

Agency	MMR		Performance Indicator	FY13	FY14	FY15	FY16	FY17	TGT17	TGT18	5 Yr Trend	Desired Direction
	Goal	Critical										
NYCHH	1c	TRUE	Net days of revenue for accounts receivable		48.3	54.6	57.2	51.1	43.4	56	56	Neutral
CCRB	1c	FALSE	– Cases closed by trial – Complaints that were eligible for prosecution	NA	NA		89	137	87*	*	NA	*
TLC	1e	FALSE	E-mails responded to in 14 days (%)	8,340	7,605	7,921	10,227	9,847	*	*	Up	*
BIC	3a	FALSE	Average time to process initial SCRIE applications	100%	100%	100%	100%	100%	*	*	Neutral	Up
DOF	3a	TRUE	Completed customer requests for interpretation		17.3	4.4	7.7	4.7	3	10	10	Down
DOB	4a	FALSE	E-mails responded to in 14 days (%)		36	17	66	68	63*	*	Up	*
NYCHA	4a	FALSE	Community-based technical assistance	85.80%	87.10%	88.30%	82.90%	77.60%	*	*	Neutral	Up
CCHR	2a	FALSE	Average time for the OATH Trials Division to issue decisions after records closed (business days)	22,537	53,426	56,016	37,896	32,607	40,000	40,000	Neutral	Up
OATH	1a	TRUE	Abuse and/or neglect reports for children in child care		13.9	15.2	7.5	5.4	5.2	25	15	Down
ACS	2a	FALSE	Cases commenced against the City in state and federal court		357	413	492	584	621*	*	Up	*
DSNY	5a	FALSE	– Overall condition of small parks and playgrounds (%)		309	341	651	747	432*	*	Up	*
DPR	1a	FALSE	Average annual cost of an ambulance (\$000,000)	83%	85%	85%	83%	85%	*	*	Neutral	Up
FDNY	3a	FALSE	Average child care voucher enrollment									
ACS	2a	FALSE	Cases commenced against the City in state and federal court	71,756	67,541	66,801	67,527	66,968	*	*	Neutral	*
DOT	6a	FALSE	Average daily attendance in school programs	1,927	1,919	2,173	2,209	2,234	*	*	Up	*
DOC	2b	FALSE	Completed customer requests for interpretation		693	526	330	256	203*	*	Down	*
OATH	3a	FALSE	E-mails responded to in 14 days (%)	8,734	9,240	9,419	10,185	11,842	*	*	Up	*
LAW	4a	FALSE	HNY units started for senior individuals and families	100%	100%	100%	100%	100%	*	*	Neutral	Up
HPD	2a	FALSE	– Removed within 30 days of service request (%)	NA		6021,723	1,373		9291,000	1,000	NA	*
DPR	2a	TRUE	Hybrid or alternative fuel vehicles in the citywide fleet (%)	91%	99%	97%	84%	47%	95%	95%	Down	Up
DCAS	6a	TRUE	– Non-cash assistance households receiving SNAP benefits (000)	41%	56%	57%	59%	60%	62%	63%	Up	Up
HRA	1b	FALSE	Average weekly scheduled hours		585.7	541.6	515.6	510.4	510.1*	*	Down	*
NYPL	NA	TRUE	Students earning Grade C or better in Math		46.6	46.6	46.6	50	50	50	50	Neutral
CUNY	NA	FALSE	Gateway Courses (%)	67.20%	68.90%	68.60%	68.40%	67.40%	*	*	Neutral	Up
HRA	1a	TRUE	Persons receiving cash assistance (000)		357.2	337	360	369.5	364.2*	*	Neutral	*
NYPL	NA	FALSE	Reference queries (000)	8,777	8,446	9,047	9,141	9,023	9,000	8,600	Neutral	Up
DOE	5a	FALSE	Average direct services to schools expenditure per student (\$)	\$16,869	\$17,615	\$18,365	\$19,840	NA	*	*	NA	*
DPR	1a	TRUE	Parks rated acceptable for overall condition (%)	85%	87%	86%	85%	86%	85%	85%	Neutral	Up
DHS	3a	TRUE	Average length of stay for families with children in shelter (days)		375	427	430	431	414↓	↓	Neutral	Down
OATH	3a	FALSE	E-mails responded to in 14 days (%)	100%	100%	100%	100%	100%	*	*	Neutral	Up
DSNY	5a	FALSE	Workplace injuries reported (uniform and civilian)	1,572	1,539	1,266	1,304	1,329	*	*	Down	Down

HPD	1a	TRUE	Emergency complaints closed within 12 days of receipt (%)	73%	72%	70%	71%	71%	↑	↑	Neutral	Up
NYCHH DOE	1a 4a	FALSE	Calendar days to third next available new appointment - pediatric medicine	NA	NA	6.5	5	5.1	5	5	NA	Down
DOF	5a	FALSE	– Fair condition (%)	55.50%	55.60%	50.00%	48.30%	NA	*	*	NA	*
NYCHH DOE	1b 4a	FALSE	Online property recording transactions	NA	NA	NA	58.80%	63.10%	*	*	NA	Up
DOF	5a	FALSE	Uninsured patients served	475,627	469,239	421,647	425,089	414,738	↓	↓	Down	Down
NYCHH DOE	1b 4a	FALSE	– High schools (%)	33.00%	31.00%	48.70%	36.00%	NA	*	*	NA	Down
DOC	1b	FALSE	Department use of force incidents with minor injury (rate per 1,000 ADP)	10.95	13.23	15.59	15.39	14.55*	*	*	Up	Down
NYCHA	4a	FALSE	Letters responded to in 14 days (%)	74.00%	80.30%	79.00%	84.70%	83.80%	*	*	Up	Up
NYCHH	1c	FALSE	Patients with a substance abuse diagnosis in a jail-based substance abuse program (%)	NA	NA	10.00%	10.00%	9.00%	*	*	NA	*
FDNY	2a	FALSE	End-to-end average response time to life-threatening medical emergencies by ambulances (minutes:seconds)	9:22	9:31	9:13	9:09	8:56	*	*	Neutral	Down
DSNY	2a	TRUE	Tons of refuse disposed (000)	3,262.80	3,193.80	3,176.90	3,196.20	3,213.40	3,150.00	3,150.00	Neutral	Down
HRA	1b	FALSE	Supplemental Nutritional Assistance Program (SNAP) Estimated Payment Error Rate (%)	5.55%	6.81%	4.01%	2.88%	NA	6.00%	6.00%	NA	Down
DORIS	3a	FALSE	Letters responded to in 14 days (%)	92%	92%	100%	100%	100%	*	*	Up	Up
DPR	1b	FALSE	Violations admitted to or upheld at the Environmental Control Board (%)	81.10%	84.80%	87.20%	85.90%	81.50%	*	*	Neutral	Up
DOF	6a	FALSE	Total revenue collected (\$000,000)	\$30,167	\$32,227	\$34,452	\$36,044	\$36,914	*	*	Up	*
NYPD	3a	FALSE	– Unreasonable noise summonses	14,044	12,991	8,249	5,487	4,325	*	*	Down	*
HRA	1b	FALSE	SNAP applications filed electronically (%)	NA	58.70%	71.50%	73.40%	75.60%	*	*	NA	*
DCAS	2a	TRUE	Average building cleanliness and condition rating for DCAS-managed space (non-court) (%)	69%	70%	69%	70%	70%	70%	72%	Neutral	Up
CCRB	1c	FALSE	Administrative prosecution cases closed	NA	NA	200	210	163*	*	*	NA	*
FDNY	1a	FALSE	Violation orders corrected (%)	74%	91%	86%	86%	90%	*	*	Up	Up
DYCD	1b	FALSE	Runaway and homeless youth served - crisis beds	1,478	1,744	2,193	2,539	2,340	1,400	2,400	Up	*
NYCHA	3a	FALSE	Referrals to supportive social services rendered to senior residents	96,548	84,987	70,824	53,763	18,317	*	*	Down	Up
DOHMH	2b	FALSE	Adult patients with controlled blood pressure (%) (CY)	67.00%	67.40%	66.80%	67.20%	67.10%	70.00%	70.00%	Neutral	Up
DSNY	1b	TRUE	Vacant lot cleaning requests	3,056	2,539	2,367	2,779	2,730	2,500	2,500	Neutral	*
DEP HRA	2a 5a	FALSE	Street segments with confirmed sewer backup in the last 12 months (%)	1.70%	1.40%	1.20%	1.10%	1.20%	*	*	Down	Down
BOE	NA	FALSE	of total segments	NA	396,196	328,469	285,165	247,253	*	*	NA	*
OATH	2a	TRUE	Interpreters deployed on election day	1,917	1,908	2,051	1,874	2,329	*	*	Up	*
DOP	1a	FALSE	Average time from OATH Hearings Division hearing assignment to decision rendered (days)	3	4	4	4	7*	*	*	Up	*
			Adult investigation reports completed - total	19,547	18,452	15,546	15,421	14,987	*	*	Down	*

DOC	1e	TRUE	On-trial inmates delivered to court on-time (%)	94.90%	94.20%	90.90%	84.00%	98.40%	95.00%	95.00%	NeutralUp		
DOP	2a	FALSE	Probation violation proceedings ending in revocation for adult probationers (%)	45%	44%	47%	54%	51%	*	*	Up	Down	
HRA	6a	FALSE	Customer satisfaction rating for Public Health Insurance Program services "good" or "excellent" (%)	88.00%	91.00%	92.00%	93.00%	93.00%	*	*	NeutralUp		
DEP	2a	TRUE	Catch basin backup resolution time (days)		3.1	3.9	3.1	4	4.9	9	9	Up	Down
HRA	2a	TRUE	Cash assistance family cases participating in work or work-related activities per federal guidelines (official federal fiscal year-to-date average) (%)	34.10%	33.90%	34.10%	33.40%	NA	34.00%	34.00%	NA	Up	
DOT	7a	FALSE	Calls answered in 30 seconds (%)	45%	47%	61%	21%	12%	*	*	Down	Up	
BPL	NA	FALSE	Libraries open seven days per week (%)	3%	3%	3%	8%	8%	8%	8%	Up	Up	
BIC	1a	TRUE	Violations issued to legally operating private waste haulers		897	733	827	709	343*	*	Down	*	
TLC	1e	FALSE	TLC driver complaints received	21,111	20,075	19,257	23,927	22,918	*	*	Up	*	
DOP	2b	FALSE	Adult supervision- new individual action plans (IAPs) created for eligible clients (%)	NA	NA	NA	100.00%	100.00%	*	*	NA	*	
DDC	1a	TRUE	Active design projects: Difference between projected and scheduled duration (%)	1.60%	2.00%	1.30%	-0.40%	-0.50%	1.50%	1.50%	Down	Down	
FDNY	2b	FALSE	Average ambulance tours per day		9931,025	1,057	1,105	1,145	*	*	Up	*	
DPR	6a	FALSE	Letters routed and responded to in 14 days (%)	37%	30%	43%	47%	74%	60%	60%	Up	Up	
FDNY	3a	FALSE	Fire workplace injuries reported (uniform and civilian)	8,447	7,655	7,850	8,113	8,406	*	*	NeutralDown		
HRA	6a	FALSE	CORE facility rating		83	90	90	86	86	80	80	NeutralUp	
DHS	3b	TRUE	Adult families who exited to permanent housing and returned to the DHS shelter services system within one year (%)	15.00%	12.50%	14.20%	8.70%	11.50%	12.50%	12.50%	Down	Down	
NYPD	6a	FALSE	Calls answered in 30 seconds (%)	99%	99%	99%	99%	99%	*	*	NeutralUp		
DOC	4a	FALSE	Workplace injuries reported	2,545	3,599	2,417	2,222	3,435	*	*	NeutralDown		
DYCD	4a	FALSE	Value of intracity agreements (\$000)	\$4,246	\$5,366	\$9,460	\$6,945	\$6,940	*	*	Up	*	
CCHR	1a	FALSE	Pre-complaint resolutions		163	189	165	200	310*	*	Up	Up	
DOF	2b	FALSE	Parking ticket appeals granted a reversal (%)	9.90%	12.80%	14.00%	10.00%	21.00%	*	*	Up	Down	
DEP	5a	FALSE	Noise complaints received	36,130	45,584	53,862	61,784	58,892	*	*	Up	*	
DEP	2a	FALSE	Average time to repair or replace high-priority broken or inoperative hydrants (days)		2.7	3.1	2.5	2.9	2.5	7	7	NeutralDown	
DOHMH	4a	TRUE	Deaths from unintentional drug overdose (CY)		725	786	793	9391,374	↓	↓	Up	Down	
NYPD	5a	FALSE	Collisions involving City vehicles (per 100,000 miles)		5.3	3.5	3.2	3.9	4.6*	*	NeutralDown		
DHS	3a	FALSE	Families with children exiting to permanent housing	NA	NA	8,220	8,294	8,558	*	*	NA	Up	
DCAS	5b	TRUE	Annual estimated reduction in greenhouse gas emissions from all energy projects (metric tons)	5,690	7,893	40,984	14,459	43,833	4,269	50,229	Up	*	

DCAS	8a	FALSE	E-mails responded to in 14 days (%)	89%	80%	74%	81%	85%	*	*	Neutral	Up
BIC	1b	TRUE	Average age of pending waste hauling applications (days)	198	221	208	214	220	180	180	Neutral	Down
DPR	4a	TRUE	Total recreation center memberships	131,824	159,789	159,431	162,062	161,514	↑	↑	Up	Up
NYCHH	1c	FALSE	Outpatient satisfaction rate (%)	76.50%	76.90%	77.60%	77.80%	81.30%	80.00%	80.00%	Neutral	Up
DEP	7a	FALSE	Completed customer requests for interpretation	11,023	13,870	12,976	13,685	13,783	*	*	Up	*
DOHMH	6a	FALSE	All summonses issued Select Bus Service	67,203	66,711	64,625	59,067	57,780	*	*	Down	*
DOT	3a	FALSE	Ridership (000) (annual)	28,535	36,961	45,200	65,433	77,902	*	*	Up	Up
DEP	4b	FALSE	Billed amount collected in 30 days (%)	55.40%	56.70%	61.80%	63.10%	60.80%	*	*	Up	Up
DDC	1a	TRUE	Active construction projects: Early/on time (%)	86%	88%	84%	90%	88%	82%	82%	Neutral	Up
NYPD	3a	FALSE	Graffiti arrests	3,502	3,167	2,687	2,123	1,750	*	*	Down	*
ACS	2a	FALSE	Fiscal year spending per child - Family child care vouchers	\$7,385	\$7,500	\$7,575	\$7,659	\$8,322	*	*	Up	*
NYPL	NA	FALSE	Wireless sessions	2,792,196	2,424,966	1,644,366	2,650,115	3,045,409	2,800,000	2,600,000	Up	Up
CUNY	NA	FALSE	Students earning Grade C or better in Freshman Composition Courses (%)	84.70%	84.90%	83.80%	84.10%	84.10%	*	*	Neutral	Up
CCRB	1a	FALSE	Total civilian complaints against uniformed members of the New York City Police Department	5,455	5,573	4,165	4,711	4,215	*	*	Down	*
HPD	5b	FALSE	Percent meeting time to close - Pests (30 days)	66%	64%	55%	59%	59%	59%	59%	Down	*
DCAS	1a	FALSE	Applications received for open competitive civil service exams	75,825	74,700	184,849	79,878	170,031	*	*	Up	*
DOE	2b	FALSE	Students with disabilities in cohort dropping out from high school in 6 years (%) (NYSEd)	25.60%	24.40%	NA	NA	NA	*	*	NA	Down
ACS	1e	FALSE	Kinship Guardianship Assistance discharges	119	251	275	343	378	*	*	Up	Up
DPR	6b	FALSE	Percent meeting time to first action - New Tree Address (180 days)	98%	98%	99%	90%	91%	90%	90%	Neutral	*
DOT	1a	FALSE	Request - For One	0.10%	0.10%	0.00%	0.00%	0.00%	*	*	Down	Down
FDNY	1c	TRUE	Firefighter injuries	9,273	8,663	8,926	9,416	9,643	↓	↓	Neutral	Down
DOT	7a	FALSE	CORE customer experience rating (0-100)	92	97	95	98	100	90	95	Neutral	Up
DOI	1a	FALSE	VENDEX checks completed within 30 days (%)	93%	88%	99%	95%	98%	95%	95%	Neutral	Up
DOB	1c	TRUE	Average wait time for an electrical inspection (days)	6.3	6.1	5.2	6.4	6.5	6	6	Neutral	Down
HRA	4a	TRUE	Average number of days from submission of a completed application to approval or denial of enhanced housing benefits to keep HASA clients in stable housing	7	8.4	7.6	7	6.9	8	8	Neutral	Down
DOE	2b	FALSE	Students recommended for special education services	15,259	27,651	28,995	29,179	29,410	*	*	Up	*
DEP	4b	TRUE	Total revenue as percent of target (%)	104.40%	105.20%	105.30%	104.50%	104.30%	100.00%	100.00%	Neutral	Up
DCAS	5a	FALSE	Total energy purchased (British Thermal Units) (trillions)	27.5	28.9	29.5	28.4	28.8	*	*	Neutral	Down
NYCEM	1b	FALSE	Participation in drills coordinated by other organizations	29	35	44	53	41	*	*	Up	Up
DHS	3a	FALSE	or unsubsidized	NA	NA	5,677	4,636	4,362	*	*	NA	Up

