	21	21*	*	Down *
COLIII	ıa	Letters responded to in		39	47	09	21	21		DOWN
		14 days (%)								
CCHR	3a	FALSE	100%	100%	100%	98%	100%	*	*	NeutralUp
QPL	NA	TRUE Circulation (000)	17,470	15,759	13,587	13,091	12,784	13,500	13,500	Down Up
DPR	5a	FALSEPayout (\$000)	\$24,342	\$16,760	\$12,690	\$13,079	\$16,104	*	*	Down Down
		Private investment								
EDC	3b	leveraged on closed FALSEprojects (\$000,000)	\$1,710.5	0 \$5,189.0	0 \$3,596.2	20 \$942.20	\$104.10	*	*	Down Up
LDO	JD	Students in the	ψ1,710.5	υ ψυ, 10υ.υ	υ ψυ,υυυ.2	20 ψ3+2.20	ψ10-4.10			Down Op
		graduating class taking								
		required Regents								
DOE	1a	FALSEexaminations (%)	76.20%	76.70%	77.30%	76.50%	NA	77.60%	78.50%	NA Up
DOF	1a	FALSE– Paid on time (%)	94.80%	95.00%	95.30%	96.10%	97.10%	*	*	NeutralUp
		Families entering child								
ACS	1b	welfare specialized teen FALSEpreventive services	NA	1,572	1,570	1,463	1,136	*	*	NA Up
DOE	1a	TRUE – Grade 3					25.7	25.4 25.	2 24	4NeutralDown
NYPD	1a	FALSE– Felonious assault	7,420	8,335	7,771	7,986	8,082	*	*	NeutralDown
NYPL-			, -	-,	,	,	-,			
Researc	chNA	TRUE Program attendance	87,990	70,192	92,206	100,330			102,000	Up Up
DSNY	4a	FALSESnowfall (total inches)					31.8	30.5*	*	Down *
DEP	2a	FALSECatch basins cleaned	31,097	29,730	31,086	30,778	51,816	*	*	Up *
HPD	1b	<ul> <li>Emergency violations</li> <li>FALSEissued</li> </ul>	78,564	77,909	75,122	72,000	81,750	*	*	Neutral*
пги	ID	Average customer in-	76,304	77,909	75,122	72,000	61,750			Neutrai
		person wait time								
DOT	7a	FALSE(minutes)	NA	NA		3	4	3*	*	NA Down
FDNY	1a	FALSEArson fires	1,831	1,766	1,719	1,605	1,653	*	*	Down Down
	_	Traffic fatalities						201		
NYPD	2a	TRUE (motorist/passengers)		93	113	90	84	63↓	Ţ	Down Down
		Average time to prepare vacant apartments								
NYCHA	1c	TRUE (days)	9	39.6	13.7	38.2	40.7	45.2 2	20 2	0NeutralDown
		Sewer backup resolution		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		00.2		.0	-	
DEP	2a	TRUE time (hours)		4.4	3.9	3.9	3.7	3.8	7	7Down Down
FDNY	1a	FALSEInvestigations	7,028	7,210	7,679	7,664	7,837	*	*	Up Up
		Six-year systemwide								
		graduation rate (%) -								
CUNY	NA	CUNY associate degree TRUE students	30.10%	31.70%	30.50%	31.80%	32.20%	33.00%	33.00%	NeutralUp
JUNI	1471	City projects (non-	50.10/0	01.70/0	00.00 /0	01.00/0	UL.LU /0	00.00 /0	55.50 /6	Hodifalop
DCP	3a	FALSEzoning) certified/referred	NA		62	47	50	70*	*	NA *
		Catch basins								
DEP	2a	FALSEsurveyed/inspected (%)	30.00%	31.00%	31.40%	31.70%	98.30%	100.00%	100.00%	. Up *
		- Trees pruned as a								
DPR	2a	percent of pruning FALSEeligible trees	10%	12%	20%	18%	14%	*	*	Up Up
רו ⊓	۷a	Average wait time to	10 /0	1670	ZU 70	10%	1470			op op
		speak with a customer								
CCHR	3a	FALSEservice agent (minutes)		10	10	10	11	9*	*	NeutralDown
D00	^	VINE confirmed	17.000	40 4	10.000	04 000	05.050	<b>.</b>	*	Da D
DOC	3a	FALSEnotifications	17,396	18,445	19,330	21,993	25,250	*	^	Up Up

SBS	5a	CORE customer FALSEexperience rating (0-100 Adult families receiving	)	93	95	95	98	96*	*	Neutra	alUp
		preventive services who did not enter the shelter									
DHS	1a	TRUE system (%)  Median time to complete		97.30%	91.50%	90.70%	94.00%	85.00%	85.00%	Neutra	alUp
OCME	4a	toxicology sexual assault FALSEcases (days) Site consultations by	I	27	27	43	84	23	17	17Up	Down
SBS	1a	NYC Business FALSEAcceleration inspectors Community anti-poverty		215	6781,031	1,052	2,163	*	*	Up	Up
		program participants achieving target outcomes designated for clients in each program									
DYCD	3a	TRUE area (%)	60%	61%	67%	64%	64%	60%	60%	Neutra	alUp
LAW	1b	<ul> <li>Cases pending on trial</li> <li>FALSEcalendar</li> <li>Pay phone inspections</li> </ul>	2,256	2,260	2,255	2,425	2,441	2,500	2,600	Neutra	
DoITT	4a	FALSEconducted	9,286	9,491	10,571	9,123	8,219	*	*	Down	*
DSNY	2a	Refuse tons per truck- TRUE shift		9.9	9.6	9.5	9.7	9.6 10	).7 10	0.7Neutra	al*
DOF	2b	Summonses adjudicated FALSE(000) Asset management - Co-	1,719	2,072	2,082	2,037	1,988	*	*	Up	*
HPD	3a	op buildings in portfolio	1,069	1,151	1,207	1,217	1,235	*	*	Up	*
		Capital expenditures (\$000,000) (excludes asset management and									
EDC	1a	FALSEfunding agreements) E-mails responded to in	\$365.00	\$296.30	\$253.20	\$303.40	\$217.50	*	*	Down	*
DOF	7a	FALSE14 days (%)  Certified residential beds		86%	83%	71%	73%	85%	85%	Down	Up
DYCD	1b	for runaway or homeless FALSEyouth		247	329	337	441	465*	*	Up	*
DPR	2b	FALSE Tree emergencies Segment one incidents (cardiac arrest and	50,775	14,449	17,835	20,462	21,155	*	*	Down	*
FDNY	2b	FALSEchoking)	23,538	24,985	29,719	33,096	32,261	*	*	Up	*
DHS	3a	FALSE– subsidized Restitution awarded	NA	NA	4,527	5,365	5,424	*	*	NA	Up
DCA	1a	FALSE(\$000) Enforcement actions taken: Total warning	\$7,223	\$3,588	\$6,189	\$3,472	\$2,291	*	*	Down	*
LPC	1c	letters, NOVs, and stop FALSEwork orders issued	1,030		9931,014	1,221		937*	*	Neutra	al*
DCA	4a	Employees receiving FALSErestitution IDNYC - total number of	NA	NA		9713,675	3,552	*	*	NA	*
HRA	5a	FALSEcards issued	NA	NA	334,794	544,083	238,737	*	*	NA	*
NYPD	1a	FALSE– Murder  Cumulative estimated  avoided energy cost fron	1	0	1	0	0	0*	*	Down	Down
DCAS	5b	all energy projects TRUE (\$000,000)	\$4.27	\$7.06	\$19.52	\$26.08	\$40.31	\$27.22	\$56.81	Up	Up
20110	0.0	Units of supportive housing available to persons with serious	<b>↓_</b> .	ψ.100	Ψ.σ.σΞ	Ψ=0.00	Ψ.σ.σ.	Ψ===	φοσιο.	op.	ο <sub>Γ</sub>
DOHMH	4b	FALSEmental illness (000)  Tax returns filed through		5.2	5.4	5.7	6	7.8 6	5.5	9.4Up	Up
DCA	3a	citywide Tax Credit FALSECampaign	NA	96,611	153,365	162,583	112,946	*	*	NA	Up
CCRB	1a	FALSECases closed	5,506	5,810	5,347	4,970	4,031	*	*	Down	•
DOHMH	6a	Violations admitted to or FALSEupheld at ECB (%) Play equipment rated	64.40%	57.30%	70.90%	70.00%	75.20%	*	*	Up	*
DPR	1a	TRUE acceptable (%)  Fiscal year spending per  child - Legally exempt	93%	93%	92%	95%	97%	95%	95%	Neutra	alUp
ACS	2a	(informal child care) FALSEvouchers	\$4,169	\$4,144	\$4,119	\$4,140	\$4,234	*	*	Neutra	al*
SCA	1a	New schools and TRUE additions constructed		19	11	52	29	25 :	25	10Up	*
		Average cost per lane mile resurfaced citywide	<b>4400</b> = 1						*	•	
DOT	1b	FALSE(\$)  - Construction	\$192,536	5 \$169,20	1 \$160,759	9 \$149,102	2 NA	*	^	NA	Down
DDC	1a	completed on schedule FALSE(%)	88%	84%	85%	84%	94%	82%	82%	Neutra	alUp

		Percent meeting time to close – cable complaint -									
DoITT	6b	FALSEvideo service (15 days) Number of decedents' remains transported and		96	97	96	96	86*	*	Neutra	l <b>l</b> *
OCME	2a	FALSEstored by OCME Completed requests for	9,473	10,456	10,721	10,108	10,330	*	*	Neutra	ıl*
DFTA	За	FALSEinterpretation		485	523	428	892	873*	*	Up	*
DOE	5a	TRUE – Other incidents Actions taken on work permit applications	4,350	3,811	3,975	4,092	4,361	<b>↓</b>	1	Neutra	lDown
LPC	1b	TRUE received  Workplace injuries	11,767	13,176	15,446	14,081	13,533	*	*	Up	*
DOHMH	6a	FALSEreported  - Cases closed (%) -		145	118	104	104	116*	*	Down	Down
CCHR	1a	FALSEadministrative cause	25%	21%	20%	62%	65%	*	*	Up	*
HPD	1b	FALSE- Lead Average time to close	13,615	13,046	11,132	11,625	12,774	*	*	Neutra	ıl*
LIDD	<b>.</b> .	nonemergency		445	10.1	07.0	00.0	0.4	00	0011	<b>D</b>
HPD	1a	TRUE complaints (days)			18.1	27.9	23.3	21	20	20Up	Down
DCAS	5a	FALSE– Electricity (%) Neighborhood enhancement proposals completed and	52.10%	50.40%	49.30%	51.00%	50.40%	•	•	Neutra	ll^
DCP	1a	FALSEpresented to the public		13	8	30	14	28*	*	Up	Up
DOT	1b	FALSETotal violations issued Average new school construction cost per	27,382	33,843	34,266	67,065	46,285	*	*	Up	*
SCA	1b	square foot - Early FALSEchildhood (\$) Workplace injuries	NA	NA	NA	NA	NA	*	*	NA	Down
DOT	6a	FALSEreported		411	359	390	371	331*	*	Down	Down
	ou	Expedited Certificates of No Effect issued within								Down	Down
LPC	1b	FALSEtwo business days (%) Eligible women receiving a mammogram	100%	97%	90%	99%	94%	100%	100%	Neutra	ılUp
NYCHH	1a	TRUE screening (%)  Job training programs - ratio of job placements to	73.90% )	75.60%	77.80%	76.40%	75.40%	80.00%	80.00%	Neutra	ılUp
NYCHA	3b	program graduates FALSE(current period) Total summonses	91%	73%	69%	63%	91%	*	*	Neutra	ılUp
OATH	2a	processed at the OATH TRUE Hearings Division – Full-time special	516,039	475,222	476,986	612,124	633,596	*	*	Up	*
DOE	5a	FALSEeducation (District 75) (\$ Average vendor cost of	)\$79,964	\$85,549	\$89,887	\$96,607	' NA	*	*	NA	*
DOT	1b	FALSEasphalt per ton (\$) Ratio of completed	\$76.64	\$63.24	\$58.67	\$55.43	NA	*	*	NA	Down
HPD	1a	inspections to attempted FALSEinspections (%) Mayoral agency spending on goods and	72%	78%	80%	78%	80%	*	*	Neutra	ılUp
DCAS	4a	services against DCAS FALSEmaster contracts (%) Percent meeting time to first action - Consumer Complaint -	NA	NA	41%	55%	58%	*	*	NA	*
DCA	5b	Exchange/Refund/Return FALSE(4 days)	า 97%	70%	83%	93%	98%	85%	85%	Up	*
EDC	2a	Portfolio revenue FALSEgenerated (\$000,000) Juvenile delinquency	\$180.30	\$199.40	\$192.40	\$191.20	\$191.10	*	*	Neutra	ılUp
DOP	1b	cases eligible for TRUE adjustment (%)  - Property transfer taxes	34.00%	28.00%	31.00%	28.40%	25.00%	32.00%	30.00%	Down	Up
DOF	6a	FALSEcollected (\$000,000)  Average time from inspection request until inspection (days) -	\$1,828	\$2,488	\$2,920	\$3,008	\$2,501	*	*	Up	*
FDNY	3a	FALSERangehood inspections E-mails responded to in		5	5	5	5	5*	*	Neutra	lDown
DCLA	3a	FALSE14 days (%)  City employees trained in defensive driving	86%	90%	92%	95%	89%	88%	88%	Neutra	ılUp
DCAS	7a	FALSEcitywide Curbside and	NA	2,357	15,266	7,929	7,876	8,000	8,000	NA	Up
DSNY	3a	containerized recycling TRUE diversion rate (%) Annual Section 8	15.10%	15.40%	16.00%	16.90%	17.40%	21.00%	21.00%	Up	Up
NYCHA	2c	FALSErecertifications	91.20%	92.90%	96.70%	98.00%	98.00%	*	*	Neutra	ılUp