DDC	1a	FALSE	Total design projects completed early/on time (%)	87%	86%	84%	87%	90%	88%	88%	Neutral	Up	
TLC	1b	TRUE	FHV safety and emissions failure rate - Initial inspection (%)	44.90%	40.60%	36.20%	33.20%	30.30%	45.00%	45.00%	Down	Down	
DYCD	4a	FALSE	Contracts funded	2,888	2,691	3,046	2,502	2,995	*	*	Neutral	*	
DHS	6a	FALSE	Completed requests for interpretation	4,087	4,195	6,445	8,164	13,357	*	*	Up	*	
CCHR	1a	TRUE	Cases closed	480	602	608	336	536*	*	*	Down	*	
DOP	1b	FALSE	— high-risk (%)	8.00%	7.00%	6.00%	7.00%	11.00%	*	*	Up	*	
DYCD	1a	TRUE	COMPASS NYC programs meeting target enrollment (school year) (%)	96%	95%	96%	94%	96%	85%	85%	Neutral	Up	
LPC	2a	FALSE	E-mails responded to in 14 days (%)	99%	100%	100%	98%	98.75%	*	*	Neutral	Up	
DOF	7a	FALSE	Average customer in-person wait time (minutes)		7	17	9	4	5	12	12	Down	Down
DSNY	5a	FALSE	Violations admitted to or upheld at the Environmental Control Board (%)	84%	86%	88%	89%	86%	*	*	Neutral	*	
DOE	1a	FALSE	Students in graduating class with a 65 to 100 passing score on the Regents Examination - English (%)	88.70%	75.70%	78.40%	79.10%	NA	80.00%	80.00%	NA	Up	
ACS	3a	TRUE	Average length of stay, detention (days)		29	29	23	21	23↓	↓	Down	Down	
DOF	3a	FALSE	SCRIE renewal applications received	22,670	21,239	23,321	27,760	25,091	*	*	Up	*	
DCAS	5c	TRUE	Cumulative installed solar capacity (kilowatts)	428.5	428.52	759.10	7,996.00	7,996.00	↑	↑	Up	Up	
HPD	1b	FALSE	Emergency violations corrected by HPD (%)	15%	14%	12%	11%	10%	*	*	Down	Down	
FDNY	3a	FALSE	Apparatus collisions (fire companies)		447	451	480	464	465*	*	Neutral	Down	
BPL	NA	FALSE	Reference queries (000)	3,525	4,053	4,406	4,008	4,106	4,008	4,103	Up	Up	
HRA	5a	FALSE	Fair hearings upheld (%)	NA	7.00%	5.20%	7.90%	9.60%	*	*	NA	Up	
DCAS	7a	FALSE	— Employees of DCAS-managed fleet agencies trained in defensive driving	NA	1,798	1,879	1,690	1,881	*	2,000	NA	Up	
DoITT	1c	FALSE	Projects on schedule (%)	75%	85%	87%	88%	88%	75%	80%	Up	Up	
DEP	3a	TRUE	WWTPs - Critical equipment out-of-service (% below minimum)	3.10%	1.90%	2.50%	2.10%	1.80%	5.00%	5.00%	Down	Down	
	3111a	TRUE	Calls answered in 30 seconds (%)	81%	83%	84%	89%	85%	80%	80%	Neutral	Up	
ACS	1c	FALSE	— Children in nonrelative foster boarding homes	7,398	6,915	6,533	5,845	5,351	*	*	Down	Down	
DEP	7b	FALSE	Percent meeting time to first action - Water Maintenance - Hydrant Running (2 days)	86%	86%	85%	85%	86%	85%	85%	Neutral	*	
NYCHH	1a	FALSE	Hospital-acquired Central Line-Associated Bloodstream Infection (CLABSI) rate		1.133	0.89	0.94	0.9	1.47	1	1	Up	Down
NYPD	1a	TRUE	— Robbery	19,319	18,208	16,428	16,670	14,759	↓	↓	Down	Down	
DOHMH	3a	FALSE	Day care initial site inspections	23,024	20,091	21,800	22,032	21,478	*	*	Neutral	*	
DPR	1a	FALSE	— Cleanliness of greenstreets (%)	98%	99%	99%	99%	99%	*	*	Neutral	Up	
DOHMH	4b	FALSE	New children receiving services from the Early Intervention Program (000)		13.8	13.7	14.3	14.4	14*	*	Neutral	*	
DOF	1a	FALSE	Average turnaround time for audits (days)		632	677	479	504	413*	*	Down	Down	
DSNY	5a	FALSE	Paper recycling revenue per ton (\$)	\$11	\$11	\$11	\$12	\$14	*	*	Up	*	
DHS	2b	TRUE	Critical incidents in the adult shelter system, per 1,000 residents	NA	NA	NA	NA		2.8↓	↓	NA	Down	
	3111a	FALSE	Call takers time occupied (%)	78%	79%	77%	74%	73%	*	*	Neutral	Up	

			Residents seen within 24 hours of sick call report										
ACS	3b	TRUE	CORE customer experience rating (0-100)	100%	100%	100%	100%	100%	100%	100%	Neutral	Up	
DEP	7a	FALSE	Children in complete investigations with repeat investigations within a year (%)		91	95	95	100	97	90	90	Neutral	Up
ACS	1a	FALSE	Structural fires	24.30%	24.20%	24.40%	23.80%	23.90%	*	*		Neutral	Down
FDNY	1a	TRUE	– Felonious assault	25,278	25,902	27,189	26,922	26,075	↓	↓		Neutral	Down
NYPD	1a	TRUE	Students in cohort dropping out from high school in 4 years (%) (NYSED)	19,616	20,517	19,544	20,877	20,651	↓	↓		Neutral	Down
DOE	1a	TRUE	Phone calls responded to by parent coordinator or parent engagement	10.60%	9.70%	9.00%	8.50%	NA	8.00%	7.50%	NA		Down
DOE	1b	FALSE	designee (000)	3,682	3,910	5,458	6,060	6,473	5,000	5,000	Up		Up
FDNY	4a	FALSE	Completed requests for interpretation	2,891	3,721	4,501	5,484	5,098	*	*	Up		*
			Vehicles with highest emission ratings purchased pursuant to Local Law 38 in the										
DCAS	6a	FALSE	citywide fleet (%)	94%	99%	98%	98%	100%	95%	95%	Neutral		Up
DOB	2c	FALSE	Incident inspections resulting in violations (%)	79.60%	75.20%	70.40%	63.10%	64.30%	*	*	Down		*
TLC	3a	FALSE	Completed customer requests for interpretation	7,990	5,721	5,336	6,880	7,247	*	*	Neutral		*
			High school students participating in college preparation program										
CUNY	NA	FALSE	(College Now)	28,415	30,025	30,606	31,855	31,445	*	*	Up		*
DEP	7a	FALSE	E-mails responded to in 14 days (%)	94%	88%	86%	93%	100%	95%	95%	Neutral		Up
			Students enrolled as English Language										
DOE	2a	FALSE	Learners (000)		160	154	150	151	160*	*	Neutral		*
FDNY	1a	FALSE	Violation orders issued	40,946	44,860	43,542	44,376	56,001	*	*	Up		*
			New buprenorphine										
DOHMH	4a	FALSE	patients (CY) (quarterly)	9,620	8,487	7,046	6,950	6,894	8,000	7,300	Down		*
DOT	6a	FALSE	Payout (\$000)	\$71,747	\$63,272	\$50,636	\$62,940	\$95,495	*	*	Up		Down
			Active design projects:										
DDC	1a	TRUE	Early/on time (%)	84%	86%	88%	84%	83%	88%	88%	Neutral		Up
			Average response time to all crimes in progress (dispatch and travel time only) (minutes)										
NYPD	1c	TRUE	Admissions to Close to Home placement		9	8.5	9.3	9.1	8↓	↓	Neutral		Down
ACS	3a	FALSE	Crime in progress calls	NA		348	258	238	222*	*	NA		Down
NYPD	1c	FALSE	Students in grades 1 to 9 promoted (%)	NA	NA	275,032	261,992	255,489	*	*	NA		*
DOE	1a	FALSE	Weights and Measures Law compliance rate - gasoline pumps (%)	94.50%	94.70%	96.00%	96.30%	96.70%	98.00%	98.00%	Neutral		Up
			Average EarlyLearn Utilization (%)										
DCA	1b	FALSE	City block faces receiving supplemental sanitation services through BIDs	97%	99%	99%	100%	99%	98%	98%	Neutral		Up
ACS	2a	TRUE	Completed requests for interpretation	71.40%	82.10%	81.80%	83.40%	81.90%	85.00%	85.00%	Up		Up
SBS	3a	TRUE	New hires - Hispanic (%)	1,468	1,480	3,562	3,600	4,044	3,800	3,800	Up		Up
DOI	3a	FALSE	Violations issued to private waste haulers										
DCAS	1b	TRUE	Illegal substance/prescription or OTC medication recovery rate (average per 100 total ADP), detention	38	17	24	26	23*	*	Down		*	
BIC	1a	TRUE	Student enrollment as of October 31 in grades pre-kindergarten to 12	19.20%	19.40%	19.80%	19.50%	21.50%	*	*	Neutral		*
			Adult New Yorkers without health insurance										
			(%) (CY)	1,145	888	1,166	892	640*	*	Down		*	
ACS	3a	TRUE	Adult New Yorkers without health insurance (%) (CY)		0.04	0.07	0.09	0.07	0.07↓	↓	Up		Down
DOE	1a	FALSE	Adult New Yorkers without health insurance (%) (CY)	1,094.90	1,104.50	1,122.80	1,134.00	1,141.20	*	*	Neutral		*
DOHMH	2b	FALSE	Adult New Yorkers without health insurance (%) (CY)	19.80%	20.90%	13.80%	12.60%	10.90%	11.20%	10.00%	Down		Down

DOT	3a	TRUE	Staten Island Ferry - Trips that are on time (%)	88.60%	91.10%	92.10%	92.30%	92.80%	90.00%	90.00%	Neutral	Up
DCP	4a	FALSE	Completed customer requests for interpretation		4	1	2	6	12*	*	Up	*
DCA	2b	FALSE	Businesses educated through direct outreach	11,217	34,865	22,659	17,072	16,186	*	*	Down	Up
NYPL	NA	TRUE	Circulation (000)	25,949	24,722	23,296	22,723	23,778	22,100	22,100	Neutral	Up
DFTA	2b	TRUE	Hours of home care 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	NA	5,048	7,077	7,237	6,313	*	*	NA	*
DEP	1b	FALSE	Overall enforcement activity		9831,207	1,206	1,658	1,893	*	*	Up	*
DOC	1a	FALSE	Admissions	81,758	77,141	67,672	63,758	58,226	*	*	Down	*
DOE	5a	FALSE	Workplace injuries reported	3,091	2,986	3,120	2,997	3,102	*	*	Neutral	Down
DHS	2b	FALSE	Cost per day for shelter facilities - Single adult facilities (\$) (annual)	\$74.80	\$78.38	\$78.80	\$94.57	\$99.46	*	*	Up	*
DOB	2a	FALSE	Priority B (nonemergency) complaints received	58,983	70,089	63,160	70,661	74,240	*	*	Up	*
DOE	5a	FALSE	Teachers	73,844	74,103	74,922	76,351	77,446	*	*	Neutral	*
QPL	NA	FALSE	Computers for public use	1,869	1,904	1,963	1,967	9,494	10,000	12,000	Up	Up
DOE	1a	FALSE	– High school (%)	86.80%	87.00%	87.90%	87.80%	87.90%	89.60%	89.90%	Neutral	Up
HRA	2c	FALSE	Total child support cases with active orders (end of period)	287,426	285,173	283,114	282,451	282,013	*	*	Neutral	Up
NYPD	6b	FALSE	Percent meeting time to close – Noise - Street/Sidewalk (0.3 days)		94	96	95	90	87*	*	Neutral	*
DCA	1b	FALSE	Weights and Measures Law compliance rate - fuel trucks (%)	80%	78%	70%	68%	71%	72%	72%	Down	Up
DOC	4a	FALSE	Collisions involving City vehicles		60	104	103	107	116*	*	Up	Down
DOC	1a	FALSE	Average daily population – Cash assistance households receiving SNAP benefits (000)	11,827	11,408	10,240	9,790	9,500	*	*	Down	Down
HRA	1b	FALSE	Students in special education scoring below standards progressing into a higher level - English Language Arts (%)		196.7	186.4	195.5	198.9	196.3*	*	Neutral	*
DOE	2b	TRUE	– Hybrid or alternative fuel vehicles in the	3.40%	6.70%	16.40%	21.70%	23.60%	22.70%	24.60%	Up	Up
DCAS	6a	FALSE	EDCAS-managed fleet (%)	41%	56%	66%	74%	76%	75%	76%	Up	Up
DYCD	3a	FALSE	Participants in community anti-poverty programs	22,657	23,403	19,128	19,480	18,928	*	*	Down	*
DYCD	3c	FALSE	Participants in immigrant services programs	4,263	5,422	7,058	3,505	3,351	*	*	Down	*
HRA	5a	FALSE	Calls resolved within 48 hours to the customer service call line for vendors (%)	67.70%	69.40%	71.00%	82.30%	80.70%	*	*	Up	Up
LAW	1a	TRUE	Total citywide payout for judgments and claims (\$000)	\$490,175	\$579,899	\$608,500	\$655,873	\$722,046	↓	↓	Up	Down
DEP	4b	FALSE	Total revenue collected (\$000,000)	\$3,374.60	\$3,612.30	\$3,808.90	\$3,852.60	\$3,852.00	\$3,622.80	\$3,783.00	Up	Up
DHS	2b	FALSE	– Adult families	\$96.97	\$92.41	\$97.31	\$110.69	\$138.13	*	*	Up	*
DOE	1a	TRUE	Average daily attendance (%)	91.30%	91.10%	91.70%	91.90%	91.70%	92.90%	93.70%	Neutral	Up
NYPD	1a	FALSE	– Other incidents	4,350	3,811	3,975	4,092	4,361	*	*	Neutral	Down
DYCD	1a	FALSE	Number of young people involved in DYCD-funded programs	212,407	247,705	288,767	317,341	324,667	*	*	Up	Up
DEP	1b	TRUE	Facility security checks	275,098	289,759	278,439	293,199	286,589	275,000	275,000	Neutral	Up
HPD	4a	FALSE	– Households assisted Seniors, aged 65+, who reported receiving a flu shot in the last 12 months (%) (CY)	37,232	36,859	38,128	39,058	39,694	*	*	Neutral	Up
DOHMH	1b	FALSE	Median time to process cremation requests (minutes)	61.80%	66.80%	64.20%	65.50%	65.40%	68.00%	68.00%	Neutral	Up
OCME	1c	FALSE		123.9	136	184.5	174.7	183.9	180	180	Up	Down

DOF	6a	FALSE	– Parking summons revenue (\$000,000)	\$508	\$588	\$643	\$642	\$627	*	*	Up	*	
SBS	3a	TRUE	Average acceptably clean BID sidewalk ratings (%)	98.50%	96.50%	96.10%	96.80%	97.80%	97.00%	97.00%	Neutral	Up	
DOI	3a	FALSE	Average wait time to speak with a customer service agent (minutes)		3	3	3	3	3*	*	Neutral	Down	
DPR	1b	FALSE	Summons issued	11,809	16,310	15,323	21,176	20,907	*	*	Up	*	
BOE	NA	FALSE	Voting equipment replacement rate - ballot marking devices (%)	5.60%	0.90%	2.30%	0.50%	1.40%	*	*	Down	Down	
FDNY	1c	FALSE	Civilian fire fatalities per 100,000 people		0.6	1	0.7	0.8	0.5*	*	Down	Down	
NYPL-Research	NA	TRUE	Libraries open six days per week (%)	75%	75%	100%	100%	100%	100%	100%	Up	Up	
DCAS	7a	FALSE	– Fatalities resulting from collisions involving non-emergency City vehicles in the DCAS-managed fleet	NA		0	0	0	0*	*	NA	Down	
DOT	1b	FALSE	– Fair (%)	29.80%	30.00%	29.30%	30.40%	29.60%	*	*	Neutral	Down	
NYPD	5a	FALSE	Violations admitted to or upheld at the Environmental Control Board (%)	62%	64%	66%	68%	60%	*	*	Neutral*		
NYPD	1a	TRUE	– Grand larceny auto	7,615	7,536	7,548	6,935	5,931	↓	↓	Down	Down	
DOE	2b	FALSE	Special education enrollment - School-age	199,302	230,928	239,619	251,755	260,482	*	*	Up	*	
DOI	1a	FALSE	Written policy and procedure recommendations accepted by City agencies (%)	72%	45%	74%	85%	70%	75%	75%	Up	*	
DHS	2b	FALSE	– Families with children	\$103.55	\$102.61	\$106.49	\$121.40	\$171.21	*	*	Up	*	
DOB	1b	TRUE	Average days to complete first plan review (Borough offices) - New buildings		16.1	8.8	14.9	11.1	5.6	12	12	Down	Down
DOHMH	7b	FALSE	Percent meeting time to first action - Rodent (14 days)	74%	75%	73%	73%	75%	70%	73%	Neutral*		
SBS	2a	FALSE	Walk-in traffic at Workforce1 Centers	320,273	367,695	266,663	273,753	271,573	*	*	Down	*	
DCLA	3a	FALSE	Letters responded to in 14 days (%)	87%	100%	100%	100%	100%	90%	90%	Up	Up	
TLC	1d	FALSE	TLC driver licenses issued	62,286	69,957	91,485	97,401	95,337	*	*	Up	*	
NYCHA	1b	TRUE	Average time to resolve non-emergency service requests (days)		42.5	27.6	14	14.7	17.5	15	15	Down	Down
DOE	5a	FALSE	– High school (\$)	\$17,669	\$18,658	\$19,206	\$20,685	NA	*	*	NA	*	
NYPD	4a	FALSE	– Acceptable Collisions involving City	8,371	8,508	8,416	8,142	7,992	*	*	Neutral*		
DOB	3a	FALSE	vehicles		22	33	41	44	98*	*	Up	Down	
DOE	1a	TRUE	– Grade 1	24.6	25.1	24.9	24.9	24.5	24.5	24.4	23.5	Neutral	Down
NYCHA	4a	FALSE	CORE facility rating	83	94	93	92	95*	*		Up	Up	
DSNY	5a	FALSE	Private transfer station permits		59	59	59	61	57*	*	Neutral*		
DOT	2a	FALSE	– Motorists/passengers		93	113	90	84	63*	*	Down	Down	
DOB	1b	FALSE	Of eligible audited jobs, the percent of audits that resulted in revocation notices (%)	NA	NA	NA	34.30%	42.00%	*	*	NA	Up	
DCAS	1d	TRUE	City employees/participants attending training sessions	17,085	20,252	25,989	40,586	44,080	25,000	30,000	Up	Up	
DOP	2b	FALSE	New enrollments in DOP-managed programs	NA	NA	NA	1,432	1,476	*	*	NA	*	
NYPD	6b	FALSE	Percent meeting time to close – Residential Noise - Loud Music/Party (0.3 days)		93	95	93	88	87*	*	Neutral*		
HPD	1a	TRUE	Average time to close emergency complaints (days)		10.2	11.9	13.3	11.3	12.4	12	12	Up	Down
DOT	1b	TRUE	Muni-meters that are operable (%)	99.20%	99.30%	99.20%	99.20%	99.10%	98.00%	98.00%	Neutral	Up	
HRA	4a	FALSE	Cases receiving home care services	116,883	118,120	122,173	136,367	155,504	*	*	Up	*	

DCAS	1b	TRUE	New hires - Asian/Pacific Islander (%)	6.20%	6.80%	7.20%	7.50%	8.80%	*	*	Up	*
DoITT	1d	TRUE	Uptime of telecommunications network (Voice over Internet Protocol) (%)	99.97%	100.00%	100.00%	100.00%	99.93%	99.99%	99.99%	Neutral	Up
ACS	1e	FALSE	Children eligible for adoption (average)	1,446	1,248	1,092	1,053		904*	*	Down	*
SBS	1a	TRUE	Number of businesses opened by NYC Business Acceleration		563	757	854	915	867↑	↑	Up	Up
HPD	2a	FALSE	– Preservation starts	NA	6,569	11,839	17,313	16,588	12,000	12,900	NA	*
DOE	2a	FALSE	English Language Learners testing out of EELL Programs (%)	16.30%	17.40%	18.20%	12.80%	15.60%	14.10%	14.10%	Down	Up
DCA	5b	FALSE	Percent meeting time to first action - Consumer Complaint - False Advertising (4 days)	97%	69%	84%	91%	97%	85%	85%	Up	*
DOP	2a	TRUE	Juvenile probationers arrested citywide as a percentage of the NYPD arrest report (monthly average)	0.20%	0.30%	0.30%	0.30%	0.30%	*	*	Up	*
SCA	1b	FALSE	– Intermediate (\$)	\$638	\$604	NA	\$573	\$777	*	*	NA	Down
DOE	4a	TRUE	School building ratings - Good condition (%)	0.90%	0.60%	0.70%	1.10%	NA	*	*	NA	Up
DoITT	1b	FALSE	Service incidents	219,685	188,745	197,166	230,978	260,045	*	*	Up	*
NYCHH	1a	FALSE	Patient Cycle Time - Pediatrics (minutes)	NA	NA	NA		70	70	60	60NA	Down
DCLA	1a	FALSE	Total financial support provided to qualifying organizations (\$000,000)	\$139.30	\$144.30	\$152.60	\$152.70	\$170.90	*	*	Up	*
DOHMH	1a	FALSE	Male condoms distributed (000)	37,561	38,146	36,604	35,666	35,220	37,828	37,828	Neutral	*
HRA	1b	FALSE	– Cash assistance persons receiving SNAP benefits (000)		408.6	385.9	402.1	409.3	401.2*	*	Neutral	*
DHS	2a	TRUE	Adult families entering the DHS shelter services system	1,156	1,283	1,385	1,476	1,583	↓	↓	Up	Down
DOHMH	7b	FALSE	Percent meeting time to first action - Food Establishment (14 days)	97%	98%	97%	92%	95%	90%	90%	Neutral	*
FDNY	1b	TRUE	Average response time to structural fires (FDNY dispatch and travel time only) (minutes:seconds)	4:06	4:08	4:11	4:11	4:13	4:12	4:14	Neutral	Down
DORIS	3a	FALSE	CORE customer experience rating (0-100)		93	93	91	97	100*	*	Neutral	Up
DOHMH	3c	FALSE	Initial inspections with active rat signs (ARS) (%)	11.10%	10.80%	10.70%	13.90%	12.20%	*	*	Up	Down
NYPD	1a	FALSE	– Robbery		106	94	55	66	60*	*	Down	Down
NYPD	6a	FALSE	CORE facility rating		86	90	88	94	92*	*	Neutral	Up
DOT	1b	FALSE	Inspections of permitted street work	543,921	641,061	574,467	708,276	707,330	*	*	Up	Up
DYCD	1a	TRUE	COMPASS NYC programs meeting target enrollment - elementary (school year) (%)	97%	99%	100%	99%	99%	90%	90%	Neutral	Up
DORIS	3a	FALSE	E-mails responded to in 14 days (%)	100%	100%	100%	100%	100%	*	*	Neutral	Up
DCA	1a	FALSE	Complaints processed within 0-28 days (%)	NA	NA	51%	51%	56%	50%	50%	NA	Up
DPR	6b	FALSE	Percent meeting time to first action - Dead Tree - Dead/Dying Tree (30 days for trees planted within a 2 year period, 7 days for all other trees)	87%	69%	69%	72%	70%	90%	90%	Down	*
SCA	1b	FALSE	– Elementary (\$)	\$553	\$552	\$631	\$657	\$732	*	*	Up	Down
DHS	2b	TRUE	Critical incidents in the families with children shelter system, per 1,000 residents	NA	NA	NA	NA		0.9↓	↓	NA	Down
OATH	2a	FALSE	Summonses processed at OATH Hearings Division - Remote Hearings	NA	17,354	21,948	27,314	29,790	*	*	NA	*
DHS	3b	FALSE	– subsidized exits (%)	7.40%	10.20%	9.40%	8.30%	7.50%	*	*	Neutral	Down

DOB	1b	FALSE	Jobs professionally certified (%)	55.20%	57.80%	58.80%	61.90%	64.10%	*	*	Up	Up
DEP	2a	FALSE	Street cave-in									
DSNY	6b	FALSE	Complaints received	2,926	3,737	4,073	4,174	3,848	*	*	Up	Down
HPD	5a	FALSE	Percent meeting time to close – Dirty Conditions - Illegal Postering (7 days)		71	66	79	92	91*	*	Up	*
LAW	4a	FALSE	E-mails responded to in 14 days (%)	60%	56%	76%	55%	67%	58%	58%	Neutral	Up
			Completed requests for interpretation		705	860	762	1,002	875*	*	Up	*
DoITT	1a	FALSE	Average utilization of mainframe system used by the Department of Education and DoITT (%)	46.50%	49.20%	57.60%	61.20%	64.10%	*	*	Up	*
DOHMH	7b	FALSE	Percent meeting time to first action - Smoking Complaint (14 days)	81%	78%	86%	81%	92%	75%	75%	Up	*
NYCHA	2d	FALSE	Number of buildings	2,585	2,563	2,553	2,528	2,442	*	*	Neutral	*
ACS	1c	TRUE	Children who re-enter foster care within a year of discharge to family (%) (preliminary)	8.60%	9.30%	9.10%	7.80%	6.30%	7.00%	6.00%	Down	Down
NYCHA	2d	TRUE	Apartments (000)		179	179	178	178	176*	*	Neutral	*
DDC	1a	FALSE	Sewers reconstructed (miles)		8.8	6.7	6.1	4.6	12	8.4	8Up	*
ACS	3a	TRUE	Total admissions to detention	3,419	3,126	2,755	2,528	2,126	↓	↓	Down	Down
DYCD	5a	FALSE	E-mails responded to in 14 days (%)	100%	100%	100%	100%	100%	*	*	Neutral	Up
HPD	1b	FALSE	Total dollars spent on emergency repairs in the Alternative Enforcement Program (\$)	\$4,234,010	\$3,980,941	\$3,878,569	\$1,935,904	\$2,499,910	*	*	Down	*
TLC	1b	FALSE	Medallion safety and emissions inspections conducted	51,786	52,046	51,769	50,894	49,830	*	*	Neutral	*
DOI	1b	TRUE	Financial recoveries to the City collected (\$000)	\$6,041	\$33,248	\$6,034	\$5,095	\$2,588	↑	↑	Down	Up
DHS	2b	FALSE	Violent critical incidents in the adult shelter system, per 1,000 Residents	NA	NA	NA	NA		1.6*	*	NA	Down
BIC	1b	TRUE	Average time to approve waste hauling applications (days) - New Projects completed		212	103	235	154	136↓	↓	Down	Down
DDC	1a	FALSE	within budget (%)	94%	89%	89%	82%	88%	*	*	Neutral	Up
NYPD	4a	FALSE	– Exceptionally good Completed customer requests for interpretation		6	8	7	0	9*	*	Down	Up
BIC	3a	FALSE	interpretation		109	56	26	93	24*	*	Down	*
DOE	4a	FALSE	Total new seats created	10,061	5,380	15,210	6,241	8,676	8,084	4,005	Neutral	*
BPL	NA	TRUE	Average weekly scheduled hours		43.5	42	45	49.3	49.3	49.7	49.3Up	Up
BIC	2b	FALSE	Average age of pending public wholesale market applications (days)		246	256	324	215	227*	*	Down	Down
DOC	1b	FALSE	Incidents of use of force - total	2,977	3,779	4,409	4,756	4,673	*	*	Up	Down
FDNY	2b	TRUE	– Witnessed cardiac arrest patients revived (%)	45%	45%	45%	46%	47%	↑	↑	Neutral	Up
DOP	2b	TRUE	Successful completion rate for adult probationers (%)	58%	59%	66%	68%	69%	↑	↑	Up	Up
DFTA	3b	FALSE	Percent meeting time to first action - Home Delivered Meals for Seniors - Missed Delivery (14 days)	99%	100%	100%	100%	100%	*	*	Neutral	*
DOF	4a	TRUE	Average time to close a case (days)	NA	NA	NA	53.7	61.6↓	↓		NA	Down
NYCEM	1b	TRUE	Full-scale and functional exercises/drills		1	3	4	11	18	11	14Up	Up
FDNY	1b	FALSE	End-to-end average response time to structural fires (minutes:seconds)	4:47	4:49	4:51	4:55	4:55	*	*	Neutral	Down

			Square footage of assets actively managed by									
EDC	2a	FALSE	NYCEDC (000)	65,537.10	66,394.30	67,266.80	66,321.40	63,545.90	*	*		Neutral*
			Weapon recovery rate (average per 100 total									
ACS	3a	TRUE	ADP), detention	0.02	0.04	0.08	0.07	0.06↓	↓		Up	Down
DDC	1b	FALSE	Projects audited (%)	100%	100%	100%	100%	100%	95%	95%	Neutral	Up
			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	2b	FALSE	program (%)	77%	77%	78%	83%	NA	63%	*	NA	Up
DHS	3b	TRUE	– subsidized exits (%)	2.70%	2.40%	3.00%	1.40%	1.30%	↓	↓	Down	Down
			Value of financing awards facilitated by NYC Business Solutions									
SBS	1a	FALSE	(\$000)	\$54,101	\$44,811	\$64,799	\$44,983	\$45,701	*	*	Down	Up
			First plan reviews									
DOB	1b	FALSE	Completed	69,380	76,669	84,449	88,542	86,878	*	*	Up	*
TLC	1b	FALSE	– Re-Inspection (%)	15.10%	14.40%	13.60%	12.50%	10.10%	*	*	Down	Down
			Average number of days from submission of a completed application to issuance of enhanced housing benefits to									
HRA	4a	TRUE	HASA clients	14.5	14.1	14.2	16.3	16.8	15.5	15.5	Up	Down
			Basic license application - Average processing									
DCA	2a	TRUE	time (days)	2	3	2	2	3	4	4	Up	Down
			NYC.gov web page									
DoITT	2a	FALSE	Views (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	25	Down	Down
			Average annual cost of an engine company									
FDNY	3a	FALSE	(\$000,000)	\$6.70	\$6.90	\$6.80	\$7.10	\$7.20	*	*	Neutral	*
			Customer satisfaction									
	3112a	FALSE	index	84	83	84	85	84*	*		Neutral	Up
			E-mails responded to in									
DOB	4a	FALSE	14 days (%)	37%	65%	51%	60%	63%	57%	57%	Up	Up
			Calls answered in 30									
DOB	4a	FALSE	seconds (%)	NA	NA	NA	NA	NA	*	*	NA	Up
			Average customer in-person wait time									
DEP	7a	FALSE	(minutes)	7	7	6	5	4	5	5	Down	Down
			Voting equipment replacement rate - ballot									
BOE	NA	FALSE	scanners (%)	3.20%	0.40%	0.40%	0.30%	0.90%	*	*	Down	Down
			Priority B complaints									
DOB	2a	FALSE	Responded to	51,990	63,215	54,688	60,716	72,848	*	*	Up	*
			Average time to complete a substantiated									
CCRB	1a	TRUE	investigation (days)	438	394	329	178	168	140	140	Down	Down
			CORE customer									
DCA	5a	FALSE	experience rating (0-100)	86	94	95	98	99	83	87	Up	Up
			Attendance at skating									
DPR	4a	FALSE	Erinks	530,299	595,887	548,677	564,696	581,842	*	*	Neutral	Up
			Annual tons recycled									
DSNY	3a	FALSE	total (000)	642	652	685	740	800*	*	*	Up	Up
DOC	1c	FALSE	Inmate health clinic visits	75,664	77,825	81,873	78,499	79,844	*	*	Neutral	*
			Child support cases with									
HRA	2c	TRUE	orders of support (%)	70.10%	71.50%	73.20%	76.70%	79.40%	79.00%	80.00%	Up	Up
			Children returned to									
ACS	1e	FALSE	parents (reunifications)	3,393	2,940	2,506	2,507	2,082	*	*	Down	*
			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									
DOI	2a	TRUE	(days)	1	1	1	1	1	2	2	Neutral	Down
			Collisions involving City									
ACS	4a	FALSE	vehicles	16	35	46	34	30*	*		Up	Down

ACS	3a	TRUE	Youth on youth assaults and altercations with injury rate (per 100 total ADP), detention	0.34	0.35	0.3	0.39	0.38	0.35	0.35	Up	Down
BIC	2b	TRUE	Average time to approve public wholesale market applications (days)	151	152	382	309	270	200	200	Up	Down
NYCEM	1b	TRUE	Participants at instructor-led emergency management training sessions	1,596	2,555	2,783	3,430	2,626	2,500	2,500	Up	Up
DOP	2a	TRUE	Average monthly violation rate for adult probationers (%)	0.90%	0.80%	0.80%	0.90%	1.00%	*	*	Up	*
HRA	1b	TRUE	Persons receiving Supplemental Nutrition Assistance Program (SNAP) benefits (000)	1,873.50	1,755.80	1,706.70	1,693.20	1,676.30	*	*	Neutral	*
FDNY	1a	FALSE	Summons issued – Buildings discharged (cumulative)	1,268	8,207	7,975	6,404	9,336	*	*	Up	*
HPD	1b	FALSE	Weapons recovered	702	885	1,056	1,278	1,558	*	*	Up	*
DOC	1a	FALSE	Instructional full-time equivalents (FTEs) taught by full-time faculty	2,162	2,348	2,240	3,396	3,976	*	*	Up	*
CUNY	NA	FALSE	(%) - Senior Colleges E-mails responded to in 14 days (%)	42.10%	41.40%	42.90%	42.40%	40.80%	*	*	Neutral	Up
DOC	5a	FALSE	Sidewalks rated filthy (%)	99.90%	100.00%	100.00%	100.00%	100.00%	*	*	Neutral	Up
DSNY	1a	FALSE	Youth on staff assault w/injury rate (per 100 total ADP), detention	0.40%	0.30%	0.40%	0.30%	0.10%	*	*	Down	*
ACS	3a	TRUE	Total violations issued	0.06	0.05	0.05	0.08	0.11	0.05	0.07	Up	Down
DCA	1b	FALSE	Refuse cost per ton (fully loaded) (\$)	23,326	19,888	11,923	14,291	15,971	*	*	Down	*
DSNY	5a	FALSE	Emergency room revisits for pediatric asthma patients (%)	\$392	\$422	\$449	\$462	NA	*	*	NA	*
NYCHH	1a	TRUE	Youth placed in jobs through youth employment programs	3.80%	2.90%	3.10%	3.20%	3.60%	3.20%	3.20%	Neutral	Down
NYCHA	3b	FALSE	Average time to repair street lights - by ConEd (calendar days)	607	918	918	888	1,005	*	*	Up	Up
DOT	1c	FALSE	CORE customer experience rating (0-100)	14.1	14.9	15.6	14.4	14.3*	*		Neutral	Down
DPR	6a	FALSE	CUNY associate degree recipients who transfer to a CUNY baccalaureate program within one year (%)	89	91	93	91	91	85	85	Neutral	Up
CUNY	NA	TRUE	Square feet of graffiti removed (000)	52.30%	51.50%	54.00%	54.80%	54.90%	56.00%	56.00%	Neutral	Up
EDC	1a	FALSE	Private ferry service - Total ridership (000)	4,078	4,325	5,913	5,650	5,720	*	*	Up	*
DOT	3a	FALSE	CORE customer experience rating (0-100)	9,976	9,656	9,830	10,883	11,202	*	*	Up	Up
OATH	3a	FALSE	COMPASS NYC programs meeting target enrollment (summer) (%)	90	97	94	98	97*	*		Neutral	Up
DYCD	1a	TRUE	Percent meeting time to close - Plumbing - Water-Leaks (17 days)	93%	95%	92%	80%	81%	90%	90%	Down	Up
HPD	5b	FALSE	Participants in DYCD-funded English literacy programs	75%	69%	60%	66%	64%	68%	68%	Down	*
DYCD	3b	FALSE	Inmates with a mental health diagnosis (%)	4,643	4,306	4,068	6,003	8,664	5,100	8,560	Up	*
DOC	1c	FALSE	ADP)	37%	38%	41%	42%	42%	*	*	Up	*
DPR	2b	FALSE	– Down trees Completed customer requests for interpretation	8.3	15.7	15.3	16.2	28.5*	*	*	Up	Down
OCME	5a	FALSE	Percent meeting time to first action - Damaged Tree - Branch or Limb Has Fallen Down (8 days)	164	188	304	664	1,091	*	*	Up	*
DPR	6b	FALSE	Adults who smoke (%)	94%	82%	83%	94%	97%	95%	95%	Neutral	*
DOHMH	2a	TRUE	(CY)	15.50%	16.10%	13.90%	14.30%	13.10%	13.80%	12.80%	Down	Down
DoITT	1c	FALSE	Active projects	NA	NA	34	45	49*	*		NA	*

DHS	2a	TRUE	Single adults entering the DHS shelter services system	16,448	17,547	18,091	19,139	19,800	↓	↓	Up	Down	
ACS	3a	TRUE	Number in Close to Home placement	NA		195	176	151	156↓	↓	NA	Down	
BOE	NA	FALSE	Interpreters deployed on Election day - Manhattan		374	366	394	351	529*	*	Up	*	
DOT	3a	FALSE	– Average cost per passenger (\$)	\$5.38	\$5.75	\$5.87	\$5.87	\$5.16	*	*	Neutral	Down	
HRA	4a	FALSE	APS assessment cases accepted or denied for undercare within State-mandated 60 days (%)	98.80%	98.40%	88.80%	94.30%	95.30%	*	*	Neutral	Up	
DYCD	3b	TRUE	Participants in DYCD-funded English literacy programs meeting federal standards of improvement in their ability to read, write, and speak English (%)	59%	54%	52%	54%	59%	55%	55%	Neutral	Up	
DOHMH	1b	TRUE	HPV vaccine series completion (%)	26.10%	32.50%	38.50%	44.20%	56.60%	56.00%	60.00%	Up	Up	
ACS	4a	FALSE	Workplace injuries reported		191	217	184	226	214*	*	Up	Down	
CCHR	2a	FALSE	Conferences, workshops and training sessions	1,114	1,288	1,394	2,397	2,947	1,000	1,000	Up	Up	
DCAS	1b	TRUE	New hires - White (%)	26.00%	23.20%	23.90%	23.00%	22.00%	*	*	Down	*	
HRA	1b	FALSE	– Non-cash assistance persons receiving SNAP benefits (000)	1,189.00	1,098.70	1,039.00	1,020.70	1,012.30	*	*	Down	*	
DOE	2b	FALSE	– Non-public school	25,375	28,361	29,683	29,138	29,059	*	*	Up	*	
NYPL	NA	TRUE	Program attendance	1,120,064	1,209,148	1,443,213	1,713,362	2,084,923	1,840,000	1,900,000	Up	Up	
LAW	2a	TRUE	Juveniles successfully referred to a diversion program with no new delinquency referral within one year (%)	85%	85%	84%	81%	81%	75%	75%	Neutral	Up	
EDC	3b	TRUE	– Projected three-year job growth associated with closed contracts		491	307	211	321	419	300↑	Down	Up	
DCAS	5b	TRUE	Annual estimated avoided energy cost from all energy projects (\$000,000)	\$2.12	\$2.79	\$12.46	\$6.56	\$14.23	\$1.14	\$15.16	Up	*	
NYPD	1c	FALSE	End-to-end average response time to all crimes in progress (minutes:seconds)	11:18	10:55	10:58	10:35	10:06	*	*	Neutral	Down	
DCAS	1c	TRUE	Exams administered on schedule (%)	100%	100%	100%	100%	100%	100%	100%	Neutral	Up	
NYPL	NA	FALSE	Program sessions	59,030	65,842	77,823	91,281	110,500	98,000	103,000	Up	Up	
SBS	2a	TRUE	Businesses awarded funding for employer-based training	NA	NA	NA		57	54*	*	NA	*	
FDNY	2b	TRUE	Cardiac arrest patients revived (%)	26%	25%	26%	24%	22%	↑	↑	Down	Up	
BOE	NA	FALSE	Voter turnout - general Election (000)	2,467	1,102	1,042		2362,760	*	*	Neutral	*	
DPR	1a	TRUE	Spray showers in service (in season only) (%)	92%	96%	94%	92%	93%	95%	95%	Neutral	Up	
EDC	3a	TRUE	Businesses served by industry-focused programmatic initiatives	1,070	1,290	1,366	2,722	2,604	↑	↑	Up	Up	
CCHR	1a	FALSE	Cases pending by age - Less than one year		467	496	505	837	728	414	414	Up	Down
ACS	2a	FALSE	Fiscal year spending per child - Center-based child care vouchers	\$8,478	\$8,524	\$8,936	\$9,280	\$9,149	*	*	Neutral	*	
TLC	3b	FALSE	Percent meeting time to first action - Lost Property (7 days)	94%	87%	86%	72%	72%	90%	90%	Down	*	
DOC	1b	FALSE	Department use of force incidents with no injury (rate per 1,000 ADP)		9.11	13.19	19.14	24.41	25.76*	*	Up	Down	
DFTA	2b	FALSE	Hours of case management services provided	443,404	458,432	456,838	534,459	537,235	462,112	462,112	Up	Up	
DCP	3a	FALSE	Simple zoning actions certified/referred	NA		77	95	59	66*	*	NA	*	