		Medicaid recoveries and cost avoidance for fraud,									
HRA	5a	waste & abuse TRUE (\$000,000)	\$205.09	\$224.89	\$186.26	\$162.38	\$187.39	<b>↑</b>	<b>†</b>	Down	Up
DCAS	1b	New hires - Unspecified FALSE(%)  Average turnaround time to issue decision for	9.70%	11.50%	7.90%	12.90%	5.70%	*	*	Down	*
DOF	2b	parking ticket hearing-by TRUE web (days) IDNYC - number of	-	3.8	7	6.5	4.4	3.7 8	.5 8	3.5Down	Down
HRA	5a	FALSEapplications processed Average EarlyLearn	NA	NA	366,473	545,184	245,610	*	*	NA	*
ACS	2a	TRUE contract enrollment Percent meeting time to first action - DCA / DOHMH New License Application Request - General Street Vendor	30,096	30,422	30,079	30,671	30,117	31,000	31,300	Neutra	alUp
DCA	5b	License (7 days) FALSE	92%	92%	65%	78%	84%	85%	85%	Down	*
BIC	2a	Violations issued at FALSEpublic wholesale markets New library card		134	79	45	97	64*	*	Down	
QPL	NA	FALSEregistrations E-mails responded to in	100,327		171,677	103,457	101,914	*	*	Down	*
DOE	6a	FALSE14 days (%) Serious fires reaching second alarm or higher	NA	62%	64.30%	60.40%	60.10%	61.40%	61.10%	NA	Up
FDNY	1c	TRUE (%)  Average school attendance rate for children in the DHS shelter services system	7%	8%	8%	8%	8%	1	<b>1</b>	Up	Down
DHS	2a	FALSE(%)  Number of Summer  Youth Employment	83.60%	85.40%	83.90%	82.00%	82.70%	*	*	Neutra	alUp
DYCD	2a	FALSEProgram contracts In-City samples meeting water quality standards		64	98	98	100	100*	*	Up	*
DEP	1a	TRUE for coliform bacteria (%) 311 mobile app contacts	100%	100%	100%	100%	100%	100%	100%	Neutra	alUp
31	11a	FALSE(000)  Written policy and procedure recommendations to City	NA ,	NA		7051,010	1,365	*	*	NA	Up
DOI	1a	TRUE agencies  Remains identified following a disaster		564	280	370	700	498 30	00 3	00Up	*
OCME	3b	FALSE(cumulative)  Records transferred into  Municipal Records	13,639	13,979	14,202	14,308	14,370	*	*	Neutra	alUp
DORIS	2b	FALSECenter (cubic ft. )  Other revenue	47,250	20,509	27,837	6,668	4,703	*	*	Down	Up
DOF	6a	FALSE(\$000,000) Parents attending	\$661	\$685	\$717	\$738	\$798	*	*	Up	*
DOE	1b	school-based workshops FALSE(000)	;	793	785	9761,036	1,102	1,037	1,037	Up	Up
DYCD	4a	FALSEFiscal audits conducted Percent meeting time to close – public payphone complaint - damaged		310	305	290	344	345 34	45 3	45Up	*
DoITT	6b	FALSEtelephone (30 days)  Enrollment of first-time freshmen in CUNY community colleges who are recent graduates of		44	77	74	86	85*	*	Up	*
CUNY	NA	FALSENYC public high schools Median time to complete		12,758	13,790	13,769	13,589	*	*	Neutra	al*
OCME	1b	TRUE autopsy reports (days)  — Revenue generated from auto auctions		50	56	77	69	57 6	60	60Up	Down
DCAS	3a	TRUE (\$000)  Violations admitted to or upheld at the	\$7,630	\$7,957	\$6,254	\$9,770	\$7,732	\$6,492	\$6,692	Up	*
DOB	2b	Environmental Control TRUE Board (%)	79.40%	82.10%	84.50%	85.20%	81.70%	80.00%	80.00%		•
DCAS	1b	TRUE New hires - Female (%) Average response time to agency requests for	44.40%	42.80%	46.30%	40.70%	47.00%	*		Neutra	
DORIS	2a	TRUE inactive records (days) Arrests resulting from		1.2	1	0.9	1.2	1.2	2	2Up	Down
DOI	1b	TRUE DOI investigations		840	516	499	551	765*	*	Neutra	al*

CCHR	3a	CORE customer FALSEexperience rating (0-100) Active medallion vehicles		94	97	98	100	98*	*	Neutra	alUp
TLC	1a	with hearing induction FALSEloops Percent meeting time to	NA		312	6681,410	2,205	*	*	NA	Up
DSNY	6b	close – Literature Request - Blue Recycling FALSEDecals (7 days)	)	100	100	100	100	100*	*	Neutra	al*
		End-to-end combined average response time to life-threatening medical emergencies by ambulances & fire companies									
FDNY	2a	FALSE (minutes:seconds)	NA	NA	8:18	8:17	8:09	*	*	NA	Down
BOE	NA	Voter complaints FALSEregarding poll workers Average time to resolve all video cable		434	422	446	304	721*	*	Up	Down
DoITT	3a	FALSEcomplaints (days) Number of fines		13	14	13	13	14*	*	Neutra	alDown
DCA	1c	collected within 45 days TRUE of assessment (%) E-mails responded to in	84%	81%	82%	89%	70%	80%	80%	Neutra	alUp
TLC	3a	FALSE14 days (%) Eligible families seeking shelter at Prevention Assistance and Temporary Housing	75%	93%	99%	98%	99%	80%	85%	Up	Up
HRA	3b	(PATH) who entered HRA's domestic violence TRUE shelters (%) Square footage associated with executed	80.80%	78.50%	48.60%	30.50%	30.40%	*	*	Down	*
DCAS	2c	lease-in agreements FALSE(000) Requests for stored		9691,957	1,712	3,011	1,724	*	*	Up	*
DORIS	2a	records processed within FALSE48 hours (%) Average family child care	92.00%	98.00%	100.009	% 94.00%	91.00%	*	*	Neutra	alUp
ACS CCRB	2a 1c	TRUE voucher enrollment FALSE– Cases closed by plea	21,503 NA	21,507 NA	22,177	24,119 57	24,786 60	* 63*	*	Up NA	*
HPD	1b	FALSE– Cases settled Violations admitted to or upheld at the Taxi and Limousine Tribunal at the Office of Administrative	3,301	4,802	4,827	4,308	5,056	*	*	Up	*
TLC DOT	1c 3a	FALSETrials and Hearings (%) FALSE- Trips (000)	83.00% NA	85.40% 9,409	91.50% 8,765	90.90% 12,234	94.50% 14,981	*	*	Up NA	Up Up
BPL	NA	FALSEWireless sessions Letters responded to in	297,661	412,437	424,463	510,172	554,945	535,681	582,692		Up
LPC DEP	2a 5a	FALSE14 days (%)  Average days to close TRUE asbestos complaints	88%	94% 0.29	85% 0.26	80% 0.37	85.25% 0.34	* 0.34	* 1	Neutra 1Up	alUp Down
HPD	1a	FALSE- Lead Active capital projects in	34,022	33,600	32,528	32,170	28,356	*	*	Down	
NYCHA	2a	construction phase on TRUE schedule (%)  - Value of Central	70.20%	61.00%	54.90%	94.20%	86.90%	91.10%	91.10%	Up	Up
DCAS	4b	Storehouse requisitions FALSE(\$000) Community Emergency	\$24,300	\$24,000	\$23,370	\$22,600	\$22,410	*	*	Neutra	al*
NYCEM	2b	Response Team (CERT) TRUE volunteer hours	25,913	11,704	16,299	17,430	17,779	*	*	Down	*
ACS	3a	Non-secure detention - FALSEADP Personal care services -	1	15.9 1	03.5	74.4	64.9	49.6*	*	Down	Down
HRA	4a	average weekly billable TRUE hours End-to-end average response time to life- threatening medical emergencies by fire companies		49.9	48.1	43.6	43.6	46.1*	*	Down	*
FDNY	2a	FALSE(minutes:seconds) Cases successfully	6:51	7:02	7:11	7:20	7:27	*	*	Neutra	alDown
CCHR	1a	FALSEmediated FHV safety and emissions inspections		5	21	0	0	0*	*	Down	Up
TLC	1b	completed on schedule FALSE(%)	99.80%	99.90%	99.80%	100.00%	% 96.90%	*	*	Neutra	alUp

			Average breakfasts												
	OOE	5a	FALSEserved daily Collisions involving DOT	221,519	224,377	•	226,572		244,666	268,286		*	*	Up	Up
	TOO	2a	FALSEvehicles	45	52	461	3	344	. 3	370	46	5*	*	Neutra	lDown
			New applicants for HIV/AIDS Services												
			Administration (HASA)												
F	HRA	4a	FALSEservices E-mails responded to in	5,491	5,385		5,033		5,045	6,862		*	*	Up	*
	31	12a	FALSE14 days (%)	100%	100%		100%		100%	96%		*	*	Neutra	ı <b>l</b> *
١	NYCHA	1b	TRUE Elevator related fatalities Average mandated		0	0	)	1		2	(	D\$	1	Up	Down
A	ACS	2a	children voucher TRUE enrollment	56,649	54,852		55,000		54,761	53,723		*	*	Neutra	ı <b>l</b> *
	DYCD	1a	FALSECalls to Youth Connect	36,867	34,191		47,281		55,538	55,306		48,000	60,000	Up	Up
١	NYCHA	1b	Management cost per FALSEdwelling unit (\$)	\$1,012	\$913		\$893		\$875	\$950		\$875	\$875	Neutra	ıl*
Г	OCAS	7a	Collisions involving City FALSEvehicles citywide	NA	5,886		5,726		6,344	6,363		*	*	NA	Down
_		, u	Average days to issue initial Cultural Development Fund (CDF) payments after complying with all City		0,000		0,720		0,011	0,000					20
	OCLA	1a	TRUE requirements		6	8	3	11		4	(	6	7	7Down	Down
H	HRA	6a	Completed requests for FALSEinterpretation	1,016,101	1,116,88	36	909,712		989,229	1,271,049	)	*	*	Up	*
(	OCME	5a	E-mails responded to in FALSE14 days (%)	100%	100%		100%		100%	100%		*	*	Neutra	ıllın
			Number of WeCARE									+	*		-
r	HRA	2b	TRUE federal disability awards Total library attendance	3,739	2,950		3,141		3,227	3,613		•	•	Neutra	ll"
E	3PL	NA	TRUE (000) Supplemental Nutritional Assistance Program (SNAP) cost avoidance	10,067	8,432		8,699		8,686	8,382		9,120	8,466	Down	Up
H	HRA	5a	for fraud and abuse FALSE(\$000,000)	\$29.60	\$29.60		\$30.00		\$28.50	\$29.30		*	*	Neutra	ılUp
_	OOE	5a	Teachers hired to fill FALSEprojected vacancies (%)	100 00%	100.00%	<u>/</u>	100.00%		100.00%	100.00%		100 00%	100.00%	Noutra	.1*
	JOL	Ja	Residents approved for	100.00 /8	100.00 /	0	100.00 /6		100.00 /6	100.00 /6		100.00 /6	100.0076	Neutre	u
١	NYCHA	3a	the Emergency Transfer FALSEProgram	93	37	808	8	315	9	9311,070		*	*	Up	*
			Individuals in the assisted outpatient												
			mental health treatment												
	OHMH	4b	FALSEprogram Samples testing positive	1,289	1,388		2,176		2,236	2,368		*	*	Up	*
[	DEP	1a	FALSEfor coliform bacteria (%) Percent meeting time to first action - Sewer Maintenance - Sewer	0.30%	0.30%		0.30%		0.50%	0.30%		*	*	Up	Down
	DEP	7b	FALSEBackup (0.25 days)	84%	86%		89%		90%	88%		85%	85%	Neutra	ıl*
	DEP	2a	Sewer backup FALSEcomplaints received	14,911	11,637		11,435		10,469	12,134		*	*	Down	*
г	OOE	1a	Average class size - TRUE Kindergarten	23	1 '	22.8	. 2 <sup>.</sup>	2.9	2	2.6	22	2 22. <sup>-</sup>	1 2	1Neutra	lDown
-	JOL	ıu	Total savings	20		22.0				2.0				Tivodire	ii DOWII
	OCA	3a	accumulated (\$) FALSE(cumulative)	\$1.995.846	\$ \$2.987.9	936	\$3.596.83	36	\$4.094.32	24 \$4,326,48	35	*	*	Up	Up
	PR	2a	FALSETrees removed  - Projected net City tax revenues generated in	22,920	16,586		15,964		16,505	15,749		*	*	Down	•
E	EDC	3b	connection with closed TRUE contracts (\$000,000)	\$576.40	\$1,370.4	40	\$1,435.60	)	\$312.60	\$58.30		<b>↑</b>	<b>†</b>	Down	Up
(	OCME	1a	FALSEDeaths reported  New hires - Native	27,265	27,505		27,984		27,674	28,940		*	*	Neutra	l <b> </b> *
	CAS	1b	TRUE American (%)	0.40%	0.40%		0.40%		0.40%	0.50%		*	*	Up	*
E	3PL	NA	TRUE Circulation (000)  Percent meeting time to first action - Traffic  Signal Condition -	17,461	15,731		15,205		14,933	14,447		14,993	14,400	Down	Up
[	ТООТ	7b	FALSEController (0.1 days)  - Construction  completed on schedule	71%	72%		73%		74%	75%		80%	80%	Neutra	l <b>*</b>
	DDC	1a	FALSE(%)	80%	88%		92%		91%	85%		82%	82%	Neutra	ılUp
N	NYPD	1a	Gang motivated FALSEincidents	26	64	225	3	328	3	349	350	0*	*	Up	*
F	HRA	2c	Total new child support FALSEorders obtained	17,981	20,286		20,351		19,579	18,645		*	*	Neutra	ılUn
'				,	_0,_00		,		-,0.0	. 5,5 10					- P