HPD	1b	FALSE	Total dollars spent on emergency repairs (excluding demolition and AEP) (\$)	\$11,077,244	\$11,360,685	\$11,234,213	\$10,139,937	\$10,009,946	*	*	Down	*
DOT	1c	TRUE	Average time to repair priority regulatory signs after notification (business days)	2.2	1.8	1.8	1.8	1.7	3	3	Down	Down
DCA	4a	FALSE	Paid Sick Leave (PSL) complaints received	NA	NA	583	335	315*	*	NA	*	
FDNY	1a	FALSE	Structural fires per 100,000 people	307	314	330	327	316*	*	Neutral	Down	
TLC	1b	TRUE	Medallion safety and emissions failure rate - Initial inspection (%)	32.70%	33.00%	30.90%	28.20%	28.10%	35.00%	35.00%	Down	Down
QPL	NA	FALSE	Libraries open seven days per week (%)	5%	5%	3%	3%	3%	3%	3%	Down	Up
DoITT	6a	FALSE	Letters responded to in 14 days (%)	97%	99%	91%	100%	99%	*	*	Neutral	Up
BIC	1b	TRUE	Waste hauling applications pending	331	523	762	600	359	300	300	Up	Down
DSNY	3a	TRUE	Curbside and containerized recycled tons (000)	539.2	553.2	575.4	613.8	644.3	764.4	764.4	Up	Up
DSNY	5a	FALSE	Disposal cost per ton (\$)	\$140	\$145	\$167	\$171	NA	*	*	NA	*
HRA	4a	TRUE	Individuals referred to an APS field office visited within three working days (%)	99.80%	99.80%	94.30%	95.10%	95.00%	85.00%	85.00%	Neutral	Up
DPR	2c	TRUE	Trees planted – Number of permanent	NA	NA	NA	62,086	50,018	↑	↑	NA	Up
DOT	3a	FALSE	routes	21	21	21	21	23*	*	Neutral	Up	
	311a	TRUE	311 Online site visits (000)	3,998	5,248	9,656	13,018	17,246	↑	↑	Up	Up
BIC	2a	TRUE	Public wholesale market applications denied (%)	3.00%	3.20%	2.50%	2.50%	2.50%	*	*	Down	*
TLC	3b	FALSE	Percent meeting time to first action - Miscellaneous Comments (14 days)	67%	84%	98%	84%	96%	60%	60%	Up	*
DFTA	3b	FALSE	Percent meeting time to first action - Alzheimers Care Information (14 days)	86%	87%	95%	85%	90%	*	*	Neutral	*
BOE	NA	FALSE	Interpreters deployed on election day - Queens	836	832	924	830	910*	*	Neutral	*	
NYPD	1a	FALSE	Narcotics arrests	81,737	75,389	61,007	56,320	50,902	*	*	Down	*
NYPD	1a	TRUE	– Burglary	18,360	17,140	15,828	14,463	12,454	↓	↓	Down	Down
DOT	1b	TRUE	Average time to close a pothole work order where repair was done (calendar days)	1.4	5.6	5.6	3.2	3	5	5	Neutral	Down
SBS	4a	TRUE	Total Minority and Women-owned Business Enterprises certified	3,700	3,783	4,115	4,516	5,122	4,651	5,634	Up	Up
ACS	5a	FALSE	Completed requests for interpretation	66,577	63,351	79,347	87,775	94,864	*	*	Up	*
DSNY	3a	FALSE	Total annual recycling diversion rate (%)	16.30%	17.00%	17.80%	18.90%	20.50%	*	*	Up	Up
DoITT	4a	FALSE	Telecommunications advertisement-generated revenue (\$000)	NA	NA	\$5,190.50	\$23,816.40	\$49,755.30	*	*	NA	*
DPR	5a	FALSE	Cases commenced against the City in state and federal court	270	294	292	349	315*	*	Up	*	
DOHMH	7b	FALSE	Percent meeting time to first action - Food Poisoning (3 days)	96%	98%	84%	94%	98%	90%	90%	Neutral	*
LAW	1b	FALSE	Affirmative motions to dismiss or for summary judgment	1,798	1,903	1,561	1,516	1,648	*	*	Down	*
CCHR	3a	FALSE	Completed customer requests for interpretation	1,515	1,097	1,126	1,671	1,425	*	*	Up	*
DORIS	1b	TRUE	Vital record requests responded to within 12 business days (%)	69%	49%	17%	62%	9%	60%	60%	Down	Up
DSNY	2a	FALSE	Missed refuse collections (%)	1.10%	0.00%	0.00%	0.40%	0.10%	*	*	Down	*
OCME	1a	FALSE	Cases where Chief Medical Examiner takes jurisdiction	7,095	7,109	7,136	7,375	7,704	*	*	Neutral	*

			Average time to close a consumer complaint (calendar days): TLC driver	NA	NA	NA	34.7	24.6	50	50NA	Down	
TLC	1e	TRUE	Average response time to historical photo requests (days)		14.1	9	17.2	22.9	22.7	15	15Up	Down
DOHMH	7a	FALSE	E-mails responded to in 14 days (%)	42%	68%	58%	72%	73%	75%	75%	Up	Up
DOE	4a	FALSE	– Poor condition (%)	0.00%	0.00%	0.00%	0.00%	NA	*	*	NA	Down
EDC	2a	FALSE	Capital expenditures on asset management (\$000,000)	\$46.00	\$49.90	\$38.80	\$45.80	\$86.30	*	*	Up	*
DOE	1a	FALSE	Students with 90% or better attendance rate (%)	72.70%	72.40%	74.50%	75.00%	74.20%	76.00%	76.20%	Neutral	Up
DORIS	1a	FALSE	Publications and reports acquired	7,205	7,547	7,113	10,016	5,596	*	*	Neutral	Up
DCAS	7a	FALSE	Preventable collisions involving City vehicles citywide	NA	2,925	2,873	2,815	3,095	*	*	NA	Down
DCLA	1a	TRUE	Average days to issue final CDF payments		4	5	4	4	4	5	5Neutral	Down
DSNY	2a	TRUE	Trucks dumped on shift (%)	47.20%	43.50%	44.60%	45.80%	43.70%	45.60%	45.60%	Neutral	Up
DOI	1a	FALSE	Integrity monitoring agreements		21	18	16	16	18*	*	Down	*
NYCHH	1b	TRUE	MetroPlus membership	429,931	468,020	472,251	501,134	503,044	↑	↑	Up	Up
TLC	1c	FALSE	Administrative summonses issued to drivers	NA	7,958	13,492	10,478	9,595	*	*	NA	*
HRA	1c	TRUE	Application timeliness rate for Medicaid administered by HRA (%)	98.30%	91.70%	96.50%	92.10%	95.60%	99.40%	99.40%	Neutral	Up
NYCHA	1b	TRUE	Average time to resolve heat service requests (hours)		19.8	13.6	19	17.3	14.9	24	24Down	Down
DEP	4b	FALSE	Accounts receivable - Total balance (\$000,000)	\$1,561	\$1,750	\$1,640	\$1,666	\$1,633	*	*	Neutral	Down
DOE	1a	TRUE	– Grade 5 Programmatic reviews/contract monitoring		25.9	26	26	26.3	26.1	25.8	25.1Neutral	Down
DYCD	4a	TRUE	– Construction completed on schedule (%)	10,518	11,008	14,622	16,832	17,003	*	*	Up	*
DDC	1a	FALSE	(%)	82%	86%	84%	89%	99%	82%	82%	Up	Up
SBS	2a	FALSE	New jobseekers registered through the Workforce1 Career Center system	84,515	82,619	55,133	55,647	54,816	*	*	Down	*
DYCD	2b	TRUE	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 the program (%)	70%	68%	68%	68%	NA	69%	*	NA	Up
DoITT	1a	FALSE	Uptime of 800 MHz network (%)	99.99%	100.00%	100.00%	100.00%	100.00%	99.99%	99.99%	Neutral	Up
NYPD	1a	FALSE	Crime related to domestic violence - Murder		71	56	61	53	55*	*	Down	Down
DCAS	8a	FALSE	Letters responded to in 14 days (%)	77%	54%	50%	66%	56%	*	*	Down	Up
DCA	3a	FALSE	Clients served by Office of Financial Empowerment financial counseling programs	6,727	8,302	10,479	10,290	9,412	*	*	Up	*
HPD	1a	TRUE	– Emergency complaints reported	364,627	363,501	348,447	337,791	334,242	*	*	Neutral	*
DOHMH	1a	TRUE	New HIV diagnoses (CY Preliminary)	3,303	3,016	2,718	2,493	2,279	↓	↓	Down	Down
LAW	2a	FALSE	Referred cases filed for prosecution (%)	56%	58%	54%	54%	50%	55%	55%	Down	*
BIC	1a	FALSE	Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	92.30%	90.50%	91.50%	98.00%	100.00%	*	*	Up	Up

			Boro Taxi safety and emissions failure rate -										
TLC	1b	TRUE	Initial inspection (%)	NA	49.70%	51.10%	49.10%	45.90%	45.00%	45.00%	NA	Down	
CCRB	2a	FALSE	Outreach presentations conducted	NA	NA		328	732	694*	*	NA	Up	
NYPL	NA	FALSE	Computer sessions (000)	3,093	3,306	3,287	3,214	3,141	3,180	2,860	Neutral	Up	
QPL	NA	TRUE	Average weekly scheduled hours – Cases commenced against the City in state		39.6	39.6	40.2	46.3	44.8	45.6	45.6	Up	
LAW	1a	FALSE	ecourt Number of State Central Register consolidated	7,745	7,258	8,112	8,009	7,132	7,740	7,600	Neutral*		
ACS	1a	TRUE	investigations	54,039	55,529	54,926	55,337	59,324	*	*	Neutral*		
NYPD	1a	FALSE	– Grand larceny Children discharged to permanency within a year of placement (%)		305	331	325	279	263*	*	Down	Down	
ACS	1e	TRUE	Recycled tons per day – Incidents monitored	2,058	2,088	2,197	2,373	2,565	2,270	2,270	Up	Up	
DSNY	3a	FALSE	from Watch Command Cases processed per	2,769	2,892	3,153	3,248	3,099	*	*	Up	*	
OATH	1a	FALSE	ALJ (total)		183	187	188	188.6	189.6*	*	Neutral	Up	
DOE	1a	FALSE	– Math (%)	87.20%	77.60%	78.50%	79.10%	NA	80.00%	80.00%	NA	Up	
DSNY	1a	FALSE	Violations issued for dirty sidewalks	28,690	39,975	49,828	64,693	65,272	*	*	Up	*	
BIC	3a	FALSE	Average wait time to speak with a customer service agent (minutes)	3:02	2:07	3:42	3:02	0.1513888889	889*	*	Up	Down	
BOE	NA	FALSE	Voter Registration forms processed	345,834	254,404	145,809	166,961	503,609	*	*	Up	*	
DCA	1c	FALSE	Total settlements (\$000)	\$9,270	\$9,395	\$7,542	\$8,324	\$6,530	*	*	Down	*	
DOT	1b	FALSE	Lane miles resurfaced citywide (in-house)		810.61	1,005.90	1,019.70	1,239.40	1,321.20	*	*	Up	Up
ACS	2a	TRUE	Average informal (home-based) child care voucher enrollment	22,700	19,633	17,572	15,976	14,318	*	*	Down	*	
FDNY	3a	FALSE	EMS workplace injuries reported	1,313	1,663	1,651	1,601	1,532	*	*	Up	Down	
SBS	4a	TRUE	Minority and Women-owned Business Enterprises awarded City contracts		651	684	9021,011	1,131		9201,165	Up	Up	
NYPL	NA	TRUE	Library card holders (000)	2,210	2,302	2,230	2,060	2,031	2,100	2,020	Down	Up	
SBS	5a	FALSE	Completed customer requests for interpretation	NA	NA	2,351	7,327	6,652	*	*	NA	*	
DEP	2a	TRUE	Broken and inoperative hydrants (%)	0.31%	0.44%	0.50%	0.52%	0.56%	1.00%	1.00%	Up	Down	
DOF	1b	TRUE	Average time to issue a property tax refund (days)		27	37	24	24	24	28	28	Down	
DOHMH	3a	TRUE	Childhood blood lead levels - new cases among children aged 6 months to less than six years with blood lead levels greater than or equal to 10 micrograms per deciliter		844	772	818	784	708↓	↓	Down	Down	
HPD	1b	FALSE	Violations closed	433,960	416,454	458,863	489,900	485,251	*	*	Up	Up	
BOE	NA	FALSE	Interpreters deployed on election day - Brooklyn		511	530	539	500	670*	*	Up	*	
DOE	5a	FALSE	– Middle school (\$)	\$19,256	\$20,107	\$21,022	\$22,718	NA	*	*	NA	*	
DCA	1a	FALSE	– Within 0-50 days (%)	NA	NA	83%	85%	88%	85%	85%	NA	Up	
DOC	2a	FALSE	– CAN Workshops		3331,580	2,065	6,505	12,002	*	*	Up	*	
DOHMH	7a	FALSE	Completed requests for interpretation	10,664	11,102	12,475	14,986	18,486	*	*	Up	*	
LPC	1d	FALSE	Archaeology applications received		242	284	308	297	318*	*	Up	*	
SCA	1b	FALSE	– High school (\$)	\$533	NA	\$498	NA	\$817	*	*	NA	Down	
DoITT	6b	FALSE	Percent meeting time to close – cable complaint - miscellaneous (30 days)		99	100	100	100	99*	*	Neutral*		
BOE	NA	FALSE	Election results reporting timeliness (hours)	NA	NA	NA	NA	NA	*	*	NA	Down	
DCAS	6a	FALSE	Electric vehicles in the citywide fleet	NA		723	802	9451,295		7501,750	NA	Up	
DSNY	5a	FALSE	Payout (\$000)	\$26,944	\$32,265	\$25,500	\$42,999	\$50,040	*	*	Up	Down	

DOF	2b	TRUE	Average turnaround time to issue decision for parking ticket hearing-by-mail (days)	4.2	10.3	8.3	7	6.9	14	14	Up	Down	
DOC	1a	FALSE	Inmates in Security Risk Group (% ADP)	9.90%	8.20%	11.80%	13.30%	14.70%	*	*	Up	Down	
OATH	2a	FALSE	OATH One-Click Hearings (% of total remote hearings)	36.30%	50.40%	55.00%	58.90%	52.20%	*	*	Up	*	
DDC	2a	FALSE	Letters responded to in 14 days (%)	91%	96%	94%	88%	86%	90%	90%	Neutral	Up	
DCAS	7a	FALSE	Workplace injuries reported		64	58	65	52	68*	*	Neutral	Down	
DOE	3a	FALSE	Percent of high school cohort taking the SAT at least once in 4 years of high school	53.60%	58.10%	59.40%	59.70%	NA	60.70%	70.00%	NA	Up	
BIC	3a	FALSE	Letters responded to in 14 days (%)	100%	100%	100%	100%	100%	*	*	Neutral	Up	
DCAS	5b	FALSE	Annual energy retrofit/conservation projects completed		29	37	109	158	478*	*	Up	*	
HPD	2a	TRUE	Total housing starts under Housing New York (HNY) (units)	NA	9,347	20,401	23,610	24,293	20,000	21,500	NA	*	
OCME	4a	TRUE	Median time to complete DNA sexual assault cases, from evidence submission to report (days)		89	59	50	36	36	30	30	Down	Down
DOI	2a	TRUE	Background investigations closed within 12 months (from date of receipt) (%)	64%	61%	65%	60%	40%	60%	60%	Down	Up	
DPR	1a	TRUE	Drinking fountains in service (in season only) (%)	95%	95%	94%	96%	96%	95%	95%	Neutral	Up	
DOT	3a	FALSE	Bicycle lane miles installed		51.9	65.9	51.2	53.9	82.9	50	50	Up	Up
TLC	2a	FALSE	Medallion vehicles	13,237	13,587	13,587	13,587	13,587	*	*	Neutral	*	
OATH	2a	FALSE	Total hearings at the OATH Hearings Division	322,916	283,480	281,704	271,920	298,571	*	*	Neutral	*	
LAW	4a	FALSE	Letters responded to in 14 days (%)	100%	100%	100%	100%	100%	*	*	Neutral	Up	
DEP	5a	FALSE	Air complaints responded to within seven days (%)	93%	98%	95%	95%	96%	85%	85%	Neutral	Up	
HPD	3a	FALSE	– Medium/high risk rental buildings in portfolio (%)	NA	NA	NA	NA	32.00%	*	*	NA	Down	
DOE	1a	FALSE	– United States history and government (%)	87.80%	70.80%	72.40%	71.40%	NA	75.00%	75.00%	NA	Up	
DHS	3b	TRUE	– unsubsidized exits (%)	10.20%	13.40%	19.90%	19.90%	20.90%	↓	↓	Up	Down	
DFTA	3a	FALSE	Letters responded to in 14 days (%)	52.80%	59.40%	77.20%	86.50%	80.20%	*	*	Up	Up	
DOE	1a	TRUE	– Grade 8 Electronic visits to website (000)		27.6	27.8	27.3	27.4	27.4	26.9	26.4	Neutral	Down
QPL	NA	FALSE	Construction inspections resulting in violations (%)	6,667	6,926	7,854	7,725	7,297	8,000	8,500	Up	Up	
DOB	2b	FALSE	Accessible dispatch median wait time in Manhattan (hours:minutes)	NA	0:15	0:13	0:13	0:10	*	*	NA	Down	
SBS	1a	FALSE	Number of unique businesses served by NYC Business Acceleration	4,989	6,377	5,899	5,122	4,559	*	*	Down	Up	
DOF	6a	FALSE	– Audit and enforcement revenue collected (\$000,000)	\$1,009	\$911	\$1,132	\$1,161	\$1,252	*	*	Up	*	
DSNY	3a	TRUE	Recycling tons per truck-shift		5.1	5.1	5.2	5.6	5.6	6.2	6.2	Up	Up
BOE	NA	FALSE	Voter complaints regarding poll workers - procedure		288	169	233	61	327*	*	Neutral	Down	
QPL	NA	TRUE	Program attendance	664,851	806,128	884,622	1,110,842	1,401,497	1,000,000	1,470,000	Up	Up	
DOT	7b	FALSE	Percent meeting time to first action - Street Condition - Failed Street Repair (10 days)	90%	92%	92%	92%	89%	85%	85%	Neutral	*	
DOF	2b	TRUE	Parking ticket hearings - Total	901,026	1,104,940	1,041,841	978,447	978,574	*	*	Neutral	*	