		Families with children									
DUO	0-	receiving public	.) 07 700/	04.000/	05 400/	04.000/	04 500/	00.000/	05.000/	Marita	_ !*
DHS BPL	2a NA	FALSEassistance (average) (% FALSEProgram sessions	38,247 38,247	81.80% 41,094	85.40% 47,100	81.60% 62,162	81.50% 69,912	80.00% 66,475	85.00% 73,408	Neutra Up	air Up
DSNY	1b	TRUE Lots cleaned citywide	3,607	2,997	3,206	3,638	3,399	3,200	3,200	Neutra	•
		Intersections with	-,	_,-,	-,	5,555	0,000	-,	-,		
DOT	0-	accessible pedestrian		10	00	10	F0	110	75	7511	1.1
DOT	2a	FALSEsignals installed Employment application	s	19	30	18	52	116	75	75Up	Up
DCAS	1a	FALSEreceived via NYC Jobs		679,785	925,054	952,641	1,142,330	*	*	Up	Up
		Violent inmate-on-inmat	е								
DOC	1a	incidents (monthly rate TRUE per 1,000 ADP)		27.2	32.9	37.8	47.8	55.2↓	$\downarrow$	Up	Down
БОО	ıa	Subscribers to Notify		21.2	02.0	37.0	47.0	JJ.Z	*	Ор	DOWII
		NYC, CorpNet, Advance	e								
NYCEM	20	Warning System, and FALSECitizen Corps Newslette	r 100 005	237,740	310,072	415,203	559,928	*	*	Up	*
INTOLIN	20	Student Enrollment as of		237,740	310,072	415,205	559,920			υþ	
		October 31 in full day									
DOE	1a	FALSEpre-kindergarten Children in the public	15,917	19,287	53,120	68,547	69,510	*	*	Up	*
		schools who are in									
		compliance with require									
DOHMH	1b	TRUE immunizations (%)	99.10%	99.20%	99.00%	98.80%	98.80%	99.00%	99.00%	Neutra	alUp
		Percent meeting time to first action - Overgrown									
		Tree/Branches - Hitting									
DPR	6b	FALSEBuilding (30 days)	92%	88%	57%	48%	35%	95%	95%	Down	*
		<ul> <li>Projected net City tax revenues generated in</li> </ul>									
		connection with closed									
EDC	3b	TRUE contracts (\$000,000)	\$173.60	\$250.90	\$515.60	\$411.20	\$168.80	<b>↑</b>	1	Up	Up
		Calendar days to third next available new									
		appointment - adult									
NYCHH	1a	FALSEmedicine	NA	NA		26	23	18.6	14	14NA	Down
		Patrol summonses issued for illegal street									
		hails (drivers and vehicl	е								
TLC	1c	TRUE owners)	NA	10,522	10,803	8,549	12,813	*	*	NA	*
		Percent meeting time to first action - Elder Abuse									
DFTA	3b	FALSE(5 days)	75%	72%	76%	67%	92%	*	*	Up	*
DOHMH	3с	FALSEDogs licensed (000)		79	85	83	85	84.6	05 1	05Neutra	al*
		Families with children receiving preventive									
		services who did not									
DUO		enter the shelter system		04.000/	0.4.500/	04.400/	0.4.000/	05.000/	05.000/	N1. 1.	
DHS CCHR	1a 1a	TRUE (%) FALSECaseload	93.00%	94.00% 583	94.50% 567	94.10% 6671,318	94.20% 1,643		85.00% 74 4	Neutra 74Up	aiUp *
OOTHT	ıa	Average wait time for a		300	307	007 1,010	1,040	т.	, ,	7 <del>1</del> 0 p	
		plumbing inspection							_		_
DOB	1c	TRUE (days) Resolved consumer		5.1	4.5	4.5	3.8	3.4	5	5Down	Down
DCA	1a	FALSEcomplaints	3,800	3,873	3,495	3,691	2,860	*	*	Down	*
		Patient Cycle Time -									
NYCHH	1a	Women's Health FALSE(minutes)	NA	NA	NA		76	88 (	60	60NA	Down
DOE	4a	FALSE– High schools (%)	48.00%		48.70%	47.00%	NA	*	*	NA	Down
		CORE customer									
TLC	3a	FALSEexperience rating (1-100 Annual M/WBE	0)	84	87	88	98	97	30	85Up	Up
SBS	4a	TRUE recertification rate	59.20%	60.40%	60.40%	53.40%	61.80%	60.00%	60.00%	Neutra	alUp
		Section 8 subsidized									•
HPD	4a	FALSEunits in abatement (%)	NA 10.001	3%	2%	2%	3%	*	* 4.00E	NA	Down
SCA	1a	FALSETotal new seats created Compliance inspections	,	5,380	15,210	6,241	8,676	8,084	4,005	Neutra	al
DOHMH	3с	TRUE found to be rat free (%)		50.90%	46.80%	47.80%	49.10%	<b>†</b>	<b>↑</b>	Neutra	alUp
DVCD	10	Agency assessments	1 000	1 570		7001.050		044*	*	Davin	*
DYCD	4a	FALSEcompleted Average response time	1,663	1,579		7321,356		244*		Down	
		to non-critical crimes in									
		progress (dispatch and									
NYPD	1c	travel time only) FALSE(minutes)		13.2	12	13.9	14.5	15.2*	*	Up	Down
		Average time to address	3								
DOF	4a	TRUE inquiries (days)	NA	NA	NA		9	7.8↓	$\downarrow$	NA	Down
		Average daily attendance at senior									
DFTA	1b	FALSEcenters	24,257	23,983	27,812	29,118	29,492	26,342	26,342	Up	Up

		Students in cohort graduating from high									
DOE	4.	school in 4 years (%)	00.000/	00.400/	70 500/	70.000/		74 500/	74.400/	NIA	11.
DOE	1a	TRUE (NYSED) Siblings placed simultaneously in the	66.00%	68.40%	70.50%	72.60%	NA	71.50%	74.10%	NA	Up
400	4.1	same foster home (%) FALSE (preliminary)	07.000/	00.000/	00.000/	04 400/	00.000/	*	*	Nisostass	II I
ACS	1d	Percent meeting time to	87.90%	88.20%	88.90%	91.40%	93.20%	•	•	Neutra	шр
		first action - Consumer Complaint - Non-Delivery	,								
DCA	5b	FALSEGoods/Services (4 days)  – Unconfirmed (not on		71%	82%	92%	98%	85%	85%	Up	*
DEP	2a	City infrastructure or FALSEunfounded)	10,685	8,417	8,589	7,960	9,490	*	*	Down	*
		Schools, non-profits and City/State agencies									
DCLA	1c	served by Materials for FALSEthe Arts (MFTA) COMPASS NYC	1,884	2,025	2,105	2,117	2,165	*	*	Up	Up
		programs meeting target									
		enrollment - SONYC/middle school									
DYCD	1a	TRUE (school year) (%) Percent meeting time to	93%	92%	95%	91%	95%	85%	85%	Neutra	lUp
		first action - General									
		Construction/Plumbing - Contrary/Beyond									
DOB	4b	Approved Plans/Permits FALSE(60 days)	70%	80%	81%	78%	62%	72%	72%	Neutra	.[*
БОВ	40	Average customer in-	7076	00 /6	0176	7078	OZ 76	12/0	12/0	Neutra	ı
DCA	5a	person wait time FALSE(minutes)		12	16	13	9	9 1	7	17Down	Down
CCRB	3a	Completed requests for FALSEinterpretation		525	613	591	695	744*	*	Up	*
		Patrol summonses									
		issued for unlicensed activity (drivers and									
TLC NYCEM	1c 2h	TRUE vehicle owners) FALSECERT members trained	NA	14,822 347	12,497 297	10,380 264	7,955 168	* 172*	*	NA Down	*
		Rent delinquency Rate						112			_
NYCHA	1a	FALSE(%)  Youth on youth assault	NA	NA	NA	27.70%	30.00%	^	î	NA	Down
ACS	3a	with injury rate, Close to FALSEhome placement	NA		0.14	0.12	0.1	0.13 0.0	0 0	.09NA	Down
	ou.	Abuse and/or neglect					•••	00			20
		reports responded to within 24 hours of receipt from the State Central	•								
ACS	1a	TRUE Register (%)  Average time to resolve	95.00%	98.80%	98.80%	98.60%	98.20%	100.00%	5 100.00°	% Neutra	lUp
NYCHA	1b	TRUE elevator outages (hours)		5.8	5.7	6.5	8.7	9.6 1	0	10Up	Down
		Percent of high school cohort who graduated									
		from high school and enrolled in a college or									
DOE	0-	other post-secondary	E4 000/	F0 000/	E4.000/	NIA	NIA	FF 000/	F7 C00/	NIA	I I -
DOE	3a	FALSEprogram within 6 months Total library attendance		53.00%	54.60%	NA	NA	55.60%	57.60%		Up
NYPL	NA	TRUE (000)  Closed allegations with findings on the merits	14,185	13,971	14,014	13,867	13,666	13,800	12,260	Neutra	ılUp
CCRB	1a	TRUE (%)	42%	39%	41%	46%	43%	55%	55%	Neutra	ılUp
		Average number of families served per day									
HRA	3b	in the domestic violence FALSEshelter program		755	769	786	803	841*	*	Up	*
		Average time to resolve emergency service								96	
NYCHA	1b	TRUE requests (hours)  Construction permits		13.6	11	14.7	13.1	12.1 2	24	24Neutra	lDown
DOT	1b	FALSEissued	348,051	418,245	471,688	549,495	597,358	*	*	Up	Up
		Median time to complete toxicology DUI (driving									
OCME	4a	under the influence) FALSEcases (days)		14	20	30	43	17 1	0	10Up	Down
5 CINIE		Newly certified and						'	-		
SBS	4a	recertified businesses in FALSEM/WBE Program  – Medicaid-only	1,061		9231,003	1,030	1,675	*	*	Up	Up
HRA	10	enrollees administered FALSEby HRA (000)	2,317.80	) 2,064.40	) 1,608.1	) 1,321.20	0 1,109.90	*	*	Down	*
ППΗ	1c	I ALSEUY FINA (UUU)	∠,ی۱/.۵(	<i>∠</i> ,∪04.40	ו.8טס,ו כ	J 1,321.20	5 1,109.90			וואטם	

December   Per			Average days to complete first plan review	v								
Part	DOB	1h	(Hub projects) - New		11.6	19 7	17 0	9 9	/ Q*	*	Down	Down
Part	БОВ	10			11.0	12.1	17.5	9.9	4.5		DOWII	DOWII
Part	DEP	5a			7.1	5.2	5.9	5.6	4.3	9	9Down	Down
Maintenance - Leak (17   18   18   18   18   18   18   18			S S									
Colingion in which with the part of the			Maintenance - Leak (0.7									
PMS	DEP	7b		82%	80%	80%	79%	81%	85%	85%	Neutra	al*
March   Marc	DHS	5a			48	27	58	60	46*	*	Un	Down
Adults, agest 501-, with past let in years (%)   FALSE(CY)   FA		-	Active Boro Taxis that		.0				.0		-	
Part	TLC	1a		NA		4921,240	1,393	1,485	*	*	NA	Up
Part												
ACR   Fire   Continue malireated during family foster care of the process of t			in the past ten years (%)									
ACS   TRUE care days   1   1   1   1   1   1   1   1   1	DOHMH	2b	,	68.50%	69.00%	69.90%	69.90%	68.50%	71.40%	71.40%	Neutra	alUp
ACS   1												
Part	400	<b>a</b> .			0.0	0.4		<b>5</b> 0	7.0		ELL.	5
Part   Construction Plumbing   Construction Plumbin	ACS	10			3.9	3.1	4	5.2	7.b <sup>2</sup>	1.2	5Up	Down
Part			first action - No Permit -									
Part			<u> </u>									
Part			•									
Potential Property Components   Potential Property Componen												*
March   Mar	QPL	NA	•	38,040	46,636	52,396	68,364	80,881	68,000	84,000	Up	Up
NYCH    1			ğ .									
Fire	HPD	4b		NA		8962,869	3,740	4,014	*	*	NA	*
Paralle routed and responded to in 14 days   19   19   19   19   19   19   19   1	NYCHH	1a		84.30%	86.60%	86.10%	85.70%	83.50%	85.00%	85.00%	Neutra	alUp
Pote												•
FAIL	DPR	6a		45%	38%	52%	60%	77%	60%	60%	Hn	Hn
NYCHA   Alian   Space   Average waith me to speak with a customer speak speak with a customer speak speak with a customer speak with a customer speak spe	Diff	oa	` ,	<del>1</del> 3 /0	00 /0	JZ /0	00 70	1170	0070	0070	Ор	Ор
Speak with a customer   Speak with a customer   FALSSEsrivote agent (minutes   16   19   15   13   18   18   10   10   10   10   10   10	HRA	1a		NA	6.30%	4.80%	4.00%	4.70%	*	*	NA	*
Pony   1c   Pony												
FONY   1c	NYCHA	4a			16	19	15	13	18*	*	Neutra	alDown
Part	FDNY	1c			103	97	93	88	86↓	1	Down	Down
DNA property crime cases, from evidence submission to report   139   119   188   57   63   30   30Down   Down   139   1				221,285						*		
Composition			•									
OCME         4a Fault         TRUE (days)         139         119         188         57         63         30         30Down         Down           ACS         2a FALSEChild care Solit in contract family slot in contract family slot in contract family applications approved - Waste hauling applications approved - Waste hauling applications approved - Workplace injuries Workplace injuries Workplace injuries - Children in Foster Care - Care - Children in Foster Care - Care - Children in Foster Care - Care - Children in Foster Care - Car												
Complete   Facility   Complete   Facility   Complete   Facility   Complete   Facility   Facility	OOME	4-			100	110	100	F-7	00	00	000	D
Sold in contract family   Sold   So	OCIVIE	4a			139	119	188	57	03	30	30D0WII	DOWN
Maste hauling applications approved - gapilications - gapilication		_	slot in contract family	** ***	****	** **	40 -00	40 -0-				
Second   S	ACS	2a		\$9,329	\$9,340	\$9,347	\$9,522	\$9,537	•	•	Neutra	al^
Normal   N			applications approved -									
DHS	BIC	1b			897	642	571	807	660*	*	Down	Up
CCRB   1a	DHS	5a			82	90	122	147	189*	*	Up	Down
ACS       1c       FALSE(%)       NA       82.10%       82.50%       82.50%       82.20%       *       *       NA       Up         CCRB       1a       TRUE investigation (days)       386       324       283       162       153       120       120Down       Down         CCRB       1a       TRUE investigation (days)       386       324       283       162       153       120       120Down       Down         CCRB       1a       TRUE investigation (days)       386       324       283       162       153       120       120Down       Down         CURRE Time to notify agencies of arrest notifications for current childcare, home care and family care workers after receipt from State Division of Criminal Justice Services       5       3       8       *       *       Down       5       5       5       5       3       7       7       9       9       9       *       *       4       4       9       9       9       <												
Average time to complete a full         CCRB       1a       TRUE investigation (days) Time to notify agencies of arrest notifications for current childcare, home care and family care workers after receipt from State Division of Criminal Justice Services       324       283       162       153       120       120Down       Down	ACS	1c			82.10%	82.50%	82.50%	82.20%	*	*	NA	Up
CCRB       1a       TRUE investigation (days) Time to notify agencies of arrest notifications for current childcare, home care and family care workers after receipt from State Division of Criminal Justice Services       386       324       283       162       153       120       120Down       Down         DOI       2a       FALSE(days)       2       1       1       1       1*       *       Down       Down         FDNY       3a       FALSE(per 10,000 runs)       8.3       7.6       7.7       9.3       8.8*       *       Up       Down         Percent meeting time to first action - Senior Center Complaint (14       Percent meeting time to first action - Senior Center Complaint (14       96%       97%       99%       99%       *       *       Up       *         NYPL-       Average weekly         Resear-bNA       TRUE scheduled hours Environmental Control       46.8       46.8       46.8       51.3       51.3       51.3       53.3Up       Up												
Time to notify agencies of arrest notifications for current childcare, home care and family care workers after receipt from State Division of Criminal Justice Services  DOI 2a FALSE(days) 2 1 1 1 1 1* * Down Down Ambulance collision rate  FDNY 3a FALSE(per 10,000 runs) 8.3 7.6 7.7 9.3 8.8* * Up Down Percent meeting time to first action - Senior Center Complaint (14	CCRB	1a			386	324	283	162	153 1	20 1	20Down	Down
current childcare, home care and family care workers after receipt from State Division of Criminal Justice Services           DOI         2a         FALSE(days)         2         1         1         1         *         Down         Down <th< td=""><td></td><td></td><td>Time to notify agencies</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></th<>			Time to notify agencies									
care and family care         workers after receipt       workers after receipt         from State Division of       Criminal Justice Services         DOI       2a       FALSE(days)       2       1       1       1*       * Down       D												
Part												
Criminal Justice Services         DOI       2a       FALSE(days)       2       1       1       1       *       Down       Down       Down         FDNY       3a       FALSE(per 10,000 runs)       8.3       7.6       7.7       9.3       8.8*       *       Up       Down         Percent meeting time to first action - Senior Center Complaint (14       5       5       5       5       5       4       4       4       96%       97%       99%       99%       *       *       Up       *         NYPL-       Average weekly         ReseartNA       TRUE scheduled hours       46.8       46.8       46.8       51.3       51.3       51.3       53.3Up       Up												
DOI       2a       FALSE(days)       2       1       1       1       1*       * Down Down Down Down Down Down Down Down				3								
FDNY         3a         FALSE(per 10,000 runs)         8.3         7.6         7.7         9.3         8.8*         *         Up         Down           Percent meeting time to first action - Senior Center Complaint (14           DFTA 3b FALSEdays)         40%         96%         97%         99%         99%         *         *         Up         *           NYPL- Average weekly         ResearchNA         TRUE scheduled hours Environmental Control         46.8         46.8         46.8         51.3         51.3         51.3         53.3Up         Up	DOI	2a	FALSE(days)		2	1	1	1	1*	*	Down	Down
Percent meeting time to first action - Senior Center Complaint (14  DFTA 3b FALSEdays) 40% 96% 97% 99% 99% * * Up * NYPL- Average weekly  ResearchNA TRUE scheduled hours 46.8 46.8 46.8 51.3 51.3 51.3 53.3Up Up Environmental Control	FDNY	3a			8.3	7.6	7 7	9.3	8.8*	*	Un	Down
Center Complaint (14   DFTA 3b FALSEdays)	. = / • ·	54	Percent meeting time to					<del>-</del>			٠,٢	
DFTA         3b         FALSEdays)         40%         96%         97%         99%         99%         *         *         *         Up         *           NYPL-         Average weekly         ResearchNA         TRUE scheduled hours         46.8         46.8         51.3         51.3         51.3         53.3Up         Up           Environmental Control         Lenvironmental Control												
NYPL- Average weekly ResearchNA TRUE scheduled hours 46.8 46.8 51.3 51.3 51.3 53.3Up Up Environmental Control	DFTA	3b		40%	96%	97%	99%	99%	*	*	Up	*
Environmental Control		2014	Average weekly		40.0	40.0	40.0	E4 0	E1 0 5		•	I I
	nesearcr	INA			40.8	40.8	40.ŏ	JI.J	ວາ.ປ 51	.J 5	o.sup	υp
	DOB	2b		43,320	47,768	52,315	55,121	66,399	*	*	Up	*