DOF	4a	FALSE	Cases opened	NA	NA	NA	194	308*	*	NA	*		
SBS	1a	TRUE	Financing awards to businesses facilitated by NYC Business Solutions	1,200	518	805	567	658	540	540	Down	Up	
HRA	1c	TRUE	Medicaid enrollees administered by HRA (000)	3,085.60	2,808.00	2,371.70	2,085.70	1,869.50	*	*	Down	*	
DORIS	1a	FALSE	Number of library items available	352,000	358,825	363,997	371,208	375,919	*	*	Neutral	Up	
NYCHH	1c	TRUE	General care average length of stay (days) – Summonses for prohibited use of cellular phones		5	5	5.1	5.2	5.4	4.9	4.9	Neutral	Down
NYPD	2a	FALSE	– subsidized	148,276	142,112	125,787	125,241	130,934	*	*	Down	*	
DHS	3a	FALSE	– subsidized exits (%)	NA	NA	224	310	290*	*		NA	Up	
DHS	3b	TRUE	Escapes	1.70%	0.00%	1.00%	1.60%	0.60%	↓	↓	Down	Down	
DOC	1a	TRUE	Letters responded to in 14 days (%)		1	0	0	0	0↓	↓	Down	Down	
DOT	7a	FALSE	– Certified/referred within 6 months (%)	84%	90%	95%	98%	97%	90%	95%	Up	Up	
DCP	3a	TRUE	Median time from exam administration to exam results completion (days) – Medium/high risk co-op	NA	87%	70%	96%	93%	70%	70%	NA	Up	
DCAS	1c	TRUE	buildings in portfolio (%)	NA	201	265	195	333	282↓		290	Up	Down
HPD	3a	FALSE	– Collisions involving City vehicles in the DCAS-managed fleet	NA	NA	NA	NA	54.00%	*	*	NA	Down	
DCAS	7a	FALSE	CORE facility rating	NA		402	449	400	421*	*	NA	Down	
DFTA	3a	FALSE	Average number of single adults in shelters per day		95	100	100	96	92*	*	Neutral	Up	
DHS	2a	TRUE	Comprehensive After School System of NYC (COMPASS NYC)	9,536	10,116	11,330	12,727	13,626	↓	↓	Up	Down	
DYCD	1a	FALSE	Enrollment	65,957	71,585	112,600	122,792	124,258	110,000	110,000	Up	*	
NYPD	5a	FALSE	Workplace injuries reported (uniform and civilian)	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%	NA	75.00%	75.00%	NA	Up	
NYCHA	2b	FALSE	Working families residing in public housing (cumulative) (%)	47.80%	47.60%	47.50%	46.70%	46.70%	*	*	Neutral	Up	
NYPD	6b	FALSE	Percent meeting time to close – Commercial Noise (0.3 days)		94	97	96	93	92*	*	Neutral	*	
DOE	6a	FALSE	Parents completing the NYC School Survey	486,536	485,696	459,929	497,331	506,778	*	*	Neutral	*	
DFTA	2b	TRUE	Total recipients of home care services	2,835	3,250	2,928	3,831	3,087	2,900	2,900	Up	Up	
FDNY	3a	FALSE	Violations admitted to or upheld at the Environmental Control Board (%)	91%	91%	93%	93%	92%	*	*	Neutral	*	
EDC	2a	FALSE	Outstanding violations closed during the period		19	23	22	31	30*	*	Up	Up	
HRA	1a	FALSE	Cash assistance cases in sanction status (%)	NA	5.20%	3.50%	1.20%	0.20%	*	*	NA	*	
DPR	1a	TRUE	Recreation centers rated acceptable for overall condition (%)	85%	86%	83%	89%	83%	85%	85%	Neutral	Up	
DSNY	5a	FALSE	Private transfer station inspections performed	5,047	6,022	5,998	4,570	5,758	*	*	Neutral	*	
DCAS	2c	FALSE	Lease-in agreements executed		32	56	53	66	39*	*	Up	*	
ACS	3a	TRUE	Child abuse and/or neglect allegation rate (internal) (average per 100 total ADP), detention inpatient satisfaction rate		0.11	0.1	0.15	0.11	0.14	0.09	0.1	Up	Down
NYCHH	1c	FALSE	Total participants at emergency preparedness education sessions	58.00%	60.00%	63.00%	62.00%	61.00%	65.00%	65.00%	Neutral	Up	
NYCEM	2a	TRUE	Letters responded to in 14 days (%)	35,921	34,599	74,571	103,648	92,863	75,000	75,000	Up	Up	
DCP	4a	FALSE	Computers for public use	44%	44%	64%	72%	71%	50%	50%	Up	Up	
NYPL	NA	FALSE	Number of complaints received	4,026	4,180	4,530	4,647	4,660	4,660	4,660	Up	Up	
LPC	1c	FALSE			815	875	772	792	677*	*	Down	Down	

DOE	5a	TRUE	– Other criminal categories	2,626	2,485	2,286	2,219	2,007	↓	↓	Down	Down
DCAS	6a	FALSE	– Electric vehicles in the DCAS-managed fleet	NA		51	64	72	140	75	160NA	Up
DOHMH	2b	TRUE	Asthma-related emergency department visits among children ages 5-17 (per 10,000 children) (CY) (preliminary)	231.9	232.1	231.6NA	NA		↓	↓	NA	Down
ACS	3a	FALSE	Youth on staff assault with injury rate, Close to home placement	NA		0.05	0.05	0.07	0.13	0.05	0.05NA	Down
NYPD	4a	FALSE	– Below standard LinkNYC kiosks in violation (%)	37	42	66	101		166*	*	Up	Down
DoITT	4a	FALSE	Total recipients of case management services	NA	NA	NA	0%	0%	5%	5%	NA	Down
DFTA	2b	FALSE	Bicycle racks installed	17,499	28,233	28,898	32,737	33,041	*	*	Up	*
DOT	3a	FALSE	Citywide traffic fatalities	3,541	3,656	2,408	1,300	2,018	1,500	1,500	Down	Up
DOT	2a	TRUE	Libraries open six days per week (%)	261	285	249	236		211↓	↓	Down	Down
BPL	NA	TRUE	Priority A (emergency) complaints received	47%	38%	65%	100%	100%	100%	100%	Up	Up
DOB	2a	FALSE	Average time to resolve telecommunications incidents (days)	14,511	14,654	15,827	17,629	16,591	*	*	Up	*
DoITT	1d	FALSE	Collisions involving City Vehicles	10.2	4.6	4.6	8		6.4*	*	Down	Down
DSNY	5a	FALSE	Electronic visits to website (000)	2,093	2,457	2,616	2,625	2,463	*	*	Up	Down
NYPL	NA	FALSE	License applications received online (%)	32,844	32,722	30,852	29,849	28,015	*	26,900	Down	Up
DCA	2a	FALSE	Percent meeting time to first action - Taxi Complaint (14 days)	27%	19%	20%	18%	23%	*	*	Down	Up
TLC	3b	FALSE	Cumulative energy retrofit/conservation projects completed	82%	94%	61%	86%	94%	90%	90%	Neutral*	
DCAS	5b	FALSE	Total visitors to the Cultural Institutions Group (000)	77	114	223	381		859*	*	Up	Up
DCLA	2a	FALSE	Average response time to all emergencies by fire companies (FDNY dispatch and travel time only) (minutes:seconds)	20,264	20,957	21,609	23,236	22,785	*	*	Up	Up
FDNY	1b	FALSE	Accidents involving the public in DCAS-managed properties	4:46	4:46	4:50	4:52	4:56	*	*	Neutral	Down
DCAS	7a	FALSE	Letters responded to in 14 days (%)	17	18	18	21		25*	*	Up	Down
DOP	3a	FALSE	Average cost of ambulance tour per day (\$)	97%	77%	100%	100%	100%	*	*	Up	Up
FDNY	2b	FALSE	– Completed early/on time: Infrastructure (%)	\$1,809	\$1,876	\$1,901	\$1,937	\$1,997	*	*	Neutral*	
DDC	1a	TRUE	Average time to restore water to customers after confirming breaks (hours)	83%	85%	84%	87%	100%	88%	88%	Up	Up
DEP	2a	FALSE	HRA clients who obtained employment, and maintained employment or did not return to CA for 12 months (city fiscal year-to-date average) (%)	4.4	4.4	5.1	4.2		4.4	6	6Neutral	Down
HRA	2a	FALSE	Average center-based child care voucher enrollment	NA	NA	64.20%	63.50%	63.40%	*	*	NA	Up
ACS	2a	TRUE	Build NYC Resource Corporation - Contracts closed	27,552	26,401	27,052	27,132	27,864	*	*	Neutral*	
EDC	3b	FALSE	Letters responded to in 14 days (%)	24	21	23	28		15*	*	Down	Up
DYCD	5a	FALSE	– Completed early/on time: Infrastructure (%)	100%	100%	100%	100%	100%	*	*	Neutral	Up
DDC	1a	TRUE	Leak complaints received	81%	87%	88%	87%	90%	82%	82%	Neutral	Up
DEP	2a	FALSE	Work permit applications received	4,077	3,601	3,622	3,642	3,679	*	*	Neutral*	
LPC	1b	TRUE		11,886	13,235	13,273	13,963	13,874	*	*	Up	*

DOT	1c	FALSE	Average time to repair street lights - by DOT (calendar days)		2.7	2.5	2.3	2.9	3*	*	Up	Down
ACS	3a	FALSE	Number of releases from Close to Home placement to aftercare	NA		274	283	201	194*	*	NA	Down
HRA	2c	FALSE	Child support collected (\$000,000)	\$735.60	\$741.70	\$748.30	\$762.10	\$780.90	\$769.70	\$788.70	Neutral	Up
DOHMH	7a	FALSE	CORE facility rating	90	92	92	81	96	85	85	Neutral	Up
DOF	5a	FALSE	Average time to record and index property documents (days) - Citywide		3.1	2.4	3.8	3.4	1.1*	*	Down	Down
DHS	6a	FALSE	Letters responded to in 14 days (%)	67.40%	83.50%	70.40%	64.80%	NA	*	*	NA	Up
DOP	3a	FALSE	E-mails responded to in 14 days (%)	100%	100%	100%	100%	100%	*	*	Neutral	Up
DOT	4a	FALSE	Existing newsstands converted to new model (%)	91.10%	93.70%	94.00%	95.90%	97.40%	*	*	Neutral	Up
DYCD	2a	FALSE	Participants in WIA-funded Out-of-School Youth program	1,863	1,721	1,800	2,265	2,132	*	*	Up	*
NYCHA	2b	FALSE	Applicants placed in public housing	4,233	5,988	4,939	4,211	3,834	*	*	Down	Up
DOF	2b	FALSE	Parking ticket appeals reviewed	36,094	41,405	55,036	58,939	30,375	*	*	Neutral	*
BPL	NA	FALSE	Computer sessions (000)	2,270	2,152	2,188	2,164	1,920	2,188	1,900	Down	Up
BOE	NA	FALSE	Interpreters deployed on election day - Staten Island		40	42	46	38	44*	*	Neutral	*
DSNY	2a	FALSE	Average outage rate for all collection trucks (%)	19%	21%	20%	19%	19%	*	*	Neutral	Down
ACS	1a	FALSE	Substantiation rate	39.80%	39.50%	38.70%	36.10%	40.40%	*	*	Neutral	*
DORIS	1a	FALSE	Records preserved and digitized	121,955	101,033	10,651,475	7,422,426	26,778	260,000	260,000	Up	Up
DPR	1a	TRUE	Comfort stations in service (in season only) (%)	94%	95%	97%	95%	94%	95%	95%	Neutral	Up
LPC	1b	FALSE	Certificates of No Effect issued within 10 business days (%)	87%	94%	91%	96%	93%	85%	85%	Neutral	Up
ACS	1a	TRUE	Children in substantiated investigations with repeat substantiated investigations within a year (%) (preliminary)	16.90%	17.40%	17.20%	16.80%	18.10%	↓	15.00%	Neutral	Down
TLC	3a	FALSE	Average call wait time (minutes:seconds)	NA	NA	NA	NA	18:55	*	*	NA	Down
DOB	2b	TRUE	Construction inspections completed	131,444	142,222	139,323	148,162	156,508	140,000	140,000	Up	Up
CUNY	NA	FALSE	Annual tuition at CUNY community colleges (full-time NYS resident)	\$4,200	\$4,500	\$4,800	\$4,800	\$4,800	*	*	Up	*
QPL	NA	FALSE	Wireless sessions	112,621	346,782	453,555	477,230	NA	500,000	525,000	NA	Up
CUNY	NA	FALSE	Number of full-time faculty employed by CUNY community colleges	1,891	2,011	2,092	2,165	2,182	*	*	Up	Up
	3111a	FALSE	Calls resolved at 311 without transfer to agency for resolution (%)	91%	93%	94%	93%	94%	*	*	Neutral	Up
DEP	2a	FALSE	Catch basin complaints received	10,548	8,576	8,851	8,020	8,968	*	*	Down	Down
HRA	4a	TRUE	APS cases eligible for services	6,098	5,406	6,107	6,847	7,346	*	*	Up	*
DOT	2a	TRUE	Overall traffic crashes	200,188	205,066	209,729	225,318	228,283	↓	↓	Up	Down
DOC	1b	FALSE	Incidents and allegations of use of force	3,413	4,221	4,822	5,269	5,070	*	*	Up	Down
DOB	2c	TRUE	Construction-related injuries		187	212	324	526	622↓	↓	Up	Down
DOHMH	2a	FALSE	Adults who are obese (%) (CY)	24.20%	23.40%	24.70%	24.10%	23.60%	23.90%	23.50%	Neutral	Down
DOC	1a	TRUE	Inmate assault on staff (monthly rate per 1,000 ADP)		4.7	5.9	8.6	7.9	8.4↓	↓	Up	Down
OCME	4a	TRUE	Median time to complete toxicology cases (days)		55	29	31	56	22	45	45	Down
DOE	2b	TRUE	Students with disabilities in cohort dropping out from high school in 4 years (%) (NYSED)	17.60%	15.80%	15.40%	14.50%	NA	14.40%	13.50%	NA	Down

HRA	4a	TRUE	Average days to initiate home attendant and housekeeper services for all cases	27.5	14.1	24.6	20.4	20	30	30	Down	Down
DOB	1b	FALSE	Average days to complete first plan review (Hub projects) - Minor renovation (Alterations II and III)	1.4	1.1	2.6	2.7	0.1*	*		Down	Down
DSNY	1a	FALSE	Streets rated filthy (%)	0.20%	0.40%	0.40%	0.20%	0.10%	*	*	Down	Down
DOE	2b	FALSE	Students no longer in need of special education services – Murder and non-negligent manslaughter	7,119	5,464	5,726	5,864	7,276	*	*	Neutral	*
NYPD	1a	TRUE	Total amount of employee restitution (\$)	369	320	348	341	300	↓	↓	Down	Down
DCA	4a	FALSE	Jail-cells unavailable (short-term repair) (%)	NA	NA	\$54,961	\$2,123,391	\$1,584,137	*	*	NA	*
DOC	1d	FALSE	– unsubsidized exits (%)	3.10%	2.80%	2.30%	2.30%	2.60%	1.00%	1.00%	Down	Down
DHS	3b	TRUE	Average uptime of key systems (mainframe, UNIX, Wintel) (%)	25.80%	25.30%	26.00%	24.50%	24.90%	↓	↓	Neutral	Down
DoITT	1a	TRUE	Calls answered in 30 seconds (%)	99.83%	99.72%	99.36%	99.59%	99.66%	99.99%	99.99%	Neutral	Up
DOHMH	7a	FALSE	– Preventable collisions involving City vehicles in the DCAS-managed fleet	NA	173	211	145	161*	*	*	NA	Down
NYPD	1a	FALSE	– Rape	464	471	481	526	504*	*	*	Up	Down
DCA	4a	FALSE	Total amount of PSL fines (\$)	NA	NA	\$50,050	\$1,201,468	\$502,168	*	*	NA	*
DOHMH	3a	TRUE	Child care inspections that do not require a compliance inspection (%)	62.90%	66.90%	65.90%	62.00%	57.40%	↑	↑	Neutral	Up
DOE	1a	TRUE	– Math (%)	29.60%	34.20%	35.20%	36.40%	37.80%	37.40%	39.80%	Up	Up
DOE	3a	FALSE	Percent of high school cohort who graduate ready for college and careers	31.40%	32.60%	34.60%	37.20%	NA	38.80%	40.40%	NA	Up
DOB	2c	FALSE	Construction-related incidents	403	459	736	979	1,170	*	*	Up	Down
DOHMH	4b	FALSE	Calls to NYC Well (000)	92	105.1	92	97.5	170.4*	*	*	Up	*
DoITT	1a	FALSE	Uptime of Citywide Radio Network (%)	99.99%	100.00%	100.00%	100.00%	100.00%	99.99%	99.99%	Neutral	Up
NYPD	1a	FALSE	School safety - Other criminal categories	2,626	2,485	2,286	2,219	2,007	*	*	Down	Down
HPD	2a	FALSE	HNY units started for homeless individuals and families	NA	480	1,575	1,907	2,571	1,320	1,111	NA	*
SBS	1b	FALSE	Value of Energy Cost Savings Program savings for businesses (\$000)	\$760	\$176	\$841	\$878	\$2,003	*	*	Up	*
HRA	5a	FALSE	IDNYC application timeliness (%)	NA	NA	95%	99%	99%	*	*	NA	Up
EDC	2a	FALSE	Outstanding violations at beginning of the period	55	35	25	64	51*	*	*	Up	Down
DDC	1a	FALSE	Sewers constructed (miles)	9.9	12.8	9.8	11.4	10.6	8.2	4	Neutral	*
DSNY	1a	TRUE	Streets rated acceptably clean (%)	94.50%	93.30%	92.70%	95.00%	95.90%	92.00%	92.00%	Neutral	Up
	311	1a	Average wait time (tier 1 calls) (minutes:seconds)	0:38	0:23	0:23	0:16	0:18	0:30	0:30	Down	Down
DFTA	2a	TRUE	Persons who received information and/or supportive services through DFTA's in-house and contracted Caregiver programs	NA	9,296	11,033	11,342	10,201	*	*	NA	*
DOF	2a	TRUE	Parking tickets issued that are paid within 90 days (%)	63.50%	63.20%	65.80%	66.80%	66.30%	65.00%	65.00%	Neutral	Up
CUNY	NA	FALSE	Percentage of community college students receiving Tuition Assistance Program (TAP) grants (%)	29.80%	34.00%	34.10%	36.40%	35.90%	*	*	Up	*
OATH	1a	FALSE	Cases filed at the OATH Trials Division (total)	2,358	2,665	2,754	2,553	2,661	*	*	Neutral	*