HPD	1b	FALSE- Heat and hot water	12,216	12,352	10,478	8,858	10,340	*	*	Down *
DOF	4a	FALSEInquiries received  Total referrals received	NA	NA	NA		381	770*	*	NA *
HRA	4a	FALSEfor APS Peak number of ambulances in service	22,055	23,657	24,203	25,614	27,233	*	*	Up *
FDNY	2b	FALSEper day		381	392	405	426	457*	*	Up *
DOE	1a	TRUE - Grade 7 Potholes repaired -		27.6	27.1	27.3	27.1	27 26	.6 2	6NeutralDown
DOT	1b	FALSEArterial highway system Total moving violation	45,070	126,144	90,289	33,889	30,922	*	*	Down *
NYPD	2a	FALSEsummonses (000) NYC adults who bike		9991,052	1,005	1,032	1,062	*	*	Neutral*
DOT	3a	regularly (annual) TRUE (calendar year) Active construction projects: Difference between projected and	632,000	759,000	778,000	NA	828,000	1	<b>↑</b>	NA Up
DDC	1a	TRUE scheduled duration (%) Average customer in-	1.90%	2.40%	1.90%	-2.70%	2.80%	2.50%	2.50%	Down Down
DOB	1a	person wait time FALSE(minutes) Families entitled to a	NA	NA	NA	NA		27*	*	NA Down
LAW	3a	support order that get a TRUE support order (%) Percent meeting time to	65%	65%	68%	71%	70%	65%	65%	Up Up
TLC FDNY	3b 4a	first action - Request for FALSEInformation (14 days) FALSECORE facility rating	72%	90% 96	98% 99	83% 91	94% 98	60% 100*	60% *	Up * NeutralUp
CCHR	1a	<ul><li>Cases closed (%) - probable cause</li><li>TRUE determination</li></ul>	12%	8%	15%	6%	4%	*	*	Down *
DOF	2a	Tickets paid before FALSEpenalty assessed (%)	51.50%	53.10%	55.30%	55.20%	53.60%	*	*	NeutralUp
CUNY	NA	Student/faculty ratio - FALSEOverall	17:01	17:01	17:01	17:01	16:01	*	*	NeutralDown
BOE	NA	Poll worker attendance FALSEon Election Day (%)	95.60%	87.50%	84.80%	89.10%	94.10%	*	*	NeutralUp
NYCHA	2b	TRUE Occupancy rate (%) Capital projects completed on time or	98.80%	99.40%	99.50%	99.50%	99.40%	99.20%	99.20%	NeutralUp
DPR	3a	TRUE early (%) Letters responded to in	76%	72%	90%	86%	85%	80%	80%	Up Up
DOF	7a	FALSE14 days (%) Emergency Operations	91%	79%	90%	87%	91%	85%	85%	NeutralUp
NYCEM	1a	TRUE Center activations  – Children in residential		6	8	7	6	15*	*	Up *
ACS	1c	FALSEcare	1,099		923	929	859	847*	*	Down Down
DOB	4a	Letters responded to in FALSE14 days (%) Families with children	54%	49%	69%	30%	60%	57%	57%	NeutralUp
DHS	2a	entering the DHS shelter TRUE services system Customers rating service	12,306	11,848	12,671	13,311	12,595	1	$\downarrow$	NeutralDown
DOE	6a	good or better (%) (as FALSEapplicable)	96%	95%	95%	95%	95%	90%	90%	NeutralUp
		Percent meeting time to first action - Sewer Maintenance - Catch Basin Clogged/Flooding								
DEP	7b	FALSE(6 days)  Jobs professionally  certified that were	91%	90%	93%	91%	89%	85%	85%	Neutral*
DOB	1b	FALSEaudited (%)  Revocation of juveniles not resulting in	NA	NA	20.60%	20.30%	23.00%	*	*	NA Up
DOP	2a	FALSEplacement (%)	NA	NA	NA	36.00%	29.00%	*	*	NA *
FDNY	1a	TRUE Non-structural fires  – New construction	14,145	16,867	17,022	15,044	15,696	$\downarrow$	1	NeutralDown
HPD	2a	FALSEcompletions  – Children in foster	NA	2,307	3,507	4,621	5,224	6,910	6,911	NA *
ACS	1c	FALSEkinship homes Removal cost per inch of	4,461	3,929	3,636	3,223	2,762	*	*	Down *
DSNY	5a	FALSEsnow (\$000)  Rent Assistance Unit	\$1,602	\$2,330	\$2,444	\$3,283	\$3,157	*	*	Up *
HRA	3a	Emergency Assistance FALSERequests Approved (%)		66.50%	74.20%	67.60%	66.70%	*	*	NA *
DCAS	6b	<ul> <li>Fleet in-service rate for FALSEDCAS-managed fleet (%</li> </ul>		98%	98%	98%	99%	97%	98%	NeutralUp

		CUNY associate degree													
		recipients who continue their education or are													
CUNY	NA	FALSEworking (%)  Cases with mutual	92.40%	92.50%		95.30%		92.30%	!	94.20%	*		*	Neutra	alUp
CCRB	1b	FALSEagreement to mediate	2	244	446	6	394		444		373*		*	Up	Up
DOP	1b	Juvenile supervision - FALSEIntake cases received English Language	7,516	6,064		5,366		4,640	;	3,856	*		*	Down	*
		Learners testing out of ELL programs within 3													
DOE DEP	2a 5a	TRUE years (%) FALSEAir complaints received	54.00% 7,628	53.00% 7,896		61.30% 8,776		57.70% 9,858		55.50% 8,807	58.70% *	6	58.70% *	Neutra Up	alUp *
NYCHA	2c	Section 8 occupied units TRUE (vouchers)	91,892	88,529		86,167		85,224		85,175	87,000	)	87,000	Neutra	alUp
		Percent meeting time to close - Paint/Plaster -													·
HPD EDC	5b 1a	FALSEWalls (17 days) FALSEGraffiti sites cleaned	74% 10,727	70% 7,909		61% 10,295		66% 9,189		64% 9,861	69% *		69% *	Down Neutra	
DSNY	3a	Recycling summonses FALSEissued	65,017	107,049	9	107,428		118,407		100,629	*		*	Up	*
50.11	ou	Post-construction	00,017	107,010		107,120		110,107		100,020				Op	
DDC	1c	satisfaction - Surveys FALSEreturned		47	46	6	27		54		41*		*	Neutra	alUp
NYCHA	3a	Utilization of senior FALSEcenters (%) ages 60+	133.50%	143.00%	%	145.00%	6	116.00%	6	160.00%	85.00%	6	85.00%	Neutra	alUp
		City employees participating in diversity, inclusion and equal													
DCAS	1d	employment opportunity FALSEtraining	5,809	1,961		10,226		33,322	:	24,363	20,000	)	20,000	Up	*
TLC	За	Letters responded to in FALSE14 days (%)	94%	92%		99%		NA		88%	90%		90%	NA	Up
DOC	2a	TRUE I-CAN Enrollments Projected number of	6	6342,408		2,321		4,278	·	7,569	*		*	Up	*
		hires by businesses													
SBS	1a	opened by NYC FALSEBusiness Acceleration Principals with 4 or more	9,280	13,090		12,037		12,759		10,096	*		*	Neutra	alUp
DOE	5a	years experience as FALSEprincipal (%) Medallion safety and	61.00%	59.50%		60.00%		59.90%		63.20%	*		*	Neutra	alUp
TLC	1 h	emissions inspections completed on schedule	04.000/	00.000/		05 500/		OF CO0/		04.000/	*		*	Maritm	ما الم
TLC	1b	FALSE(%)  Revenue generated from		96.00%		95.50%		95.60%	;	94.00%				Neutra	аюр
DCAS	3a	the sale of surplus goods TRUE (\$000) Children receiving child	\$9,610	\$9,892		\$10,406	i	\$11,026	<b>;</b>	\$9,216	\$8,693	}	\$8,893	Neutra	al*
ACS	1b	welfare preventive FALSEservices (daily average)		23,725		24,889		23,545		23,383	*		*	Neutra	
DOT	4a	TRUE Pedestrian volume index CORE customer			111.		12.7		18.3		113.7*		*	Neutra	
HPD	5a	FALSEexperience rating (0-100 Library card holders	)	87	89	9	90		97		98	85	5 6	35Up	Up
QPL	NA	TRUE (000)  - Route miles	1,275		929	9	972		841	1,400	1,400		1,400	Neutra	alUp
DOT	3a	FALSE(cumulative) Substantiated cases in which the statute of		38	6	I	65		73		89*		*	Up	Up
CCRB	1a	TRUE limitations expired (%) Planning information and		3%		1%		0%	(	0%	0%		0%	Down	Down
DCP	2a	policy analysis initiatives FALSEpresented to the public	NA	NA			212		222		262*		*	NA	Up
OCME	4a	DNA matches with FALSEprofiles in database	1,618	2,621		6,008		7,758		8,719	*		*	Up	*
FDNY	3a	Apparatus collision rate FALSE(per 10,000 runs)		4.5	4.3	3	4.2		3.9		4*		*	Down	Down
DOB	За	Workplace injuries FALSEreported		17	15	5	12		10		21*		*	Neutra	alDown
		Completed mandatory inspections performed by	/												
FDNY	1a	uniformed personnel FALSE Average value of cash settlement for	NA	50,224		47,282		55,856		60,795	*		*	NA	*
CCHR	1a	TRUE complainant (\$)	\$14,273	\$15,250	)	\$10,755	i	\$34,775	5 ;	\$20,680	*		*	Up	*

DHS   30   TRIUE - Unsubsorbered exists (%)   15,60%   13,00%   13,00%   11,90%   21,60%   1   1   Up			
BPL NA	3.00%	. Up	Down
DHS   58   TRUE -unsubsidized entry (%) 15,00%   13,00%   13,00%   11,00%   21,60%   1   1   Up	*	Dov	vn *
FALSE Independence   Family cultified   Pale   Pa	$\downarrow$	Up	Down
ACS   28	*	Up	Up
DOTT   May   PAUS Endomed operable (%)   61%   65%   63%   66%   80%   75%   75%   75%   Volume   Vo	% 85.00%	% Up	Up
DOT   10   PALSEAGOPTION rate (%)   24,00%   26,00%   2	75%	Up	Up
NYCHA   1	% 75.00%	% Up	Up
TRUE 311 calls (000)	30 30	30Dov	vn Down
BIC   2a		Neu	ıtral*
Parameter   Para	40 40	40NA	Down
DHS	*	Up	*
HRA	*	NA	Down
DDC	*	Neu	ıtral*
NYCEM   18	82%	Neu	ıtralUp
Cash Assistance		Up	*
HRA	*	Neu	ıtral*
CCHR         1a         FALSE/determination Average time to process renewal SCRIE         43%         45%         43%         5%         7%         *         *         Doronal Documental Documental Process renewal SCRIE           DOF         3a         TRUE applications (days) Adult probationer early Adult probationer early Adult probationer early HOME-STAT clients placed into permanent housing, transitional housing and other HOME-STAT clients placed into permanent housing, transitional housing and other Number of moves in foster care per 1,000         NA         NA         NA         NA         NA         2,146         †         1         NA           ACS         1c         TRUE care days Percent meeting time to close – Residential Noise - Banging/Pounding (0.3)         1.3         1.4         1.5         1.4         1.5         1.4         1.5         1.4         1.4Up Percent meeting time to close – Residential Noise - Banging/Pounding (0.3)         NYER         91         94         91         86         84*         *         Nei	*	Up	*
DOF   3a   TRUE applications (days)   Adult probationer early   Adult probationer early   DOP   Adult probationer early   Adult probationer early   DOP   DOP	*	Dov	vn *
DOP	10 10	10Dov	vn Down
DHS	*	Neu	ıtral*
ACS 1c TRUE care days	<b>↑</b>	NA	Up
NYPD         6b         FALSEdays)         91         94         91         86         84*         * Net liquries resulting from collisions involving City           DCAS         7a         FALSEvehicles citywide         NA         831         669         510         727*         * NA           DOT         1b         FALSE-Poor (%)         0.60%         0.70%         0.80%         0.60%         * Network           Percent meeting time to close - cable complaint -         0.80%         0.60%         * Network         Network           DOITT         6b         FALSEbilling (30 days) Violations issued for         99         100         100         100         98*         * Network           DSNY         1a         FALSEillegal posting Adult families exiting to         16,182         18,217         11,601         8,209         10,892         * * Down Adult families exiting to           DHS         3a         FALSEpermanent housing Average wait time to speak with a customer         NA         NA         908         628         570*         * NA           DOHMH         7a         FALSEservice agent (minutes) - Certified/referred within         11         9         8         1         1         10         10Down Adult families and families and families and families and families and famili	1.4 1.4	1.4Up	Down
DCAS         7a         FALSEvehicles citywide         NA         831         669         510         727*         *         NA           DOT         1b         FALSE–Poor (%) Percent meeting time to close – cable complaint -         0.60%         0.70%         0.70%         0.80%         0.60%         *         *         Net           DOITT         6b         FALSEbilling (30 days) Violations issued for         99         100         100         100         98*         *         Net           DSNY         1a         FALSEillegal posting Adult families exiting to         16,182         18,217         11,601         8,209         10,892         *         *         Doi           DHS         3a         FALSEpermanent housing Average wait time to speak with a customer         NA         NA         908         628         570*         *         NA           DOHMH         7a         FALSEservice agent (minutes) - Certified/referred within         11         9         8         1         1         10         10Dor	*	Neu	ıtral*
DOT         1b         FALSE- Poor (%) Percent meeting time to close - cable complaint -         0.60%         0.70%         0.80%         0.60%         * * Net Net Net Close - cable complaint -           DoITT         6b         FALSEbilling (30 days) Violations issued for Violations issued for Violations issued for Adult families exiting to         99         100         100         100         98*         * Net	*	NA	Down
DoITT         6b         FALSEbilling (30 days) Violations issued for Violations issued for         99         100         100         100         98*         * New York           DSNY         1a         FALSEillegal posting Adult families exiting to Separate Management housing Average wait time to speak with a customer         NA         908         628         570*         * NA           DOHMH         7a         FALSEservice agent (minutes) Adult families (minutes) Average within         11         9         8         1         1         10         10Dors			ıtralDown
Adult families exiting to  DHS 3a FALSEpermanent housing NA NA 908 628 570* * NA  Average wait time to speak with a customer  DOHMH 7a FALSEservice agent (minutes) 11 9 8 1 1 10 10Dot   — Certified/referred within			ıtral*
DHS 3a FALSEpermanent housing NA NA 908 628 570* * NA Average wait time to speak with a customer  DOHMH 7a FALSEservice agent (minutes) 11 9 8 1 1 10 10Dor - Certified/referred within	*	Dov	vn *
DOHMH 7a FALSEservice agent (minutes) 11 9 8 1 1 10 10Dot — Certified/referred within	*	NA	Up
	10 10	10Dov	vn Down
DCP 3a TRUE 12 months NA 84% 66% 71% 65% 70% 70% NA	70%	NA	Up

NYPL	NA	FALSE	Libraries open seven days per week (%) Violent critical incidents in the adult family shelter	4%	4%	4%	8%	8%	8%	8%	Up	Up
DHS	2b		system, per 1,000	NA	NA	NA	NA		1.6*	*	NA	Down
			Adult Protective Services									
HRA	4a	FALSE	E(APS) assessment cases Department use of force incidents with serious injury (rate per 1,000	3,419	3,723	3,905	4,041	4,193	*	*	Up	*
DOC	1b	TRUE		(	0.92	1.18	1.14	0.68	0.66↓	$\downarrow$	Down	Down
DOHMH	7a	FAI SE	•	21%	30%	36%	60%	44%	40%	50%	Up	Up
DOE	2b	FALSE	- Public school Youth reunited with family or placed in a	176,360	192,110			212,121	*	*	Up	*
DYCD	1b	TRUE	` '	86%	83%	89%	77%	77%	75%	75%	Down	Up
OCME	4a	FALSE	Median days to complete analysis of a DNA case		138	92	92	45	53	30	30Down	Down
l DC	1.	TOUT	Individual landmarks and historic districts		00	44	15	00	20	00	00115	*
LPC	1a	TRUE	designated Median time to complete DNA homicide cases, from evidence submission to report		20	11	15	20	30	20	20Up	•
OCME	4a	TRUE			161	100	62	39	44	30	30Down	Down
HRA	6a	FALSE		63.60%	69.70%	65.80%	79.70%	84.10%	80%	80%	Up	Up
			Percent meeting time to first action - Elevator - Defective/Not Working									
DOB	4b	FALSE	•	49%	51%	48%	57%	92%	50%	50%	Up	*
			allegations cases (internal) reported as									
ACS	3a	FALSE	Esubstantiated, detention Total recreation center		17	22	27	17	18*	*	Neutra	alDown
DPR	4a	TRUE		3,016,41	2 3,398,43	3,422,68	3,575,08	3,402,621	1	<b>↑</b>	Up	Up
DCP	3a	FALSE	ECEQR certified/referred Annual Energy Efficiency Reports (EER)			45	45	57	79*	*	NA	*
DCAS	5b	FALSE	completed		87	70	145	141	64*	*	Up	*
DOE	6a	FALSE		NA	79%	75.10%	72.50%	71.30%	73.50%	72.30%	NA	Up
NYCEM	3a	FALSE	E-mails responded to in 14 days (%) Average EarlyLearn	95%	95%	97%	99%	100%	*	*	Neutra	alUp
ACS	2a	TRUE	` ,	76.20%	84.60%	82.00%	83.10%	80.50%	85.00%	85.00%	Neutra	ılUp
DCLA	1b	FALSE	Capital projects Eauthorized to proceed		69	45	41	48	67*	*	Neutra	ıl*
			Average age of complaint caseload									_
CCHR	1a	TRUE	Respondents rating a		314	297	250	340	468 3	300 3	00Up	Down
DDC	1c	TRUE	completed project as adequate or better (%) Attendance at historic	95%	93%	85%	91%	91%	90%	90%	Neutra	alUp
DPR	4a	FALSE		725,376	833,929	825,541	746,304	831,294	*	*	Neutra	alUp
DOHMH	5a	TRUE	for birth certificates by mail/online (days)		4.3	1.2	1.3	1.8	1.6	3	3Down	Down
			Infant mortality rate (per			4.0	4.0	4.0	4.4			
DOHMH	20		1,000 live births) (CY) Families entering child welfare preventive		4.7	4.6	4.2	4.3	4.1	4.2 4	1.2Down	Down
ACS	1b		services Children aged 19-35 months with up-to-date	9,074	10,293	11,015	10,540	9,240	11,000	11,000	Neutra	alUp
DOHMH	1b		immunizations (%)	70.10%	72.10%	73.00%	74.70%	75.10%	75.00%	76.00%	Neutra	ılUp
DOE	5a	FALSE	Adult probationer early	\$19,878	\$20,814	\$21,667	\$23,560	NA	*	*	NA	*
DOP	2b	FALSE	Major felony crimes in	81.00%	76.00%	81.00%	75.00%	75.00%	*	*	Neutra	alUp
NYCHA	1d	TRUE	public housing developments	5,018	5,328	4,858	5,205	5,084	1	1	Neutra	alDown

DSNY	6a	Letters responded to in FALSE14 days (%)	52%	65%	58%	73%	66%	*	*	Up	Up
		Renewals and South Richmond actions								•	•
DCP	3a	FALSEcertified/referred	NA		96	68	57	59*	*	NA	*
FDNY	1c	TRUE Civilian fire fatalities		47	81	55	64	43↓	$\downarrow$	Down	Down
		Clients whom HRA helped obtain									
HRA	2a	TRUE employment (000) School-based workshops	NA		48.1	46.6	47	44.8↑	<b>↑</b>	NA	Up
DOE	1b	FALSEoffered to parents (000)  Restaurants scoring an	,	33	31	39	41	41 3	37	37Up	Up
DOHMH	l 3b	TRUE 'A' grade (%)	86.90%	90.00%	93.00%	92.70%	93.30%	<b>↑</b>	1	Neutra	alUp
DPR	2b	FALSE– Hanging tree limbs					30.3	45.3*	*	Up	Down
DCA	1a	FALSE- Within 0-90 days (%)	NA	NA	100%	100%	99%	100%	100%	NA	Up
		Completed customer requests for									·
DOF	7a	FALSEinterpretation Referrals for criminal	3,254	4,353	4,466	5,453	7,699	*	*	Up	*
DOI	1b	TRUE prosecution	1,053		612	601	745	894*	*	Neutra	ા*
DEP	4a	TRUE Estimated bills (%)	4.90%	3.70%	3.20%	3.00%	2.80%	5.00%	4.00%	Down	Down
		Students receiving special education									
DOE	2h	services (preliminary FALSEunaudited)	205 205	260 701	070 700	002.017	200.065	*	*	Llo	*
DOE LPC	2b 1c	FALSEInvestigations completed	225,325	260,791 806	270,722 783	? 283,017 755	292,065 997	661*	*	Up Neutra	·l*
LFC	10	Economic development		800	703	755	337	001		Neulia	Į.i
		and housing proposals									
		completed and									
DCP	1a	FALSEpresented to the public Crossing points with		16	10	29	42	45*	*	Up	Up
		pedestrian ramps									
DOT	3a	FALSEinstalled (%)	95.00%	97.20%	97.00%	96.80%	97.20%	*	*	Neutra	ılUp
		Average response time									
		to critical crimes in									
		progress (dispatch and									
NYPD	1c	travel time only) FALSE(minutes)		4.7	4.9	5.9	5.5	4.9*	*	Neutra	alDown
1111 5		Quality-of-life		1.7	1.0	0.0	0.0	1.0		rtound	abown
NYPD	3a	TRUE summonses	458,397	404,278	331,832	323,980	279,117	*	*	Down	*
		Domestic violence non-									
		residential services									
LIDA	OI-	programs average	NIA	NIA	NIA	NIA	1.010	*	*	NIA	I I -
HRA HPD	3b 1b	FALSEmonthly caseload FALSE- Other emergency	NA	NA 50 511	NA 53,512	NA 51 517	1,818 58,636	*	*	NA	Up .ı*
нги	ID	Number in Close to	52,733	52,511	53,512	51,517	58,636			Neutra	ll .
		Home aftercare									
ACS	Зс	TRUE (average)	NA		93	122	121	97*	*	NA	*
		Alternative Enforcement									
		Program - Buildings									
HPD	1b	FALSEcurrently active		498	502	581	609	579*	*	Up	*
		Senior Citizen Rent Increase Exemption									
		(SCRIE) - Initial									
DOF	3a	FALSEapplications received	7,094	8,272	15,713	8,951	8,289	*	*	Up	*
		CORE customer	•	,	,	,	,			•	
DOF	7a	FALSEexperience rating (0-100)	)	86	92	93	81	96	90	90Neutra	ılUp
NYPL-		EN 055		4 504	4.050	0.000	0.000	0.470	0.000		
Researc	nNA	FALSEProgram sessions	1,741	1,501	1,953	2,060	2,209	2,170	2,200	Up	Up
ACS	5a	Letters responded to in FALSE14 days (%)	92.30%	87.40%	85.40%	97.10%	88.40%	*	*	Neutra	ıll İn
DOE	1a	FALSE- Science (%)	88.00%		74.80%			80.00%	80.00%		Up
DOL	ıα	Average time between	00.0076	70.0070	7 4.00 /0	74.7070	14/4	00.0076	00.0070	14/1	ОР
		records disposal									
		eligibility and application									
		sent to Law Department									
DORIS	2c	TRUE (months)		0.6	0.6	0.5	0.6	0.2	2	2Down	Down
0.01		Libraries open six days		20-1	222						
QPL	NA	TRUE per week (%)	33%	33%	33%	100%	100%	100%	100%	Up	Up
		Cases commenced     against the City in									
LAW	1a	against the City in FALSEfederal court	1,781	1,787	1,810	1,498	1,009	1,350	1,200	Down	*
FDNY	3a	FALSEAmbulance collisions	1,701	793	730	8061,056	1,023	*	*	Up	Down
. 5141	Ju	Capital improvement		. 00	. 00	3001,000	1,020			υp	201111
		projects constructed on									
SCA	1c	TRUE time or early (%)	69%	72%	72%	86%	72%	80%	80%	Up	Up
DOT	2a	TRUE Speed humps installed		300	274	382	395	365 25	50 2	50Up	Up
ND/OUT	41	Alleged elevator injuries		4.0		<b>.</b> -	00	441			ID
NYCHA	1b	TRUE reported to DOB		16	9	17	20	11↓	Ţ	Neutra	alDown