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

OCME	3a	FALSE	Remains recovered following a disaster or mass fatality incident (cumulative)	21,906	21,914	21,916	21,916	21,916	*	*	Neutral	*
ACS	2a	FALSE	EarlyLearn - Fiscal year spending per child based on average enrollment in Contract Family Child Care	\$9,084	\$8,629	\$8,577	\$8,715	\$9,072	*	*	Neutral	*
CCRB	1b	FALSE	Cases successfully mediated		61	179	183	222	187*	*	Up	Up
HRA	1a	TRUE	Cash assistance unduplicated number of persons (12-month)(000)		607	589.1	591.1	601.8	598.6*	*	Neutral	*
DOB	1a	FALSE	Building permits issued - Initial	88,290	98,302	104,087	109,277	109,724	*	*	Up	*
QPL	NA	FALSE	Computer sessions (000)	3,111	3,211	2,985	3,040	2,957	3,500	3,500	Neutral	Up
DOE	2b	TRUE	Math – Math (%)	3.60%	11.40%	13.50%	14.70%	14.30%	15.70%	15.30%	Up	Up
FDNY	3a	FALSE	Average annual cost of a ladder company (\$000,000)	\$8.40	\$8.60	\$8.60	\$8.80	\$8.90	*	*	Neutral	*
DOB	1b	FALSE	Average days to complete first plan review (Borough offices) - Minor renovation (Alterations II and III)		4.2	3.8	4.1	3.2	1.5	4	4Down	Down
DOHMH	2a	FALSE	Adults who consume an average of one or more sugar-sweetened beverages per day (%) (CY)	28.20%	23.30%	22.50%	23.70%	22.70%	22.80%	21.80%	Down	Down
DoITT	2a	TRUE	NYC.gov unique visitors (average monthly) (000)	3,774	3,778	3,772	4,001	4,599	↑	↑	Up	Up
DOHMH	1a	TRUE	Patients enrolled in Ryan White with current antiretroviral (ARV) prescription at last assessment (%)	82.60%	87.00%	87.70%	86.20%	90.10%	92.00%	92.00%	Neutral	*
DOF	2b	TRUE	Average turnaround time for in-person parking ticket hearings (minutes)		19	25	19	14	12	25	25Down	Down
BPL	NA	TRUE	Library card holders (000)	1,062	1,243	1,362	1,523	1,631	1,569	1,650	Up	Up
DOB	1b	TRUE	Average days to complete first plan review (Borough offices) - Major renovation (Alteration I)		12	11.3	15.2	12.2	5.8	10	10Down	Down
DYCD	2a	FALSE	Value of Summer Youth Employment Program contracts (\$000)	\$8,641	\$15,036	\$17,145	\$18,563	\$21,712	*	*	Up	*
	3111a	FALSE	311-NYC (text) contacts (000)	NA		234	175	156	144*	*	NA	*
NYCEM	2c	FALSE	Notify NYC messages issued	1,189	1,190	1,390	1,505	1,986	*	*	Up	*
DOT	4a	FALSE	Pedestrian space installed (square feet)	360,057	297,408	230,956	353,439	499,025	*	*	Up	Up
HPD	4a	TRUE	Section 8 - Voucher utilization rate	98.20%	98.20%	93.30%	94.50%	96.60%	98.00%	98.00%	Neutral	Up
CUNY	NA	FALSE	CUNY community college graduates from career and technical education programs who are employed within six months of graduation (%)	71.20%	72.00%	77.20%	74.40%	77.10%	*	*	Neutral	Up
HPD	2a	TRUE	Total housing completions (New Housing Marketplace Plan and HNY) (units)	NA	10,082	12,028	20,585	17,736	17,343	17,123	NA	*
NYPD	3a	FALSE	– Graffiti summonses		44	18	11	7	3*	*	Down	*
DOB	1a	FALSE	Certificates of Occupancy issued	5,949	5,694	5,289	5,893	6,427	*	*	Neutral	*
DOT	1a	TRUE	Bridges rated - Good or very good (%) (calendar year)	41.40%	42.00%	42.10%	41.90%	41.80%	40.70%	40.70%	Neutral	Up
DoITT	4a	TRUE	Active LinkNYC kiosks on City streets	NA	NA	NA		198	9011,530	2,830	NA	*
HRA	4a	TRUE	Serious personal care complaints resolved in 24 hours (%)	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	Neutral	Up
DCA	1b	FALSE	Consumer Protection Law - refund and receipt compliance rate (%)	80%	81%	91%	91%	89%	80%	85%	Up	Up

EDC	4a	TRUE	Project employees reported to be earning a living wage or more (%)	NA	94%	95%	95%	NA	↑	95%	NA	Up
HPD	1b	FALSE	Housing Court cases initiated by HPD that were disposed	4,769	6,183	6,365	5,633	6,222	*	*	Up	*
DOB	1a	FALSE	Jobs filed	72,288	82,551	91,933	93,130	92,569	*	*	Up	*
FDNY	1c	TRUE	Firefighter burns		233	186	215	218	203↓	↓	Neutral	Down
OATH	1a	TRUE	Average adjournment time at the OATH Trials		16.6	15.7	16.9	17.5	18.1	20	20Up	Down
SBS	5a	FALSE	Division (business days) E-mails responded to in 14 days (%)	100%	100%	100%	100%	100%	*	*	Neutral	Up
DHS	6a	FALSE	E-mails responded to in 14 days (%)	66.70%	80.50%	68.60%	61.37%	NA	*	*	NA	Up
DYCD	2a	FALSE	Participants in WIA-funded In-School Youth program	2,395	2,527	2,678	2,766	2,980	*	*	Up	*
DOI	1a	TRUE	Complaints	12,659	12,624	11,445	11,616	12,128	*	*	Neutral	*
NYCEM	1a	FALSE	Interagency meetings held during field responses		578	290	291	277	198*	*	Down	*
TLC	1d	FALSE	– Average agency processing time	NA	NA	NA	19.9	11.8*	*		NA	Down
DOT	3a	FALSE	Citi Bike annual membership	NA	92,598	73,369	114,779	198,858	*	*	NA	Up
DEP	3a	FALSE	Harbor survey stations meeting the fishable standard of 5mg/L for dissolved oxygen (%)	85%	91%	94%	90%	92%	89%	89%	Neutral	Up
DOF	6a	FALSE	– Business taxes collected (\$000,000)	\$7,410	\$7,578	\$7,724	\$7,550	\$7,289	*	*	Neutral	*
DPR	1a	TRUE	Parks rated acceptable for cleanliness (%)	90%	91%	92%	92%	92%	90%	90%	Neutral	Up
HRA	2a	TRUE	Family cases engaged in training or education in accordance with New York City guidelines (%)	23.70%	24.30%	25.50%	27.40%	26.30%	↑	↑	Up	Up
CUNY	NA	FALSE	Total headcount enrollment at CUNY community colleges	96,500	97,751	99,958	99,045	96,865	*	*	Neutral	*
CUNY	NA	TRUE	CUNY courses offered partly or totally online (%)	4.30%	4.90%	5.70%	6.80%	8.00%	8.00%	8.00%	Up	Up
NYPD	1a	TRUE	Major felony crime in housing developments	5,018	5,328	4,858	5,205	5,084	↓	↓	Neutral	Down
DPR	1b	TRUE	– Crimes against properties	NA	NA		465	469	547*	*	NA	Down
DORIS	2b	FALSE	Warehouse capacity available for new accessions (%)	7%	4%	5%	12%	12%	*	*	Up	*
DOP	2a	FALSE	Revocation of juveniles resulting in placement (%)	NA	NA	NA	64.00%	71.00%	*	*	NA	*
DOHMH	1a	TRUE	Syphilis cases	1,104	1,234	1,315	1,804	1,808	↓	↓	Up	Down
DOP	1a	FALSE	Juvenile investigation reports completed	3,546	2,194	2,003	2,019	1,927	*	*	Down	*
DOT	1c	TRUE	Average time to respond to high priority traffic signal defect and make safe (hours:minutes)	NA	2:05	1:47	1:50	1:47	2:00	2:00	NA	Down
HRA	1b	TRUE	SNAP application timeliness rate (%)	93.50%	87.20%	81.40%	93.90%	88.40%	90.60%	90.60%	Neutral	Up
DYCD	4a	FALSE	Expenditure report reviews	22,495	25,352	21,687	25,433	23,369	*	*	Neutral	*
DPR	2b	FALSE	– Down tree limbs		11.9	18.6	17.3	22.5	38.5*	*	Up	Down
DOB	1c	TRUE	Average wait time for a construction inspection (days)		4.7	3.4	3.6	3.8	2.7	4.5	4.5Down	Down
HRA	6a	FALSE	Average customer in-person wait time (minutes)		48.2	39.9	42.2	34.8	34.1	60	60Down	Down
DPR	4b	FALSE	Parks with an affiliated volunteer group (%)	NA	NA	NA	29%	27%	*	*	NA	Up
HPD	1b	FALSE	– Cases resulting in judgments		610	571	721	842	578*	*	Up	*
BOE	NA	FALSE	SETotal active voters (000)	4,225	4,276	4,160	4,108	4,477	*	*	Neutral	Up
DYCD	1b	TRUE	Youth reunited with family or placed in a suitable environment from Transitional Independent Living (TIL) centers (%)	91%	93%	92%	89%	88%	85%	85%	Neutral	Up

DOF	1a	FALSE	Originally noticed properties sold in lien sale (%)	20%	21%	16%	14%	17%	*	*	Down	Down	
DCAS	3a	FALSE	Real estate auction bids received (\$000)	NA	\$17,500	NA	\$12,990	\$0	*	*	NA	*	
DDC	1a	FALSE	Total construction projects completed										
DSNY	2a	FALSE	Early/on time (%)	81%	81%	84%	87%	87%	82%	82%	Neutral	Up	
DOC	4a	FALSE	Tons per day disposed	10,876	10,611	10,554	10,583	10,676	*	*	Neutral	Down	
DOF	2b	FALSE	Accidents involving inmates		43	38	44	43	35*	*	Down	Down	
			In-person hearings	206,320	239,063	236,097	220,221	216,695	*	*	Neutral	*	
DOE	1a	FALSE	Students in grades 3 to 8 progressing from below standards to meeting standards - English language arts (%)	2.90%	11.00%	12.20%	18.40%	16.90%	*	*	Up	Up	
TLC	1b	FALSE	Re-inspection (%)	8.10%	7.90%	7.40%	6.50%	6.60%	*	*	Down	Down	
TLC	1d	TRUE	Average wait time at Long Island City licensing facility (hours: minutes)	0:14	0:28	0:16	0:25	0:19	0:25	0:25	Up	Down	
DYCD	5a	FALSE	Completed customer requests for interpretation	1,708	1,515	1,986	2,380	1,705	*	*	Up	*	
DOB	2a	TRUE	Residential illegal conversion complaints where access was obtained (%)	41.60%	44.10%	40.50%	38.40%	36.40%	44.00%	44.00%	Down	Up	
NYCEM	1a	FALSE	Incidents	3,443	3,702	4,091	4,267	3,924	*	*	Up	*	
NYPD	1a	TRUE	– Grand larceny	43,622	45,238	43,112	45,164	43,787	↓	↓	Neutral	Down	
			Average daily number of inmates in vocational skills training programs		204	216	256	226	550*	*	Up	Up	
DOB	1b	FALSE	Average days to complete first plan review (Hub projects) - Major renovation (Alteration I)		11.9	11.9	16.2	9	5.1*	*	Down	Down	
BIC	1a	FALSE	Waste hauling complaints received		534	519	513	449	351*	*	Down	*	
DPR	2a	TRUE	Street trees pruned - Block program	46,697	59,607	97,888	87,359	70,443	65,000	65,000	Up	Up	
DOE	4a	TRUE	– Fair to poor condition (%)	0.30%	0.00%	0.10%	0.10%	NA	↓	↓	NA	Down	
NYPD	6a	FALSE	Completed requests for interpretation	264,803	263,035	273,575	238,382	288,561	*	*	Neutral	*	
DOT	1b	FALSE	Violations admitted to or upheld at the Environmental Control Board (%)	88.10%	92.00%	91.00%	92.00%	92.00%	*	*	Neutral	Up	
DOP	1b	FALSE	– low-risk (%)	47.00%	37.00%	38.00%	40.00%	36.00%	*	*	Down	Up	
DOP	1b	FALSE	– medium-risk (%)	16.00%	12.00%	13.00%	14.00%	14.00%	*	*	Neutral	*	
DCA	1a	FALSE	Total docketed complaints	3,907	3,853	3,702	3,650	3,049	*	*	Down	*	
NYCHA	1b	TRUE	Average outage per elevator per month		0.97	1	0.99	1.13	1.06	1.01	1.01	Up	Down
DFTA	3b	FALSE	Percent meeting time to first action - Housing Options (14 days)	95%	99%	94%	90%	93%	*	*	Neutral	*	
DCAS	1b	TRUE	New hires - Male (%)	55.60%	57.20%	53.70%	59.30%	53.00%	*	*	Neutral	*	
DOP	2b	FALSE	Juvenile supervision - new Individual action plans (IAPs) created for eligible clients (%)	NA	NA	NA	100.00%	100.00%	*	*	NA	*	
ACS	3a	TRUE	Average daily population (ADP), detention		266	234.1	169.9	156.6	119.4	↓	Down	Down	
DOE	1b	FALSE	Parents attending Fall and Spring Parent-Teacher Conferences (000)	1,416	1,437	1,910	1,983	2,021	1,984	1,984	Up	Up	
DHS	2b	FALSE	Violent critical incidents in the families with children shelter system, per 1,000 residents	NA	NA	NA	NA		0.6*	*	NA	Down	
DEP	1a	FALSE	Acres of land solicited in watershed area	62,481	44,316	32,865	45,569	34,513	*	*	Down	*	
NYPD	1a	FALSE	– Grand larceny auto		3	1	1	4	0*	*	Down	Down	
HPD	1b	FALSE	Total violations issued	385,507	390,951	408,874	440,849	481,085	*	*	Up	*	

			Students in cohort graduating from high school in 6 years (%)								
DOE	1a	TRUE	(NYSED)	74.70%	76.60%	NA	NA	NA	↑	↑	NA Up
SBS	2a	TRUE	Customers enrolled in training	NA	NA	NA	3,649	3,464	↑	↑	NA Up
OATH	1a	FALSE	Cases closed at the OATH Trials Division (total)	2,326	2,425	2,724	2,560	2,668	*	*	Up *
HRA	3b	FALSE	Number of domestic violence emergency beds (capacity)	2,228	2,228	2,228	2,282	2,378	*	*	Neutral*
SBS	2a	FALSE	Unique customers served	NA	NA	NA	104,715	104,239	*	*	NA Up
DOF	2a	FALSE	Parking tickets resolved within 90 days (000)	NA	NA	8,374	8,813	7,655	*	*	NA *
HPD	1b	TRUE	Violations issued and removed in the same fiscal year (%)	41%	38%	38%	45%	42%	40%	40%	NeutralUp
DOHMH	7b	FALSE	Percent meeting time to first action - Indoor Air Quality (14 days)	97%	99%	99%	99%	98%	95%	95%	Neutral*
NYCHA	2c	FALSE	Applicants placed through Section 8 vouchers		933	384	8921,706	2,758	*	*	Up Up
CUNY	NA	TRUE	Six-year systemwide graduation rate (%) - CUNY baccalaureate students	51.00%	52.60%	52.70%	53.90%	54.80%	55.00%	55.00%	NeutralUp
DCAS	2b	TRUE	In-house trade shop work orders completed within 30 days (%)	64%	69%	70%	70%	64%	75%	75%	NeutralUp
ACS	1a	TRUE	Average child protective specialist caseload		8.2	9.8	10.5	10.6	12.4	12	12Up Down
DOC	3a	FALSE	Victim Identification Notification Everyday (VINE) system registrations	14,929	15,291	15,159	15,440	17,288	*	*	Up Up
DOE	1b	FALSE	In-person consultations with parents by PC or parent engagement designee (000)	1,129	1,275	1,450	1,593	1,637	1,400	1,400	Up Up
NYPL	NA	TRUE	Libraries open six days per week (%)	100%	100%	100%	100%	100%	100%	100%	NeutralUp
DOE	3b	FALSE	Percent of high school cohort passing at least 1 AP exam in 4 years of high school	13.50%	15.40%	15.90%	17.10%	NA	19.10%	21.10%	NA Up
DOI	1b	TRUE	Referrals for civil and administrative action	1,235		9291,327	849	990*	*		Down *
DOT	7a	FALSE	E-mails responded to in 14 days (%)	92%	89%	95%	98%	97%	90%	95%	NeutralUp
TLC	2a	FALSE	For-hire vehicles	43,668	51,145	65,016	78,814	99,928	*	*	Up *
FDNY	4a	FALSE	Average wait time to speak with a customer service agent (minutes)	12:14	13:14	11:22	13:53	17:32	*	*	Up Down
NYCHH	1b	TRUE	Prenatal patients retained in care through delivery (%)	83.00%	85.50%	87.10%	87.00%	86.10%	90.00%	90.00%	NeutralUp
DOE	2b	TRUE	Students with disabilities in cohort graduating from high school in 6 years (%) (NYSED)	48.20%	50.80%	NA	NA	NA	*	*	NA Up
	3111a	FALSE	Calls handled in languages other than English (%)	2.10%	1.80%	2.50%	3.00%	2.70%	*	*	Up *
HRA	5a	FALSE	Workplace injuries reported		194	196	170	172	176*	*	Down Down
CUNY	NA	FALSE	Students passing the National Council Licensure Examination for Registered Nurse (%)	86.90%	74.80%	76.40%	80.10%	86.30%	*	*	NeutralUp
SBS	1b	FALSE	Commercial tenants active in Lower Manhattan Energy Program	1,095	1,059	1,152	1,007	784*	*		Down *
DOE	4a	FALSE	Schools that exceed capacity - Elementary schools (%)	32.00%	33.00%	65.00%	59.00%	NA	*	*	NA Down
DHS	2a	TRUE	Average number of families with children in shelters per day	9,840	10,649	11,819	12,089	12,818	↓	↓	Up Down

NYPD	1a	TRUE	Major felony crime	110,099	110,023	103,872	105,614	98,991	↓	↓	Neutral	Down
ACS	3a	FALSE	Secure detention - ADP Children in care 12-23 months discharged to permanency (%)	150.1	130.2	94.7	91.7	69.9*	*	*	Down	Down
ACS	1e	TRUE	OATH Trials Division settlement rate (%)	19.60%	21.50%	20.10%	24.40%	24.60%	27.00%	27.00%	Up	Up
OATH	1a	FALSE	Average time to complete in-house trade shop work orders for minor repairs (days)	59%	55%	57%	57%	59%	55%	55%	Neutral*	
DCAS	2b	TRUE	Uptime of NYCWiN (%)	8.2	4.3	4.2	3.6	3.5	7	4	Down	Down
DoITT	1a	FALSE	Public school Total students served in CUNY Accelerated Study in Associate Programs (ASAP)	99.99%	100.00%	100.00%	99.99%	99.97%	99.99%	99.99%	Neutral	Up
DOE	2b	FALSE	Children in care 24 or more months discharged to permanency (%)	6481,502	1,420	2,124	2,524	*	*	*	Up	*
CUNY	NA	FALSE	Families on Section 8 waiting list (000)	2,204	3,205	4,352	8,016	15,473	*	*	Up	Up
ACS	1e	TRUE	Total violations issued Housing Court cases initiated by HPD – Annual pruning goal completed (%)	23.80%	23.20%	23.20%	24.90%	24.30%	27.00%	27.00%	Neutral	Up
NYPD	2a	FALSE	Median time to remove decedents from scene (non-hospital) after investigation (minutes)	684,012	749,561	832,975	879,790	923,513	*	*	Up	*
NYCHA	2c	FALSE	Accessible dispatch trips fulfilled as a percent of requested trips (%)	123	123	121	119	148*	*	*	Up	Down
DEP	6a	FALSE	Adult probationer rearrest rate (monthly average) (%)	13,262	14,077	15,284	14,753	16,149	*	*	Up	*
HPD	1b	FALSE	Completed requests for interpretation	5,376	6,824	6,299	5,659	6,371	*	*	Neutral*	
DPR	2a	FALSE	– Natural gas (%)	173%	119%	140%	92%	108%	*	*	Down	Up
OCME	2a	FALSE	Occupancy rate of NYCEDC-managed property (%)	42.1	40.1	49.3	56.7	61.9*	*	*	Up	Down
TLC	1a	FALSE	HASA clients receiving housing assistance (%)	NA	81.00%	88.70%	89.20%	91.10%	*	*	NA	Up
DOP	2a	TRUE	Violations admitted to or upheld at the OATH Environmental Control Board (%)	3.10%	3.20%	3.10%	3.40%	3.10%	3.00%	3.00%	Neutral	Down
DOP	3a	FALSE	Scheduled new seats constructed on time (%)	16,505	16,520	15,859	9,425	11,870	*	*	Down	*
DCAS	5a	FALSE	– Private investment leveraged on closed projects (\$000,000)	40.50%	41.50%	42.40%	42.00%	42.50%	*	*	Neutral*	
EDC	2a	TRUE	Total headcount	95.70%	97.30%	93.30%	93.70%	94.60%	95.00%	95.00%	Neutral	Up
HRA	4a	FALSE	Waste hauling applications approved - New and Renewal – Overall condition of greenstreets (%)	84.30%	84.00%	84.70%	84.30%	80.60%	*	*	Neutral*	
LPC	1c	FALSE	Summons served with decision rendered at the OATH Hearings Division	87%	97%	98%	98%	98%	*	*	Neutral	Up
SCA	1c	TRUE	Total debt reduced by clients (\$000)	100%	100%	100%	96%	100%	100%	100%	Neutral	Up
EDC	3b	FALSE	Private investment leveraged on the sale/long-term lease of City-owned property (\$000,000)	\$513.70	\$555.80	\$777.80	\$1,404.30	\$564.10	*	*	Up	Up
CUNY	NA	FALSE	Refuse collection cost per ton (\$)	269,114	269,897	275,132	274,357	272,957	*	*	Neutral*	
BIC	1b	FALSE	Licensing Center wait time (minutes)	1,106	770	737	994	876*	*	*	Neutral	Up
DPR	1a	FALSE	Restaurants inspected (%)	96%	97%	97%	97%	97%	*	*	Neutral	Up
DFTA	1a	TRUE	Summons with decision rendered at the OATH Hearings Division	11,521	11,597	11,671	12,104	11,719	*	*	Neutral*	
DCA	2a	TRUE	Total debt reduced by clients (\$000)	11	16	13	8	8	15	15	Down	Down
DOHMH	3b	FALSE	Summons with decision rendered at the OATH Hearings Division	99.60%	99.80%	99.90%	99.80%	87.50%	100.00%	100.00%	Neutral	Up
OATH	2a	TRUE	Summons with decision rendered at the OATH Hearings Division	202,117	199,302	206,867	195,290	207,723	*	*	Neutral*	
DCA	3a	FALSE	Summons with decision rendered at the OATH Hearings Division	\$14,497	\$23,893	\$33,088	\$43,125	\$52,967	*	*	Up	Up
EDC	1a	TRUE	Summons with decision rendered at the OATH Hearings Division	\$331.20	\$6,020.50	\$2,003.30	\$1,213.60	\$798.50	\$534.00	↑	Down	Up
DSNY	5a	FALSE	Summons with decision rendered at the OATH Hearings Division	\$252	\$277	\$282	\$291	NA	*	*	NA	*

DOE	5a	FALSE	Collisions involving City Vehicles		64	45	55	52	52*	*	Down	Down	
DOF	3a	FALSE	Disability Rent Increase Exemption (DRIE) - Initial applications received	NA	NA	NA	2,594	2,143	*	*	NA	*	
BIC	1b	FALSE	Waste hauling applications approved - New		209	128	166	187	216*	*	Up	Up	
BOE	NA	FALSE	Interpreters deployed on Election day - Bronx		156	138	148	155	176*	*	Up	*	
DHS	3a	FALSE	Single adults exiting to permanent housing	8,526	10,012	8,762	8,521	8,132	9,000	9,000	Neutral	Up	
CUNY	NA	FALSE	Instructional full-time equivalents (FTEs) taught by full-time faculty (%) - Community Colleges	44.80%	50.80%	53.40%	53.60%	52.80%	*	*	Up	Up	
HPD	4b	FALSE	Housing New York units started – Very low income (31%-50% AMI)	NA	1,426	2,393	3,013	6,437	*	*	NA	*	
NYPD	2a	FALSE	Driving while intoxicated (DWI) related fatalities		40	38	31	35	26*	*	Down	Down	
ACS	3b	TRUE	In-care youth who were referred for mental health services, detention (%)	51%	48%	61%	50%	59%	*	*	Up	*	
DYCD	2b	TRUE	Youth who attend a training program while in school and are placed in post-secondary education, employment, or advanced training during the 1st quarter after exiting the program (%)	77%	78%	82%	85%	NA	69%	*	NA	Up	
DOE	1a	FALSE	– Math (%)	7.40%	27.90%	23.30%	24.00%	22.30%	*	*	Up	Up	
NYPD	1a	FALSE	Major felony crime arrests	40,258	42,444	41,599	43,516	41,869	*	*	Neutral	*	
LAW	2a	FALSE	Juvenile conviction rate (%)	73%	75%	75%	76%	75%	70%	75%	Neutral	*	
NYCHA	1d	FALSE	Crime Rate Year To Date		12.4	13.3	12	13.2	12.7*	*	Neutral	Down	
CUNY	NA	TRUE	One-year (fall-to-fall) retention rate of full-time first-time freshmen enrolled in CUNY associate degree programs	66.60%	67.10%	67.90%	66.30%	66.00%	68.00%	68.00%	Neutral	Up	
DCLA	2a	FALSE	– Visitors using free admission and/or tickets (%)	22%	26%	26%	31%	27%	*	*	Up	Up	
NYPL-Research	NA	TRUE	Total library attendance (000)	3,451	3,630	3,679	3,744	3,637	3,650	3,910	Neutral	Up	
DCAS	6a	FALSE	– Vehicles with highest emission ratings purchased pursuant to Local Law 38 in DCAS-managed fleet (%)	94%	99%	96%	100%	100%	95%	95%	Neutral	Up	
HPD	1b	FALSE	Violations certified as corrected by owner	134,369	118,867	141,484	170,109	193,461	*	*	Up	*	
DOI	3a	FALSE	E-mails responded to in 14 days (%)	100%	100%	100%	100%	100%	*	*	Neutral	Up	
OATH	2a	FALSE	OATH Hearings by Mail (% of total remote hearings)	51.80%	38.00%	31.20%	24.40%	32.30%	*	*	Down	*	
DOB	2a	FALSE	– Access obtained and violations were written (%)	50.20%	44.70%	37.40%	40.40%	39.80%	*	*	Down	*	
NYCEM	1b	TRUE	Tabletop exercises and simulations		23	19	19	27	20	18	31	Neutral	Up
DYCD	1b	TRUE	Utilization rate for crisis beds (%)	98%	98%	99%	96%	92%	90%	90%	Neutral	Up	
OCME	5a	FALSE	Letters responded to in 14 days (%)	98%	100%	100%	100%	100%	*	*	Neutral	Up	
DCP	3a	TRUE	– Certified/referred within 6 months (%)	NA	85%	84%	86%	86%	70%	70%	NA	Up	
CCHR	1a	FALSE	Modifications for accessibility for people with disabilities		156	185	155	191	307*	*	Up	*	
DOT	1a	FALSE	– Fair (%)	58.40%	57.90%	57.90%	58.10%	58.20%	*	*	Neutral	Down	

				Average time to conduct a safety and emissions inspection of a Boro Taxi (hours:minutes)								
TLC	1d	TRUE	Inmates participating in skills-building activities/discharge planning (%)	NA	0:57	0:55	0:51	1:11	1:00	1:00	NA	Down
DOC	2b	TRUE	Billed revenue as a percentage of budgeted revenue (%)	10.90%	10.30%	10.50%	8.70%	14.00%	10.00%	10.00%	Up	Up
HRA	5a	FALSE	Average cost of training per employee (\$)	71.90%	72.80%	74.20%	74.50%	72.00%	*	*	Neutral	Up
DCAS	7a	FALSE	New Yorkers living within walking distance of a park (%)	\$225	\$215	\$163	\$112	\$113	*	*	Down	*
DPR	3b	TRUE	Completed customer requests for interpretation	NA	NA	79.40%	81.00%	81.50%	↑	↑	NA	Up
DOE	6a	FALSE	Electronic visits to website (000)	92	97	94	94	91	90	90	Neutral	Up
DCA	5a	FALSE	E-mails responded to in 14 days (%)	1,611	2,536	3,377	3,861	3,695	*	*	Up	*
BPL	NA	FALSE	Asbestos complaints responded to within three hours (%)	11,098	10,748	11,391	11,161	10,567	11,719	10,675	Neutral	Up
CCHR	3a	FALSE	Fleet in-service rate citywide (%)	100%	100%	100%	100%	100%	*	*	Neutral	Up
DEP	5a	FALSE	Asset management - Rental buildings in portfolio	100%	100%	100%	100%	100%	90%	100%	Neutral	Up
DCAS	6b	TRUE	Violations admitted to or upheld at the Environmental Control Board (%)	91%	90%	90%	91%	92%	90%	91%	Neutral	Up
HPD	3a	FALSE	Youth who are out-of-school, attend a DYCD-funded training or employment program, and attain a degree or certificate by the end of the 3rd quarter after exiting the program (%)	2,651	3,110	3,396	3,604	3,999	*	*	Up	*
DoITT	4a	FALSE	Unique businesses served by NYC Business Solutions	69%	69%	72%	65%	50%	*	*	Down	*
DYCD	2b	FALSE	New library card registrations	66%	65%	68%	70%	NA	63%	*	NA	Up
SBS	1a	FALSE	Visitors rating customer service at borough centers as good or better (%)	11,340	8,344	7,642	9,812	9,363	*	*	Down	Up
NYPL	NA	FALSE	– SSI persons receiving SNAP benefits (000)	355,034	366,357	483,103	277,641	315,137	*	*	Down	*
DOE	4a	FALSE	Utilization rate for Section 8 vouchers (%)	13.00%	13.00%	24.50%	22.00%	NA	*	*	NA	Down
DEP	7a	FALSE	– Heat and hot water emergency assistance (000)	90.80%	93.00%	93.00%	95.00%	93.00%	90.00%	90.00%	Neutral	Up
HRA	1b	FALSE	Cash assistance recoveries and cost avoidance for fraud, waste and abuse (\$000,000)	275.9	271.3	265.6	263.1	262.8*	*	*	Neutral	*
NYCHA	2c	TRUE	Persons receiving emergency assistance (000)	93.90%	91.20%	88.10%	87.00%	85.00%	97.00%	97.00%	Neutral	Up
HPD	1a	FALSE	End-to-end average response time to critical crimes in progress (minutes:seconds)	108,742	120,106	122,753	110,007	115,262	*	*	Neutral	*
HRA	1a	FALSE	Unemployment rate (%)	5.1	5.6	8.3	8.2	7.4*	*	*	Up	*
HRA	5a	FALSE	Calls answered in 30 seconds (%)	\$177.80	\$180.70	\$182.70	\$171.00	\$191.40	*	*	Neutral	Up
EDC	3a	FALSE	Percent meeting time to close - Broken Muni Meter - No Receipt (14 days)	8.50%	8.20%	6.60%	4.90%	4.90%	*	*	Down	Down
DEP	7a	FALSE	End-to-end average response time to critical crimes in progress (minutes:seconds)	69%	79%	68%	73%	79%	76%	76%	Neutral	Up
DOT	7b	FALSE	Children adopted	47%	96%	98%	68%	92%	90%	90%	Up	*
NYPD	1c	FALSE	CORE facility rating	6:37	7:08	7:29	7:09	6:49	*	*	Neutral	Down
ACS	1e	FALSE	– Felonious assault	1,310	1,101	1,004	1,052	899*	*	*	Down	Up
DOI	3a	FALSE		93	93	98	98	100*	*	*	Neutral	Up
NYPD	1a	FALSE		200	172	176	148	140*	*	*	Down	Down

		CORE customer experience rating (0 - 100)										
DCP	4a	FALSE	Post-audit inspections for completed street work	302,689	329,664	292,453	374,075	375,133	*	*	Up	Up
DOT	1b	FALSE	Average rating for professional development training sessions (%)	88%	88%	88%	90%	90%	88%	88%	Neutral	Up
DCAS	1d	TRUE	Completed requests for interpretation – Completed early/on time: Public buildings (%)	82%	76%	83%	85%	86%	82%	82%	Neutral	Up
	3112a	FALSE	Average time to close - Tree emergency service requests (days)	10.4	21.2	17.1	22.7	37.2	↓	↓	Up	Down
NYCHA	2c	FALSE	Annual Section 8 inspections	84.40%	89.80%	88.90%	78.00%	80.00%	*	*	Neutral	Up
HPD	1b	TRUE	Emergency violations corrected by owner (%)	53%	51%	53%	57%	55%	55%	55%	Neutral	Up
DOE	6a	FALSE	Completed requests for interpretation	20,265	32,267	49,922	54,626	67,131	*	*	Up	*
SBS	1b	FALSE	Jobs created or retained by Energy Cost Savings Program	4,122		3615,164	1,060	9,753	*	*	Up	*
NYPD	1b	FALSE	– Non-members	66,186	17,588	26,152	48,607	49,477	*	*	Neutral	*
DOE	1a	FALSE	Students in grades 3 to 8 scoring below standards progressing into a higher level - English language arts (%)	7.70%	28.00%	29.50%	38.30%	34.70%	*	*	Up	Up
			E-mails responded to in 14 days (%)	95.60%	92.60%	89.70%	97.80%	97.30%	*	*	Neutral	Up
DORIS	1b	TRUE	Average response time to vital record requests (days)	10.4	14	21.4	11.5	28	12	12	Up	Down
DFTA	1b	TRUE	Senior center utilization rate (%)	86.00%	86.00%	85.00%	85.00%	81.00%	95.00%	95.00%	Neutral	Up
DOB	4b	FALSE	Percent meeting time to first action - General Construction/Plumbing - Failure to Maintain (60 days)	77%	79%	81%	93%	80%	77%	77%	Up	*
DEP	6a	FALSE	Collisions involving City vehicles	296	301	337	380	413*	*		Up	Down
HPD	1b	FALSE	– Buildings discharged from program (%)	59%	64%	65%	64%	73%	*	*	Up	Up
DDC	1b	TRUE	(cumulative) Project inspections with at least one high-risk deviation (%)	56.30%	72.70%	74.60%	69.10%	73.00%	↓	↓	Up	Down
DPR	6a	FALSE	Completed customer requests for interpretation	45	60	81	122	110*	*		Up	*
DHS	3a	FALSE	– unsubsidized	NA	NA	413	318	280*	*		NA	Up
DOT	2a	FALSE	– Bicyclists/pedestrians	168	172	159	152	148*	*		Down	Down
DOE	1a	TRUE	Students in grades 3 to 8 meeting or exceeding standards - English language arts (%)	26.40%	28.40%	30.40%	38.00%	40.60%	39.00%	42.60%	Up	Up
DoITT	1b	FALSE	Average time to resolve service incidents - Low (days)	1.9	1.5	1.8	2.2	2	6	6	Up	Down
LPC	1a	TRUE	– Total number of buildings designated	1,408		3242,013	1,411	224*	*		Down	*
DCLA	1a	FALSE	Program organizations awarded CDF payments	888	881	883	889	933*	*		Neutral	*
DOP	2a	FALSE	Juvenile supervision cases - end of period	2,079	1,781	1,430	1,347	1,023	*	*	Down	*
DoITT	5a	FALSE	Citywide IT professional services contracts in use by agencies (%)	46%	57%	37%	39%	49%	*	*	Down	*
DOC	1a	FALSE	Fight/assault infractions	7,622	8,827	9,424	11,240	12,650	*	*	Up	Down
NYPD	1a	FALSE	Gun arrests	5,581	4,776	4,776	5,194	5,081	*	*	Neutral	*
DCAS	5a	FALSE	Electricity purchased (kilowatt hours) (billions)	4.2	4.3	4.3	4.2	4.3*	*		Neutral	Down
HRA	1b	FALSE	Total SNAP households (000)	1,035.20	977.2	955.4	951.4	948.6*	*		Neutral	*
DDC	1a	TRUE	– Completed early/on time: Public buildings (%)	90%	87%	84%	87%	82%	88%	88%	Neutral	Up

DSNY	1a	TRUE	Sidewalks rated acceptably clean (%)	96.10%	96.00%	95.50%	96.50%	97.30%	97.00%	97.00%	Neutral	Up
DOHMH	5a	TRUE	Average response time for death certificates by mail/online (days)		5.2	1.9	1.7	2	1.5	3	3Down	Down
DOE	4a	TRUE	– Fair to good condition (%)	43.40%	43.80%	49.20%	50.50%	NA	↑	↑	NA	Up
DOT	1b	TRUE	Streets maintained with a pavement rating of - Good (%)	69.60%	69.30%	70.00%	68.80%	69.80%	71.00%	71.00%	Neutral	Up
BOE	NA	FALSE	Eligible voters registered (%)	NA	NA	NA	NA	NA	*	*	NA	Up
LPC	1a	FALSE	Archaeology applications reviewed within 10 business days (%)	96%	98%	97%	95%	96%	85%	85%	Neutral	Up
HPD	5a	FALSE	Average customer in-person wait time (minutes)		30	43	36	27	19	29	29Down	Down
DOC	1a	FALSE	Average daily population - adolescent inmates		681	489	216	187	167*	*	Down	Down
DOF	1a	FALSE	Increase in tax liability as a result of audits (%)	13.60%	16.00%	18.30%	25.80%	25.90%	*	*	Up	Up
NYPD	2a	TRUE	Traffic fatalities (bicyclists/pedestrians)		168	172	159	152	148↓	↓	Down	Down
DoITT	5a	FALSE	Agencies' task orders using citywide IT professional services contracts		8101,071		747	570	409*	*	Down	*
DORIS	1a	FALSE	Walk-in and program attendees at the Visitor Center	2,063	1,508	1,318	1,363	1,408	*	*	Down	Up
ACS	3a	TRUE	Abscond rate in non-secure detention (average per 100 total ADP in non-secure)		0.05	0.08	0.05	0.03	0.08	0.03	0.05Neutral	Down
DOC	1c	TRUE	– Average clinic waiting time (minutes)		35	41	34	28	22↓	↓	Down	Down
NYCHA	4a	FALSE	Customers rating service good or better (%) (As applicable)	66.00%	70.00%	68.20%	78.80%	81.10%	71.00%	71.00%	Up	Up
DPR	4a	FALSE	Total attendance at non-recreation center programs	528,980	503,919	1,076,194	934,404	1,240,492	*	*	Up	Up
HRA	1a	FALSE	Cash assistance application acceptance rate (%)	NA	45.70%	50.90%	51.20%	52.60%	*	*	NA	*
OCME	1a	TRUE	Median time for scene arrivals by medicolegal investigators (MLIs) (hours)		1.9	1.8	1.9	2.4	1.9	1.7	1.7Up	Down
DOC	1a	TRUE	Serious injury to staff as a result of inmate assault on staff (monthly rate per 1,000 ADP)		0.2	0.39	0.35	0.2	0.24↓	↓	Down	Down
DEP	2a	FALSE	Sewer backup complaints resolved - Confirmed (on City infrastructure)	4,221	3,224	2,846	2,503	2,649	*	*	Down	Down
DCA	1b	FALSE	Total inspections	74,029	73,035	65,506	76,996	75,951	*	*	Neutral	Up
DOE	1a	TRUE	– Grade 2 Roadway safety markings installed (000,000) (linear feet)		24.7	25.3	25.3	25.2	25.1	24.7	24.1Neutral	Down
DOT	2a	TRUE	Violations issued to illegally operating private waste haulers		27.1	28.4	45.2	45.2	45	50	50Up	Up
BIC	1a	TRUE	Percent meeting time to close – Blocked Driveway - No Access		248	155	339	183	297*	*	Up	*
NYPD	6b	FALSE	Value of AvenueNYC local development corporations funding (\$000,000)		91	94	90	84	83*	*	Down	*
SBS	3a	FALSE	– Preservation completions	\$1.50	\$1.38	\$1.38	\$1.30	\$1.16	*	*	Down	*
HPD	2a	FALSE	Support cases with active orders receiving current payments (%)	NA	7,775	8,521	15,964	12,512	10,433	10,212	NA	*
HRA	2c	TRUE	Precision of unofficial election results (%)	59.70%	58.80%	59.10%	59.70%	59.70%	↑	↑	Neutral	Up
BOE	NA	FALSE		1.00%	1.80%	2.10%	1.80%	1.10%	*	*	Neutral	*