		Permits for minor work												
LPC	1b	issued within 10 FALSEbusiness days (%)	83%	91%		92%	95%		92%		*	*	Neutra	alUp
DOF	1a	Property taxes billed that TRUE are paid (%)	97.50%	98.609	%	98.50%	98.60°	%	98.70%		97.00%	97.00%	Neutra	allIn
50.	·u	Percent of high school cohort taking at least 1	07.0070	00.00	,0	00.0070	00.00	,0	00.70		07.0070	07.0070	1100111	ор
DOE	3b	AP exam in 4 years of FALSEhigh school Emergency Transfer	23.90%	27.009	%	28.70%	31.10	%	NA		33.10%	35.10%	NA	Up
	_	Program disposition time					- ·-					_		_
NYCHA NYCHA		TRUE (days) TRUE Resident job placements		4.25	45.91 874	4 1,084	8.17 1,410	39.6	2,099	33.24	1,593	.5 4 1,593	45Down Up	Down Up
11101111	00	OATH Trials Division cases with decisions	1,007		0, 1	1,001	1,110		2,000		1,000	1,000	Op	Op
OATH	1a	issued within 45 FALSEbusiness days (%)	98%	94%		93%	93%		93%		*	*	Neutra	all In
<b>G</b>		Visitors to the Division of Tenant Resources, Client and Owner		0.70		00,0	3370		00,0					л. <b>о</b> р
		Services rating customer												
HPD	5a	service as good or better FALSE(%)	99%	NA		85%	83%		89%		95%	95%	NA	Up
111 5	ou	Cash assistance	0070	107		00 70	0070		00 /0		0070	0070	1471	ОР
HRA	1a	caseload (point in time) TRUE (000)	19	93.1	182.4	. 1	92.4	196.1		194.5	5*	*	Neutra	al*
	·u	Utilization rate for	• •	00.1	.02.	•	02.1			10 1	,		rtoutr	A1
DYCD	1b	transitional independent TRUE living beds (%)	91%	94%		96%	91%		93%		85%	90%	Neutra	alUp
		<ul> <li>M/WBEs awarded</li> </ul>												-
		contracts after receiving procurement and												
		capacity building										_		
SBS	4a	TRUE assistance Video cable complaints		447	472	) :	613	723	3	824	62	25 84	49Up	Up
		resolved in 30 days or												
DoITT	3a	FALSEless (%) Major felonies reported	99.30%	99.409	%	99.80%	100.00	0%	99.20%		98.00%	98.00%	Neutra	alUp
		on Parks' properties												
DPR	1b	(excludes Central Park) - TRUE Crimes against persons		NA			488	612	)	670	11	1	NA	Down
Diff	10	Unique businesses receiving financing	14/1	TWA			400	012	-	070	<b>,</b>	*	14/1	Down
SBS	1a	awards facilitated by TRUE NYC Business Solutions	1,053		440	)	735	432	<u>)</u>	593	3 47	0 4	70Down	Up
		Capital improvement projects constructed	,											'
SCA	1c	TRUE within budget (%)	71%	80%		83%	73%		85%		80%	80%	Up	Up
DoITT DOE	1a 1a	FALSEUptime of NYC.gov (%) FALSE– Math (%)	99.99% 1.70%	99.93° 12.70°		99.99% 9.70%	100.00 9.90%		100.00% 9.70%	1	99.99%	99.99% *	Neutra Up	alUp Up
	ıa	Water mains (new and											•	ОР
DDC DDC	1a	FALSEreplaced) (miles) FALSELane miles reconstructed		38.2 51.8	31.8 42.6		34.6 20.4	34.3 16.7		62.5 52			30Up 20Down	*
DDC	1a	Student/faculty ratio -	1 ;	01.8	42.0	)	20.4	16.7		52	2 20	.4 4	20D0WN	
CUNY	NA	FALSESenior Colleges	15:01	15:01		15:01	15:01		15:01		*	*	Neutra	alDown
		Percentage of CUNY community college students receiving												
OLINI)		federal financial aid (Pell)		00.40	24	04.000/	04.000	24	00 000/		•		N1. 1.	. 1+
CUNY	NA	FALSE(%)  Total complaints	55.70%	63.109	%	64.00%	61.90°	%	60.80%		•	•	Neutra	ai"
HPD	1a	FALSEreported School safety - Seven	541,397	548,62	26	553,135	549,64	40	541,858		*	*	Neutra	al*
DOE	5a	TRUE major felony crimes		699	654		614	532	<u> </u>	504	<b>↓</b> ↓	$\downarrow$	Down	Down
		Percent meeting time to close – Literature Request - Green Mixed												
DSNY	6b	Paper Recycling Decals FALSE(7 days)		100	100	)	100	100	)	100	)*	*	Neutra	al*
		Win rate on affirmative										750/		
LAW	1b	TRUE motions (%) Accidents in schools -	72%	78%		74%	75%		76%		78%	75%	Neutra	•
DOE	5a	FALSEstudents Average response time	40,526	40,025	5	41,235	42,314	4	40,005		*	*	Neutra	alDown
		to life-threatening medical emergencies by												
		fire companies (FDNY dispatch and travel time												
FDNY	2a	TRUE only) (minutes:seconds)	4:16	4:21		4:27	4:32		4:35		4:35	4:38	Neutra	alDown

		Fatalities resulting from collisions involving non-									
DCAS	7a	emergency City vehicles	NA	NA		5	1	1*	*	NA	Down
DOE	7a 1a	FALSEcitywide FALSE- Elementary/middle (%)		92.90%	93.40%	93.60%	93.30%	94.60%	95.30%		Down all In
DOL	ıa	End-to-end average response time to serious crimes in progress		<i>32.30</i> / 0	00.40 /0	00.0070	30.0070	04.0070	33.00%	, ivedire	лор
NYPD	1c	FALSE(minutes:seconds) Average time to process renewal DRIE	8:31	8:55	9:38	9:24	8:50	*	*	Neutra	alDown
DOF	3a	TRUE applications (days)  Average in-house cost of	NA	NA	NA		7.6	4.2	10	10NA	Down
DOT	1b	FALSEasphalt per ton (\$) E-mails responded to in	\$63.04	\$61.25	\$56.72	\$51.77	NA	*	*	NA	Down
DCP	4a	FALSE14 days (%) Expenditures per student	81% t	87%	90%	85%	83%	85%	85%	Neutra	alUp
		(full-time equivalent) at	-								
CUNY	NA	CUNY community FALSEcolleges	\$11,193	\$11,818	\$12,058	\$12,443	\$13,611	*	*	Up	*
HPD	1b	Nonemergency     FALSEviolations issued	306,943					*	*	Up	*
DOHMH	1b	New tuberculosis cases TRUE (CY)	ŕ	651	656	585	575	565↓	$\downarrow$		Down
DYCD	5a	Calls answered in 30	54%	94%	47%	48%	43%	*	*	Down	l In
DYCD	эа	FALSEseconds (%)  New enrollments in  alternative-to-placement	34%	94%	47%	40%	43%			Down	Ор
DOP	2b	FALSE(ATP) programs Asbestos complaints		194	167	160	134	100*	*	Down	*
DEP	5a	FALSEreceived Percent meeting time to	1,486	1,414	1,674	1,855	1,425	*	*	Neutra	al*
		first action -									
		Root/Sewer/Sidewalk Condition - Trees and									
DDD	CI-	Sidewalks Program (30	000/	000/	0.40/	740/	000/	050/	050/	D	*
DPR	6b	FALSEdays)  Average time to respond	82%	60%	64%	71%	60%	85%	85%	Down	
		to street cave-in complaints and make									
DEP	2a	FALSEsafe (days)		2.5	2.5	2.5	4.6	1.9*	*	Up	Down
		Staten Island Ferry - Customer accident injury									
DOT	2b	rate (per million TRUE passengers)		1.12	1.51	1.48	0.81	1.54 1.	.34 1	.34Neutra	alDown
50.		Percent meeting time to first action - Water					0.01		.01 1	.o mount	
DEP	7b	Maintenance - Hydrant FALSERunning Full (1 day)	85%	87%	88%	88%	89%	85%	85%	Neutra	al*
DLI	7.5	Counterterrorism training (hrs) - Uniformed		07 76	00 /6	00 /6	03 /6	0376	0376	Neutre	a:
NYPD	1b	FALSEmembers E-mails responded to in	259,761	206,781	216,556	210,582	182,331	*	*	Down	*
DFTA	3a	FALSE14 days (%) EarlyLearn - Average	83.70%	96.50%	75.70%	81.40%	86.00%	*	*	Neutra	alUp
ACS	2a	family child care TRUE enrollment	4,549	6,354	7,002	7,275	7,454	7,400	7,500	Up	Up
		Enrollment of first-time freshmen in CUNY									
CUNY	NA	FALSEcommunity colleges Average time to approve	18,434	17,742	19,322	19,022	18,506	*	*	Neutra	al*
		waste hauling applications (days) - Nev	/								
BIC	1b	TRUE and Renewal		180	96	234	235	240↓	$\downarrow$	Up	Down
		Adult shelter inspections with safety, maintenance or cleanliness									
DHS	2b	deficiencies per 1,000 TRUE beds		0.15	0	0.01	0	01	$\downarrow$	Down	Down
DPR	1a	<ul><li>Cleanliness of large</li><li>FALSEparks (%)</li></ul>	84%	85%	86%	88%	85%	*	*	Neutra	alUp
		Evaluations for human services contracts									·
DHS	2b	completed on time, as FALSEcompared to the goal (% Patient Cycle Time -	)97.20%	98.90%	99.40%	97.50%	NA	*	*	NA	Up
NYCHH	1a	FALSEAdult Medicine (minutes)  Design projects	NA	NA	NA		88	79	60	60NA	Down
DDC	1a	FALSEcompleted		127	128	179	181	124 1	06	97Up	*
HRA	5a	Collisions involving City FALSEvehicles		43	62	43	51	34*	*	Down	Down
<del></del>				-	-	-	-	- *			~ · · · ·

		Inspected phones									
		passing scorecard appearance standards									
DoITT	4a	FALSE(%)	98%	97%	98%	99%	99%	95%	95%	Neutra	alUp
		Participants achieving									
		positive outcomes in immigrant services									
DYCD	3c	FALSEprograms (%)	53%	58%	59%	58%	64%	50%	60%	Up	Up
HPD DHS	1a 6a	FALSEInspections completed FALSECORE facility rating	661,206	675,760 91	664,960 89	692,943 95	698,948	600,000 92*	600,000	Neutra Neutra	
סחט	oa	Lease revenue		91	09	90	100	92		Neutra	aiop
DCAS	3a	TRUE generated (\$000)	\$69,602	\$64,979	\$55,484	\$52,419	\$49,679	\$42,078	\$43,078	Down	*
		In-Care Youth who received mental health									
ACS	3b	TRUE services (%)	58%	57%	50%	46%	46%	*	*	Down	*
		Street segments with									
		recurring confirmed sewer backups in the las	t								
DED	0-	12 months (% of total	0.500/	0.400/	0.000/	0.000/	0.000/	1.000/	0.000/	D	D
DEP	2a	TRUE segments) Service incidents -	0.50%	0.40%	0.30%	0.30%	0.30%	1.00%	0.60%	Down	Down
		Telecommunications									
DoITT	1d	FALSErepair Percent meeting time to	5,634	3,909	2,628	2,531	3,026	*	*	Down	*
		close – Sanitation									
		Condition - Street									
DSNY	6b	Cond/Dump-Out/Drop- FALSEOff (5 days)		95	97	96	95	95*	*	Neutra	al*
		Safety Net Assistance									
		(SNA) cases engaged in training or education in									
		accordance with New									
HRA	2a	TRUE York City guidelines (%)	16.20%	19.00%	20.70%	25.50%	27.00%	1	1	Up	Up
		Juvenile probationer rearrest rate (monthly									
DOP	2a	TRUE average) (%)	2.70%	3.50%	3.90%	4.80%	4.40%	3.00%	3.50%	Up	Down
		Corruption prevention and whistleblower									
DOI	1a	TRUE lectures conducted		611	535	378	408	477 40	0 40	0Down	Up
DOI	20	Letters responded to in	1000/	1000/	100%	1000/	1000/	*	*	Moutre	ما الم
DOI	3a	FALSE14 days (%) Abuse and/or neglect	100%	100%	100%	100%	100%			Neutra	aiop
		reports for children in									
ACS	2a	child care that are	23 50%	21 80%	27 60%	15 10%	16 40%	*	*	Down	Down
ACS	2a	child care that are FALSEsubstantiated (%) Total participants at	23.50%	21.80%	27.60%	15.10%	16.40%	*	*	Down	Down
		child care that are FALSEsubstantiated (%) Total participants at CERT emergency					16.40%	* 597*	*		Down *
ACS NYCEM		child care that are FALSEsubstantiated (%) Total participants at		21.80% NA	27.60% NA	15.10% NA	16.40%	* 587*	*	Down NA	Down *
		child care that are FALSEsubstantiated (%) Total participants at CERT emergency FALSEpreparedness seminars Combined average response time to life-					16.40%	* 587*	*		Down *
		child care that are FALSEsubstantiated (%) Total participants at CERT emergency FALSEpreparedness seminars Combined average response time to life- threatening medical					16.40%	* 587*	*		Down *
		child care that are FALSEsubstantiated (%) Total participants at CERT emergency FALSEpreparedness seminars Combined average response time to life- threatening medical emergencies by ambulances & fire					16.40%	* 587*	*		Down *
		child care that are FALSEsubstantiated (%) Total participants at CERT emergency FALSEpreparedness seminars Combined average response time to life- threatening medical emergencies by ambulances & fire companies (FDNY					16.40%	* 587*	*		Down *
		child care that are FALSEsubstantiated (%) Total participants at CERT emergency FALSEpreparedness seminars Combined average response time to life- threatening medical emergencies by ambulances & fire	NA				16.40% 5:52	* 587* 6:03	* * 6:00	NA	Down *
NYCEM	2b 2a	child care that are FALSEsubstantiated (%) Total participants at CERT emergency FALSEpreparedness seminars Combined average response time to life- threatening medical emergencies by ambulances & fire companies (FDNY dispatch and travel time TRUE only) (minutes:seconds) Construction-related	NA	NA 5:49	NA 6:05	NA 6:05	5:52	6:03		NA Neutra	* alDown
NYCEM FDNY DOB	2b 2a 2c	child care that are FALSEsubstantiated (%) Total participants at CERT emergency FALSEpreparedness seminars Combined average response time to life- threatening medical emergencies by ambulances & fire companies (FDNY dispatch and travel time TRUE only) (minutes:seconds) Construction-related TRUE fatalities	NA 5:47	NA 5:49 5	NA 6:05 6	NA 6:05	5:52 11	6:03 91	*  6:00  *	NA Neutra Up	* alDown Down
NYCEM	2b 2a	child care that are FALSEsubstantiated (%) Total participants at CERT emergency FALSEpreparedness seminars Combined average response time to life- threatening medical emergencies by ambulances & fire companies (FDNY dispatch and travel time TRUE only) (minutes:seconds) Construction-related TRUE fatalities FALSEActive library cards (000)	NA 5:47	NA 5:49	NA 6:05	NA 6:05	5:52	6:03	$\downarrow$	NA Neutra	* alDown Down
NYCEM  FDNY  DOB QPL DCA	2b 2a 2c NA 4a	child care that are FALSEsubstantiated (%) Total participants at CERT emergency FALSEpreparedness seminars Combined average response time to life- threatening medical emergencies by ambulances & fire companies (FDNY dispatch and travel time TRUE only) (minutes:seconds) Construction-related TRUE fatalities FALSEActive library cards (000) FALSEPSL complaints closed DRIE renewal	NA 5:47 NA	NA 5:49 5 866 NA	NA 6:05 6 929	NA 6:05 10 972 369	5:52 11 841 403	6:03 9↓ 806*	<b>*</b>	NA Neutra Up Neutra NA	* alDown Down
NYCEM  FDNY  DOB QPL	2b 2a 2c NA	child care that are FALSEsubstantiated (%) Total participants at CERT emergency FALSEpreparedness seminars Combined average response time to life- threatening medical emergencies by ambulances & fire companies (FDNY dispatch and travel time TRUE only) (minutes:seconds) Construction-related TRUE fatalities FALSEActive library cards (000) FALSEPSL complaints closed DRIE renewal FALSEapplications received	NA 5:47	NA 5:49 5 866	NA 6:05 6	NA 6:05 10 972	5:52 11 841	6:03 9↓ 806* 246*	$\downarrow$	NA Neutra Up Neutra	* alDown Down
NYCEM  FDNY  DOB QPL DCA	2b 2a 2c NA 4a	child care that are FALSEsubstantiated (%) Total participants at CERT emergency FALSEpreparedness seminars Combined average response time to life- threatening medical emergencies by ambulances & fire companies (FDNY dispatch and travel time TRUE only) (minutes:seconds) Construction-related TRUE fatalities FALSEActive library cards (000) FALSEPSL complaints closed DRIE renewal FALSEapplications received Percent meeting time to first action - Illegal	NA 5:47 NA	NA 5:49 5 866 NA	NA 6:05 6 929	NA 6:05 10 972 369	5:52 11 841 403	6:03 9↓ 806* 246*	<b>*</b>	NA Neutra Up Neutra NA	* alDown Down
NYCEM  FDNY  DOB QPL DCA	2b 2a 2c NA 4a	child care that are FALSEsubstantiated (%) Total participants at CERT emergency FALSEpreparedness seminars Combined average response time to life- threatening medical emergencies by ambulances & fire companies (FDNY dispatch and travel time TRUE only) (minutes:seconds) Construction-related TRUE fatalities FALSEActive library cards (000) FALSEPSL complaints closed DRIE renewal FALSEapplications received Percent meeting time to first action - Illegal Conversion of	NA 5:47 NA	NA 5:49 5 866 NA	NA 6:05 6 929	NA 6:05 10 972 369	5:52 11 841 403	6:03 9↓ 806* 246*	<b>*</b>	NA Neutra Up Neutra NA	* alDown Down
NYCEM  FDNY  DOB QPL DCA	2b 2a 2c NA 4a	child care that are FALSEsubstantiated (%) Total participants at CERT emergency FALSEpreparedness seminars Combined average response time to life- threatening medical emergencies by ambulances & fire companies (FDNY dispatch and travel time TRUE only) (minutes:seconds) Construction-related TRUE fatalities FALSEActive library cards (000) FALSEPSL complaints closed DRIE renewal FALSEapplications received Percent meeting time to first action - Illegal	5:47 NA NA	NA 5:49 5 866 NA	NA 6:05 6 929	NA 6:05 10 972 369	5:52 11 841 403	6:03 9↓ 806* 246*	<b>*</b>	NA Neutra Up Neutra NA	* alDown Down al* *
FDNY DOB QPL DCA DOF	2b 2a 2c NA 4a 3a	child care that are FALSEsubstantiated (%) Total participants at CERT emergency FALSEpreparedness seminars Combined average response time to life- threatening medical emergencies by ambulances & fire companies (FDNY dispatch and travel time TRUE only) (minutes:seconds) Construction-related TRUE fatalities FALSEActive library cards (000) FALSEPSL complaints closed DRIE renewal FALSEapplications received Percent meeting time to first action - Illegal Conversion of Residential FALSEBuilding/Space (60 days) E-mails responded to in	5:47 NA NA NA	5:49 5 866 NA NA	NA 6:05 6 929 NA 65%	6:05 10 972 369 5,816	5:52 11 841 403 6,141	6:03 9↓ 806* 246* *	↓ * *	NA  Neutra  Up  Neutra  NA  NA	* alDown Down al* *
FDNY DOB QPL DCA DOF	2b 2a 2c NA 4a 3a	child care that are FALSEsubstantiated (%) Total participants at CERT emergency FALSEpreparedness seminars Combined average response time to life- threatening medical emergencies by ambulances & fire companies (FDNY dispatch and travel time TRUE only) (minutes:seconds) Construction-related TRUE fatalities FALSEActive library cards (000) FALSEPSL complaints closed DRIE renewal FALSEapplications received Percent meeting time to first action - Illegal Conversion of Residential FALSEBuilding/Space (60 days) E-mails responded to in FALSE14 days (%)	5:47 NA NA	5:49 5 866 NA NA	NA 6:05 6 929 NA	NA 6:05 10 972 369 5,816	5:52 11 841 403 6,141	6:03 9↓ 806* 246* *	↓ * * *	NA Neutra Up Neutra NA NA	* alDown Down al* *
FDNY DOB QPL DCA DOF DOB	2b  2a  2c  NA  4a  3a  4b  6a	child care that are FALSEsubstantiated (%) Total participants at CERT emergency FALSEpreparedness seminars Combined average response time to life- threatening medical emergencies by ambulances & fire companies (FDNY dispatch and travel time TRUE only) (minutes:seconds) Construction-related TRUE fatalities FALSEActive library cards (000) FALSEPSL complaints closed DRIE renewal FALSEapplications received Percent meeting time to first action - Illegal Conversion of Residential FALSEBuilding/Space (60 days) E-mails responded to in FALSE14 days (%) Average customer in- person transaction time	NA 5:47 NA NA 047% 69%	5:49 5 866 NA NA 62% 75%	NA 6:05 6 929 NA 65% 64%	6:05 10 972 369 5,816 56% 75%	5:52 11 841 403 6,141	6:03 9↓ 806* 246* *	↓ * * *	NA  Neutra  Up  Neutra  NA  NA  Neutra	*  alDown  Down  al*  *  *
FDNY DOB QPL DCA DOF	2b 2a 2c NA 4a 3a	child care that are FALSEsubstantiated (%) Total participants at CERT emergency FALSEpreparedness seminars Combined average response time to life- threatening medical emergencies by ambulances & fire companies (FDNY dispatch and travel time TRUE only) (minutes:seconds) Construction-related TRUE fatalities FALSEActive library cards (000) FALSEPSL complaints closed DRIE renewal FALSEapplications received Percent meeting time to first action - Illegal Conversion of Residential FALSEBuilding/Space (60 days) E-mails responded to in FALSE14 days (%) Average customer in- person transaction time TRUE (minutes)	5:47 NA NA NA	5:49 5 866 NA NA	NA 6:05 6 929 NA 65%	6:05 10 972 369 5,816	5:52 11 841 403 6,141	6:03 9↓ 806* 246* *	↓ * * *	NA  Neutra  Up  Neutra  NA  NA	* alDown Down al* *
FDNY DOB QPL DCA DOF DOB	2b  2a  2c  NA  4a  3a  4b  6a	child care that are FALSEsubstantiated (%) Total participants at CERT emergency FALSEpreparedness seminars Combined average response time to life- threatening medical emergencies by ambulances & fire companies (FDNY dispatch and travel time TRUE only) (minutes:seconds) Construction-related TRUE fatalities FALSEActive library cards (000) FALSEPSL complaints closed DRIE renewal FALSEapplications received Percent meeting time to first action - Illegal Conversion of Residential FALSEBuilding/Space (60 days) E-mails responded to in FALSE14 days (%) Average customer in- person transaction time TRUE (minutes) Children placed in foster TRUE care in their community	NA 5:47 NA NA 047% 69% NA	5:49 5 866 NA NA 62% 75%	NA 6:05 6 929 NA 65% 64%	6:05 10 972 369 5,816 56% 75%	5:52 11 841 403 6,141 53% 73%	6:03 9↓ 806* 246* *	↓ * * *	NA  Neutra  Up  Neutra  NA  NA  Neutra	*  alDown  Down  al*  *  *
FDNY DOB QPL DCA DOF  DOB DSNY DOB ACS	2b  2a  2c  NA  4a  3a  4b  6a  1a  1c	child care that are FALSEsubstantiated (%) Total participants at CERT emergency FALSEpreparedness seminars Combined average response time to life- threatening medical emergencies by ambulances & fire companies (FDNY dispatch and travel time TRUE only) (minutes:seconds) Construction-related TRUE fatalities FALSEActive library cards (000) FALSEPSL complaints closed DRIE renewal FALSEapplications received Percent meeting time to first action - Illegal Conversion of Residential FALSEBuilding/Space (60 days) E-mails responded to in FALSE14 days (%) Average customer in- person transaction time TRUE (minutes) Children placed in foster TRUE care in their community Population as percent of	NA 5:47 NA NA 69% NA 33.40%	5:49 5 866 NA NA 62% 75% NA 33.30%	NA 6:05 6 929 NA 65% 64% NA 36.90%	6:05 10 972 369 5,816 56% 75% NA 36.30%	5:52 11 841 403 6,141 53% 73%	6:03 9↓ 806* 246* *  57% *  7↓ 37.00%	↓ * * * 57% * ↓ 38.00%	NA  Neutra NA  NA  Neutra NA  Neutra  NA  Up	*  AlDown  Down  Al*  *  AlUp  Down  Up
FDNY DOB QPL DCA DOF  DOB ACS DOC	2b  2a  2c  NA  4a  3a  4b  6a	child care that are FALSEsubstantiated (%) Total participants at CERT emergency FALSEpreparedness seminars Combined average response time to life- threatening medical emergencies by ambulances & fire companies (FDNY dispatch and travel time TRUE only) (minutes:seconds) Construction-related TRUE fatalities FALSEActive library cards (000) FALSEPSL complaints closed DRIE renewal FALSEapplications received Percent meeting time to first action - Illegal Conversion of Residential FALSEBuilding/Space (60 days) E-mails responded to in FALSE14 days (%) Average customer in- person transaction time TRUE (minutes) Children placed in foster TRUE care in their community	NA 5:47 NA NA 047% 69% NA	5:49 5 866 NA NA 62% 75% NA 33.30% 86%	NA 6:05 6 929 NA 65% 64% NA 36.90% 80%	6:05 10 972 369 5,816 56% 75% NA	5:52 11 841 403 6,141 53% 73%	6:03 9↓ 806* 246* *  57% *  7↓ 37.00% 96%	↓ * * * *	NA  Neutra NA  NA  Neutra NA  NA	*  AlDown  Down  Al*  *  AlUp  Down  Up
FDNY DOB QPL DCA DOF  DOB DSNY DOB ACS	2b  2a  2c  NA  4a  3a  4b  6a  1a  1c	child care that are FALSEsubstantiated (%) Total participants at CERT emergency FALSEpreparedness seminars Combined average response time to life- threatening medical emergencies by ambulances & fire companies (FDNY dispatch and travel time TRUE only) (minutes:seconds) Construction-related TRUE fatalities FALSEActive library cards (000) FALSEPSL complaints closed DRIE renewal FALSEapplications received Percent meeting time to first action - Illegal Conversion of Residential FALSEBuilding/Space (60 days) E-mails responded to in FALSE14 days (%) Average customer in- person transaction time TRUE (minutes) Children placed in foster TRUE care in their community Population as percent of TRUE capacity (%) Average days to close FALSEair quality complaints	NA 5:47 NA NA 69% NA 33.40%	5:49 5 866 NA NA 62% 75% NA 33.30%	NA 6:05 6 929 NA 65% 64% NA 36.90%	6:05 10 972 369 5,816 56% 75% NA 36.30%	5:52 11 841 403 6,141 53% 73%	6:03 9↓ 806* 246* *  57% *  7↓ 37.00%	↓ * * * 57% *  38.00% 96%	NA  Neutra NA  NA  Neutra NA  Neutra  NA  Up	* Down al* *  alUp Down Up al*
FDNY DOB QPL DCA DOF  DOB ACS DOC	2b  2a  2c  NA  4a  3a  4b  6a  1c  1d	child care that are FALSEsubstantiated (%) Total participants at CERT emergency FALSEpreparedness seminars Combined average response time to life- threatening medical emergencies by ambulances & fire companies (FDNY dispatch and travel time TRUE only) (minutes:seconds) Construction-related TRUE fatalities FALSEActive library cards (000) FALSEPSL complaints closed DRIE renewal FALSEapplications received Percent meeting time to first action - Illegal Conversion of Residential FALSEBuilding/Space (60 days) E-mails responded to in FALSE14 days (%) Average customer in- person transaction time TRUE (minutes) Children placed in foster TRUE care in their community Population as percent of TRUE capacity (%) Average days to close FALSEair quality complaints Adult investigation	NA 5:47 NA NA 69% NA 33.40%	5:49 5 866 NA NA 62% 75% NA 33.30% 86%	NA 6:05 6 929 NA 65% 64% NA 36.90% 80%	6:05 10 972 369 5,816 56% 75% NA 36.30% 80%	5:52 11 841 403 6,141 53% 73% 36.50% 81%	6:03 9↓ 806* 246* *  57% *  7↓ 37.00% 96%	↓ * * * 57% *  38.00% 96%	NA  Neutra NA  Neutra NA  Neutra  NA  Neutra  NA  Neutra	* Down al* *  alUp Down Up al*
FDNY DOB QPL DCA DOF  DOB ACS DOC	2b  2a  2c  NA  4a  3a  4b  6a  1c  1d	child care that are FALSEsubstantiated (%) Total participants at CERT emergency FALSEpreparedness seminars Combined average response time to life- threatening medical emergencies by ambulances & fire companies (FDNY dispatch and travel time TRUE only) (minutes:seconds) Construction-related TRUE fatalities FALSEActive library cards (000) FALSEPSL complaints closed DRIE renewal FALSEapplications received Percent meeting time to first action - Illegal Conversion of Residential FALSEBuilding/Space (60 days) E-mails responded to in FALSE14 days (%) Average customer in- person transaction time TRUE (minutes) Children placed in foster TRUE care in their community Population as percent of TRUE capacity (%) Average days to close FALSEair quality complaints	NA 5:47 NA NA 69% NA 33.40%	5:49 5 866 NA NA 62% 75% NA 33.30% 86%	NA 6:05 6 929 NA 65% 64% NA 36.90% 80%	6:05 10 972 369 5,816 56% 75% NA 36.30% 80%	5:52 11 841 403 6,141 53% 73% 36.50% 81%	6:03 9↓ 806* 246* *  57% *  7↓ 37.00% 96%	↓ * * * 57% *  38.00% 96%	NA  Neutra NA  Neutra NA  Neutra  NA  Neutra  NA  Neutra	* Down al* *  alUp Down Up al*

		Agency assessments									
		completed as a percent of total agency contracts									
DYCD	4a	TRUE (%)	97%	91%	56%	90%	22%	90%	70%	Down	Up
5040		Average number of		•	0.0		•				-
DCAS	4a	TRUE bidders per bid  Average response time		3	3.3	3.3	3	3.2	3.4 3	.4Neutra	ll^
		to life-threatening									
		medical emergencies by ambulances (FDNY									
		dispatch and travel time									
FDNY	2a	TRUE only) (minutes:seconds)	6:45	6:46	7:04	7:03	6:46	7:00	6:58	Neutra	alDown
		Corruption prevention lecture e-learning									
DOI	1a	FALSEattendees	NA	NA	1,797	15,298	18,561	*	*	NA	*
DOE	2b	Special education FALSEenrollment - Pre-school	26,023	29,863	31,103	31,262	31,583	*	*	Up	*
NYPL-	20	TALSLefficilifient - Fre-School	20,023	29,000	31,103	31,202	31,303			Οþ	
Researc	hNA	FALSEReference queries (000)		406	467	506	514	517 5	15 62	20Up	Up
DPR	3a	Capital projects FALSEcompleted		123	114	84	97	104	85 10	00Down	*
NIV/DD		Juvenile arrests for	0.040	0.000	0.074	0.405	0.400		*	_	
NYPD	1a	FALSEmajor felonies Families with children	3,016	2,883	2,671	2,495	2,198	^	î	Down	•
		who exited to permanent									
		housing and returned to the DHS shelter services									
		system within one year									
DHS	3b	TRUE (%)	9.50%	12.50%	16.50%	10.00%	8.10%	12.50%	12.50%	Down	Down
DPR	5a	Workplace injuries FALSEreported		358	397	396	374	321*	*	Neutra	alDown
0000	41.	Officers who accepted	700/	000/	0.40/	070/	000/	•			
CCRB DOE	1b 1a	FALSEmediation (%) TRUE – Grade 6	79%	83% 26.8	84% 26.6	87% 26.4	96% 26.7	26.8 26	s.2 25	Up .8Neutra	Up IDown
DOL	ıu	Percent of required		20.0	20.0	20.1	20.7	20.0 20	,.L <u>L</u> O	.01400110	abown
		agency reports submitted	d								
DORIS	1a	to the Municipal Library FALSEpublications portal	NA	NA	NA	60%	60%	100%	100%	NA	Up
		East River Ferry -									
EDC	1a	Average monthly FALSEridership	101,579	107,494	113,366	131,896	136,463	*	*	Up	Up
		Bridge projects	,	,	,					- 1	- 1
		(structural work) substantially completed									
DOT	5a	FALSEon schedule (%)	71%	100%	100%	100%	100%	100%	100%	Up	Up
		Cost per day for shelter									
DHS	2b	facilities - Family facilities FALSE(\$) (annual)	\$102.74	\$101.50	\$105.37	\$120.22	\$167.84	*	*	Up	*
DONN	Co	Completed requests for		0	0	17	10	4.5*	*	l la	*
DSNY BPL	6a NA	FALSEinterpretation TRUE Program attendance	664,449	0 782,805	8 928,740	17 994,279	16 997,423	15* 1.024.1	 071,027,34	Up 16Up	Up
		Requests for Emergency	,	, 02,000	0_0,	001,=70	007,120	.,0=.,.	0,02.,0	Т	96
HRA	3a	Assistance at the Rental FALSEAssistance Unit	NA	57,912	65,138	82,306	79,624	*	*	NA	*
111.04	υα	Operating support	14/1	37,312	05,100	02,000	70,024			14/1	
		payments made to									
		Cultural Institutions Group by the 5th day of									
DCLA	1a	FALSE each month (%)	100%	100%	100%	100%	100%	100%	100%	Neutra	aUb
		Total correctional health									•
		clinical visits (includes intake exams, sick calls,									
		follow-up, mental health									
NYCHH	1c	FALSEand dental) Officers disciplined	858,172	802,405	769,459	674,825	637,966	*	*	Down	*
		(excluding pending and									
CCRB	1a	TRUE filed cases) (%)	62%	60%	87%	82%	78%	*	*	Up	*
		Cases commenced against the City in state									
NYPD	5a	FALSEand federal court	3,997	3,701	3,549	2,933	2,115	*	*	Down	*
DOC	1a	Non-natural deaths of TRUE inmates in custody		3	2	2	2	01	<b>↓</b>	Down	Down
		Juvenile initial risk									
DOP	2a	FALSEassessments completed Total Environmental	NA	NA	NA	1,117	1,413	*	*	NA	*
		Control Board violations									
DSNY	5a	FALSEissued Water main breaks per	259,909	358,064	402,251	458,050	456,373	*	*	Up	*
		100 miles of main in the									
DEP	2a	FALSElast 12 months		5.8	7.3	8	5.7	6.1*	*	Neutra	alDown

			Average time to respond										
DOD	0	TDUE	to Priority B complaints		40.5	04.0	00.4		40.0	00.0	40	400	Б
DOB DYCD	2a 4a		(days) Contracts terminated	•	48.5 4	34.6 4	38.4		42.8 13	38.2 3	40 2	40Down 0Up	bown *
ВТОВ	ıu	TALOL	Total number of pre-		•	•	_		10	Ü	_	ООР	
CATU	0-	TOUE	hearing activities at the	177.004	045.003	050.04		000 040	040.005	*	*	I In	*
OATH	2a	IRUE	OATH Hearings Division CORE customer	1//,394	245,037	250,91	1	298,819	313,665	•	î	Up	•
			experience rating of										
BIC	3a	FALSE	facilities (0-100)		95	93	93		100	100*	*	Neutra	alUp
			Courtesy, Professionalism and										
			Respect (CPR) testing -										
NYPD	4a	TRUE		8,414	8,558	8,489		8,243	8,167	*	*	Neutra	al*
DCAS	7a	FALSE	Average cost of cleaning Eper square foot (\$)	\$2.80	\$2.90	\$2.90		\$3.00	\$3.20	*	*	Up	*
207.0			Summer Youth	Ψ=.00	Ψ=.00	Ψ=.00		ψ0.00	φσ.=σ			op.	
DYCD	2a	EVICE	Employment Program E(SYEP) participants	29,416	35,957	47,126		54,263	60,113	60,000	0 65,00	0 Up	*
טזכט	2a	FALSE	Major felony crime in	29,416	33,937	47,120	,	34,263	60,113	60,000	0 65,00	о ор	
NYPD	1a	TRUE	transit system	2,535	2,488	2,283		2,520	2,475	$\downarrow$	<b>↓</b>	Neutra	alDown
NYCHA	22	TRUE	Active capital projects on schedule (%)	24.30%	32.30%	24.40%		64.40%	69.40%	29.10°	% 29.10	% Up	Up
NIONA	Za	IIIOL	Average time to	24.50 /6	32.30 /6	24.40 /6	,	04.40 /6	03.40 /6	23.10	76 23.10	76 Op	ОР
			complete a background										
DOI	2a	TRUE	investigation (from date of receipt) (days)		356	319	275		351	522	300	300Up	Down
HPD	1a		Total complaints closed					558,417		*	*	Neutra	
			Adults receiving										
			preventive services who did not enter the shelter										
DHS	1a	TRUE	system (%)	96.70%	96.00%	93.50%	,	90.60%	92.60%	85.00	% 85.00	% Neutra	alUp
CCHR	2a	EVICE	School-based training Esessions conducted		392	272	326		79	173	250	250Down	Un
COHN	Za	FALSE	Hazardous building		392	212	320		19	173	250	230D0WII	υþ
DOE	4a	FALSE	Eviolations total backlog		123	119	109		94	90*	*	Down	Down
			New schools and additions - construction										
			funds committed as a										
004	4		percent of initial	OF 400/	00.000/	00.000/		00 000/	04.000/	100.00	00/ 100 0	00/ Nat	- 11 1
SCA	1c	FALSE	Eauthorized budget (%) Recycling cost per ton	95.40%	92.60%	92.90%	)	93.00%	91.60%	100.00	0% 100.0	0% Neutra	aiUp
DSNY	5a	FALSE	(fully loaded) (\$)	\$656	\$721	\$684	,	\$670	NA	*	*	NA	*
			Probation violation proceedings ending in										
			revocation for juvenile										
DOP	2a	FALSE	. ,	NA	NA	NA		NA	41%	*	*	NA	Down
BOE	NA	FALSE	Total registered voters	4,640	4,610	4,568		4,552	4,927	*	*	Neutra	all In
DCLA	1c			5,653	5,995	6,021		6,376	6,356	5,300	5,300		Up
DSNY	4a	FALSE	Salt used (tons)	183,597	492,369	522,84	1 :	302,229	391,719	*	*	Up	*
			<ul> <li>Injuries resulting from collisions involving City</li> </ul>										
			vehicles in the DCAS-										
DCAS	7a	FALSE		NA		81	60		66	70*	*	NA	Down
			Average utilization of shared City agencies										
DoITT	1a	FALSE	Emainframe system (%)	79.60%	79.70%	72.30%	,	60.90%	69.90%	*	*	Down	*
DOE	5a	EVICE	Teachers absent 11 or	14.30%	15.90%	14.10%		13.60%	13.00%	*	*	Down	Down
NYPD	5а 2а		, ,	8,723	10,123	8,155		7,577	7,171	*	*	Down	
			AWOL rate, Close to		,	,							
ACS	3a	FALSE	Home placement Children entering foster	NA		0.7	0.4		0.3	0.3	0.4	0.4NA	Down
			care who are placed with										
ACS	1d	TRUE	relatives (%)(preliminary)		25.70%	28.00%	,	26.30%	28.40%	30.00	% 30.00	% Neutra	alUp
SBS	5a	FAI SE	Letters responded to in E14 days (%)	100%	100%	100%		100%	100%	*	*	Neutra	all In
ODO	Ja	TALOL	OATH Trials Division	10070	10070	10070		10070	10070			Nouth	шор
CATU	4.	EAL 05	facts and conclusions	000/	000/	000/		000/	000/	000/	000/	NI. I.	
OATH	1a	FALSE	Eadopted by agencies (%)  Average time to conduct	99%	98%	99%		99%	99%	96%	96%	Neutra	alUp
			a safety and emissions										
TLO	4 -1	TOUE	inspection of a medallion		0.50	0.50		0.40	0.50	4.00	4.00	Nissata	- ID
TLC	1d	INUE	taxi (hours:minutes) Single adults who exited	0:55	0:53	0:50		0:48	0:58	1:00	1:00	Neutr	alDown
			to permanent housing										
			and returned to the DHS shelter services system										
DHS	3b	TRUE		21.50%	21.70%	21.80%	)	18.90%	17.10%	20.00	% 20.00	% Down	Down
EDAN(	4 -		Letters responded to in	000/	050/	0001		070/	070/	±	<b>.</b>		11.
FDNY	4a	FALSE	E14 days (%)	66%	95%	92%		97%	97%	*	-	Up	Up

		Average lunches served									
DOE	5a	FALSEdaily	625,231	614,698	619,718	599,920	584,439	*	*	Neutra	alUp
		Successful completion									•
		rate for juvenile									
DOP	2b	TRUE probationers (%)	NA	NA	NA	NA	64%	<b>↑</b>	<b>↑</b>	NA	Up
DOC	5a	Letters responded to in FALSE14 days (%)	82.70%	99.60%	99.40%	99.30%	100.00%	*	*	Up	Up
ВОО	Ja	Attendance at outdoor	02.7076	33.00 /8	33.40 /6	33.30 /6	100.0076			Οþ	Op
		Olympic and									
		intermediate pools (pool									
DPR	4a	TRUE season)	1,450,31	1,434,01	1,790,6	28 1,759,2	35 1,492,451	*	*	Up	*
		CORE customer					•				
DOB	4a	FALSEexperience rating (0-100		83	91	90	91		85 8	35Neutra	•
NYPL	NA	FALSEActive library cards (000)	)	967	9021,320		729	706*	•	Down	^
		Average time to process initial DRIE applications									
DOF	3a	TRUE (days)	NA	NA	NA		7.5	3.4	10 1	0NA	Down
		Runaway and homeless							-		
		youth served -									
51/65		transitional independent									
DYCD	1b	FALSEliving beds		332	355	361	519	659 2	50 60	)0Up	*
ACS	1c	All children entering FALSEfoster care (preliminary)	<i>4</i> 779	4,501	4,233	3,695	4,177	*	*	Down	*
7,00	10	Total waste hauling	4,775	4,501	4,200	0,000	7,177			DOWN	
BIC	1a	TRUE applications denied (%)	3.90%	3.90%	4.20%	4.40%	4.40%	*	*	Up	*
		Average travel speed									
		(miles per hour) -									
DOT	3a	Manhattan Central FALSEBusiness District		9.1	8.7	7.7	7.4	7.1*	*	Down	Lln
БОТ	sa	Nonemergency		9.1	0.7	7.7	7.4	7.1		Down	υþ
		complaints closed within									
HPD	1a	FALSE20 days of receipt (%)	82%	78%	69%	75%	73%	*	*	Down	Up
		Recycling trucks dumped	t								•
DSNY	3a	FALSEon shift (%)	29.20%	25.70%	25.80%		25.50%	*	*	Neutra	•
NYPD	1a	FALSE- Rape		4	2	6	2	4*	*		alDown
NYCHA	1b	TRUE Elevator service uptime	99.20%	99.10%	99.00%	98.60%	98.60%	97.00%	97.00%	Neutra	alUp
		One-year (fall-to-fall) retention rate of full-time									
		first-time freshmen									
		enrolled in CUNY									
		baccalaureate degree									
CUNY	NA	TRUE programs	86.50%	84.80%	87.30%	86.80%	86.90%	88.00%	88.00%	Neutra	alUp
	_	Adult initial risk									
DOP	2a	FALSEassessments completed	NA	NA	NA	7,648	21,313	*	*	NA	*
		Enrollment of first-time freshmen in CUNY									
CUNY	NA	FALSEsenior colleges	17,182	17,880	18,053	18,413	18,397	*	*	Neutra	al*
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