DEP	7a	FALSE	Letters responded to in 14 days (%)	97%	97%	99%	99%	99%	95%	95%	Neutral	Up
DCAS	1b	TRUE	New hires - Black (%)	38.70%	38.80%	40.80%	36.80%	41.60%	*	*	Neutral	*
ACS	2a	TRUE	Average other eligible children voucher enrollment	15,107	12,689	11,801	12,659	13,245	*	*	Down	*
TLC	1a	FALSE	Active medallion taxis that are accessible	NA	553	572	876	1,860	*	*	NA	Up
ACS	3a	TRUE	Average daily cost per youth per day, detention (\$)	\$729	\$773	\$1,065	\$1,431	\$1,684	*	*	Up	*
CUNY	NA	FALSE	Number of associate degrees awarded at community colleges	11,328	11,678	12,724	13,529	14,108	*	*	Up	Up
DOE	1a	FALSE	Students passing required Regents examinations (%)	70.40%	68.80%	70.10%	69.80%	NA	75.00%	75.00%	NA	Up
ACS	1b	FALSE	Children who received child welfare preventive services during the year (annual total)	43,455	44,456	47,001	46,207	43,157	*	*	Neutral	Up
DoITT	1c	TRUE	Projects completed on time (%)	NA	NA	75%	71%	70%	↑	75%	NA	Up
DOT	1b	FALSE	Local streets – Cash assistance applications (000)	213,475	323,384	370,204	269,329	229,160	*	*	Neutral	*
HRA	1a	FALSE	Libraries open seven days per week (%)	25%	25%	25%	25%	25%	25%	25%	Down	*
NYPL-Research	NA	FALSE	Total full-time equivalent enrollment (FTEs)	200,036	199,958	203,996	204,418	204,337	*	*	Neutral	*
CUNY	NA	FALSE	Letters responded to in 14 days (%)	77.80%	87.30%	80.50%	86.90%	93.60%	90%	90%	Up	Up
HRA	6a	FALSE	– Forcible rape Licensing Law	1,198	1,064	1,064	1,164	1,109	↓	↓	Neutral	Down
NYPD	1a	TRUE	compliance rate (%)	93%	93%	95%	95%	95%	93%	93%	Neutral	Up
DCA	1b	TRUE	Complaints about 311	93%	93%	95%	95%	95%	93%	93%	Neutral	Up
	3111a	FALSE	per million calls	26	23	26	32	30*	*	*	Up	Down
			Six-year systemwide graduation rate (%) - community college students in STEM disciplines	29.00%	29.50%	28.20%	28.70%	30.70%	30.00%	30.00%	Neutral	Up
CUNY	NA	TRUE	Number of agency customers surveyed for overall customer satisfaction	21,354	27,660	33,843	25,764	34,886	*	*	Up	Up
NYCHA	4a	FALSE	Wastewater treatment plant (WWTP) effluent meeting federal standards (%)	99.50%	99.60%	99.50%	99.50%	99.80%	100.00%	100.00%	Neutral	Up
DEP	3a	TRUE	Average time for Law Department to approve records disposal application (months)	2.4	1.6	0.8	2.8	2.7	3	3	Up	Down
DORIS	2c	TRUE	Administrative summonses issued to owners/agents/bases	NA	5,398	13,120	15,146	16,603	*	*	NA	*
TLC	1c	FALSE	Average time to approve waste hauling applications (days) - Renewal	166	94	234	254	274	↓	↓	Up	Down
BIC	1b	TRUE	Students with disabilities in cohort graduating from high school in 4 years (%) (NYSED)	37.50%	40.50%	41.10%	44.80%	NA	42.10%	46.80%	NA	Up
DOE	2b	TRUE	Average wait time to speak with a customer service agent (minutes)	1:15	1:09	1:00	1:39	1:28	*	*	Up	Down
DCAS	8a	FALSE	Percent meeting time to close - Paint/Plaster - Ceiling (17 days)	76%	74%	69%	74%	74%	71%	71%	Neutral	*
HPD	5b	FALSE	– unsubsidized E-mails responded to in 14 days (%)	96%	97%	95%	100%	100%	*	*	Neutral	Up
DHS	3a	FALSE	Average time to receive a new driver license from initial application (calendar days)	NA	NA	NA	63.1	59.1*	*	*	NA	Down
DoITT	6a	FALSE	Recycling collection cost per ton (\$)	\$627	\$692	\$640	\$629	NA	*	*	NA	*

DHS	3a	TRUE	Average length of stay for single adults in shelter (days)	293	305	329	355	383↓	↓	Up	Down	
FDNY	2a	FALSE	Life-threatening medical emergency incidents	450,423	461,339	526,904	570,594	563,594	*	*	Up	*
HRA	2a	TRUE	HRA clients who obtained employment, and maintained employment or did not return to CA for 180 days (city fiscal year-to-date average) (%)	NA	74.50%	73.90%	73.30%	73.10%	80.00%	80.00%	NA	Up
DCAS	5b	FALSE	Cumulative Energy Efficiency Reports (EER) completed	188	258	403	544	608*	*	Up	Up	
SBS	2a	TRUE	Workforce1 systemwide job placements and promotions	28,166	36,097	26,952	28,455	28,170	25,000	25,000	Neutral	Up
DCA	3a	FALSE	– Percent achieving measurable success (%)	NA	NA	34.00%	40.00%	39.90%	*	*	NA	Up
DOT	1b	FALSE	– Completed street work that passed inspection (%)	80%	75%	75%	77%	79%	*	*	Neutral	Up
DEP	2a	TRUE	Backlog of catch basin repairs (% of system)	0.50%	0.30%	0.40%	0.70%	1.80%	1.00%	1.00%	Up	Down
NYCHA	4a	FALSE	Calls answered in 30 seconds (%)	65.00%	68.00%	72.00%	64.00%	46.00%	*	*	Down	Up
DORIS	1a	FALSE	Records accessioned by Municipal Archives (cubic ft.)	14,834	3,920	2,738	1,049	797*	*	Down	Up	
NYCHA	3a	FALSE	Senior centers	37	33	32	15	14*	*	Down	*	
NYPD	1a	FALSE	– Burglary	81	53	51	33	37*	*	Down	Down	
NYPD	4a	FALSE	Total civilian complaints against members of the service	5,455	5,573	4,165	4,711	4,215	*	*	Down	Down
DOP	2c	FALSE	Intel enforcement events	NA	NA	NA	1,525	2,548	*	*	NA	*
BOE	NA	FALSE	Voter complaints regarding poll workers - service	146	253	213	243	394*	*	Up	Down	
DOT	1b	FALSE	– Street work rated satisfactory (%)	77%	76%	75%	76%	78%	75%	75%	Neutral	Up
DPR	5a	FALSE	Collisions involving City vehicles	464	496	540	550	556*	*	Up	Down	
DOT	1b	FALSE	Pothole work orders	43,972	54,667	60,809	50,085	49,687	*	*	Neutral	Down
CUNY	NA	TRUE	Three-year systemwide graduation rate (%) - CUNY Accelerated Study in Associate Programs (ASAP) students	55.50%	44.50%	57.10%	55.40%	57.60%	50.00%	50.00%	Up	Up
DOE	1a	TRUE	– Grade 4 Clients successfully diverted at PATH from entering a homeless shelter (%)	25.5	25.9	26.1	26.1	26.1	25.6	25.1	Neutral	Down
HRA	3a	TRUE	– Cases closed (%) - settlement	NA	NA	NA	NA	13.40%	*	*	NA	*
CCHR	1a	TRUE	Collisions involving City vehicles	20%	26%	22%	27%	24%	23%	23%	Up	Up
DOHMH	6a	FALSE	EarlyLearn - Average center-based enrollment	23	32	29	28	28*	*	Neutral	Down	
NYCHA	2b	FALSE	Apartment vacancies	4.50%	4.80%	3.90%	4.10%	3.90%	*	*	Down	*
ACS	2a	TRUE	Firefighter injury rate (per 10,000 runs)	25,548	24,068	23,077	23,396	22,663	23,600	23,800	Down	Up
DCAS	5a	FALSE	– Steam (%)	7.40%	8.10%	8.30%	7.00%	7.10%	*	*	Neutral	*
FDNY	3a	FALSE	Teachers with 5 or more years teaching experience (%)	94.3	82.1	78.4	80.1	82.8*	*	Down	Down	
DOE	5a	FALSE	Average time to respond to Priority A complaints (days)	75.80%	75.30%	71.20%	68.50%	66.90%	*	*	Down	*
DOB	2a	TRUE	Letters responded to in 14 days (%)	0.7	0.7	0.7	0.8	0.6	1	1	Neutral	Down
HPD	5a	FALSE	Students in cohort dropping out from high school in 6 years (%)	53%	49%	47%	53%	45%	52%	52%	Neutral	Up
DOE	1a	FALSE	(NYSED)	16.40%	15.20%	NA	NA	NA	*	*	NA	Down
NYPD	5a	FALSE	Payroll (\$000)	\$120,676	\$154,106	\$202,654	\$228,454	\$259,423	*	*	Up	Down
DOF	2b	FALSE	– Workplace injuries reported	221,295	412,478	404,322	414,625	443,506	*	*	Up	*
DEP	6a	FALSE	Workplace injuries reported	515	493	478	352	377*	*	Down	Down	

			Low-income cases facing eviction and homelessness who were assisted with legal services in Housing									
HRA	3a	FALSE	Court	NA	NA	8,900	11,837	16,702	*	*	NA	*
DPR	4b	FALSE	Volunteer turnout	37,754	34,137	40,932	44,212	50,378	*	*	Up	Up
DOB	2b	FALSE	DOB violations issued	65,189	82,753	65,215	61,393	89,430	*	*	Up	*
			Juvenile investigation reports - on time									
DOP	1a	FALSE	Completion (%)	NA	77.00%	86.00%	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%	*	*	Neutral	Up
DOT	3a	FALSE	– Ridership (000)	21,399	21,068	21,911	23,067	23,920	*	*	Up	Up
DOF	4a	FALSE	Cases closed	NA	NA	NA		156	311*	*	NA	*
			Fire safety education									
FDNY	1a	FALSE	Presentations	8,184	8,612	9,497	9,876	9,295	*	*	Up	*
			Average monthly violation rate for juvenile									
DOP	2a	TRUE	probationers (%)	2.70%	3.00%	2.70%	3.00%	3.50%	3.00%	3.00%	Up	Down
QPL	NA	FALSE	Reference queries (000)	4,360	4,351	2,955	3,443	3,705	4,000	4,200	Down	Up
HPD	4a	FALSE	– Vouchers issued	1,404	1,138	2,960	2,999	2,334	*	*	Up	Up
			Safety surfaces rated									
DPR	1a	TRUE	acceptable (%)	93%	94%	95%	95%	94%	95%	95%	Neutral	Up
			Incidents of use of force -									
DOC	1b	FALSE	adolescent inmates		715	624	378	594	531*	*	Down	Down
			800 MHz network									
DoITT	1a	FALSE	transmissions (000)	2,866.00	3,621.70	2,935.70	3,187.20	2,816.10	*	*	Neutral	*
			Average time to resolve all service incidents									
DoITT	1b	TRUE	(days)		1.8	1.2	1.3	1.6	1.5	3	3Neutral	Down
			Construction projects									
DDC	1a	FALSE	completed		117	122	125	135	129	104	103Up	*
			Average time to resolve service incidents - High									
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									
			arrest report (monthly									
DOP	2a	TRUE	average)	2.80%	2.90%	3.10%	3.30%	3.30%	2.60%	2.60%	Up	Down
			Enrollment in STEM									
			disciplines at CUNY									
CUNY	NA	TRUE	community colleges	12,819	13,452	14,446	14,698	15,053	15,000	15,000	Up	Up
			Discharges from Close to									
			Home placement									
			(dispositional order									
ACS	3a	FALSE	complete)	NA		222	260	227	182*	*	NA	*
			– SSI households									
			receiving SNAP benefits									
HRA	1b	FALSE	(000)		252.7	249.2	244.2	242.1	242.2*	*	Neutral	*
			Patrol summonses									
TLC	1c	FALSE	issued to drivers	NA	24,921	33,714	39,833	34,725	*	*	NA	*
			Youth admitted to									
			detention with previous									
			admission(s) to detention									
ACS	3c	TRUE	(%)	60.50%	60.90%	63.30%	61.00%	64.00%	*	*	Neutral	*
			Total library attendance									
QPL	NA	TRUE	(000)	11,888	11,191	11,287	11,247	11,223	12,000	12,360	Neutral	Up
			Hazard complaints									
			resolved within one day									
FDNY	1a	TRUE	(%)	65%	59%	79%	85%	87%	85%	85%	Up	Up
BPL	NA	FALSE	Active library cards (000)		681	761	696	630	646*	*	Down	*
FDNY	1b	FALSE	Total fire company runs	983,615	1,054,752	1,138,509	1,175,114	1,164,940	*	*	Up	*
			Total records disposed									
			by City government									
DORIS	2c	FALSE	entities (cubic ft.)	NA	NA	NA	59,232	117,247	*	*	NA	Up
			Building permits issued -									
DOB	1a	FALSE	Renewals	41,230	44,538	44,774	52,244	56,183	*	*	Up	*
			Ready New York									
NYCEM	2a	FALSE	webpage views	NA	NA	15,443	81,570	42,674	*	*	NA	*
			E-mails responded to in									
HRA	6a	FALSE	14 days (%)	95.50%	96.20%	93.50%	92.90%	93.20%	90%	90%	Neutral	Up
			– Emergency complaints									
HPD	1a	FALSE	closed	364,049	363,995	346,603	339,524	334,143	*	*	Neutral	*
			General health care cost									
			per youth per day,									
ACS	3b	TRUE	detention (\$)	\$60	\$62	\$80	\$121	\$163	*	*	Up	*

DOT	7b	FALSE	Percent meeting time to first action - Street Light Condition - Street Light Out (10 days)	99%	93%	99%	98%	98%	98%	98%	Neutral	*
NYCHH	1a	FALSE	Adult patients discharged with a principal psychiatry diagnosis who are readmitted within 30 days (%)	6.50%	7.40%	7.40%	6.80%	7.10%	8.50%	8.50%	Neutral	Down
HPD	5a	FALSE	Completed customer requests for interpretation	1,611	1,053	1,526	1,202		969*	*	Down	*
TLC	1b	FALSE	For-hire vehicle (FHV) safety and emissions inspections conducted at TLC facility	39,634	40,498	47,176	49,949	69,390	*	*	Up	*
HRA	1a	FALSE	Persons receiving recurring assistance (000)		352	331.3	351.7	361.4	356.9*	*	Neutral	*
DOB	2c	FALSE	– Construction-related accidents		173	207	314	500	611*	*	Up	Down
HPD	5b	FALSE	Percent meeting time to close - Heating (5 days)	84%	83%	82%	82%	88%	78%	78%	Neutral	*
DCA	1b	TRUE	Inspected stores complying with tobacco regulations (%)	91%	92%	92%	93%	89%	90%	90%	Neutral	Up
DoITT	1b	FALSE	Average time to resolve service incidents - Medium (days)		1.4	1	1	1.2	1.2	3	3Down	Down
NYPD	1c	FALSE	End-to-end average response time to non-critical crimes in progress (minutes:seconds)	15:58	15:03	16:17	17:21	17:58	*	*	Up	Down
CCHR	1a	TRUE	Cases filed		522	497	697	908	806*	*	Up	*
DOI	1b	TRUE	Average time to complete an investigation (days)		163	160	193	145	152	180	180Neutral	Down
LAW	3a	FALSE	Filing of enforcement referrals within 60 days of referral (%)	95%	94%	94%	95%	96%	85%	85%	Neutral	Up
DPR	2b	TRUE	Total public service requests received - Forestry	120,791	77,727	85,214	90,217	74,247	*	*	Down	*
FDNY	3a	FALSE	Average time from inspection request until inspection (days) - Fire alarm inspections		32	32	32	45	60*	*	Up	Down
NYPD	1c	FALSE	Average response time to serious crimes in 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		699	654	614	532	504↓	↓	Down	Down
TLC	1b	FALSE	Boro Taxi safety and emissions inspections conducted	NA	11,202	20,024	20,676	17,002	*	*	NA	*
FDNY	4a	FALSE	E-mails responded to in 14 days (%)	85%	97%	37%	54%	48%	*	*	Down	Up
DOHMH	3c	FALSE	Initial pest control inspections (000)		95	94	97	98	146*	*	Up	*
CCRB	1b	TRUE	Average mediation case completion time (days)		284	225	170	93	99	120	120Down	Down
OATH	2a	FALSE	OATH Hearings by Phone (% of total remote hearings)	11.90%	11.60%	13.80%	16.70%	15.50%	*	*	Up	*
DPR	1a	TRUE	Recreation centers rated acceptable for cleanliness (%)	100%	98%	100%	100%	99%	93%	95%	Neutral	Up
DCAS	5b	TRUE	Cumulative estimated reduction in greenhouse gas emissions from all energy projects (metric tons)	11,846	19,739	60,723	75,182	119,015	79,451	170,823	Up	Up
SBS	1b	FALSE	Value of Lower Manhattan Energy Program savings for active commercial tenants (cumulative) (\$000)	\$17,418	\$14,546	\$12,433	\$10,028	\$7,905	*	*	Down	*
DYCD	4a	FALSE	Value of agency contracts (\$000)	\$275,789	\$328,301	\$478,784	\$548,747	\$585,339	*	*	Up	*

			Applications filed with the United States Citizenship and Immigration Services										
HRA	5a	FALSE	E-mails responded to in 14 days (%)	NA	NA	1,548	1,415	2,477	*	*	NA	*	
DDC	2a	FALSE	Parking tickets issued that are dismissed within 90 days (%)	91%	94%	95%	86%	90%	90%	90%	Neutral	Up	
DOF	2a	FALSE	Completed risk-based inspections performed by uniformed personnel	14.10%	13.70%	13.20%	12.90%	12.60%	*	*	Down	Down	
FDNY	1a	FALSE	Capital projects completed within budget (%)	NA	42,603	43,537	41,671	43,619	*	*	NA	*	
DPR	3a	FALSE	Number of unique patients	77%	78%	86%	88%	87%	85%	85%	Up	Up	
NYCHH	1b	TRUE	Water main breaks	1,169,326	1,176,275	1,172,405	1,168,663	1,133,984	↑	↑	Neutral	Up	
DEP	2a	FALSE	Beacon programs' enrollment as a percentage of the minimum annual target	406	513	563	397	424*	*	*	Neutral	Down	
DYCD	1a	FALSE	– New licenses issued	156%	110%	110%	100%	100%	100%	100%	Down	Up	
TLC	1d	FALSE	– subsidized	17,764	19,991	34,981	29,870	35,764	*	*	Up	*	
DHS	3a	FALSE	Average time to resolve service incidents - Critical (days)	NA	NA	3,085	3,885	3,770	*	*	NA	Up	
DoITT	1b	FALSE	Jail-based arrests of inmates		0.8	0.7	0.7	0.4	0.4	0.1	0.1	Down	Down
DOC	1a	FALSE	Computers for public use	1,413	1,436	1,436	1,633	1,772	1,673	2,600	Up	Up	
BPL	NA	FALSE	Cases pending in federal court	1,711	1,659	1,652	1,649	1,363	1,700	1,400	Down	Down	
LAW	1c	TRUE	CORE facility rating		81	100	98	100	98*	*	Up	Up	
CCRB	3a	FALSE	Initial social service tenant contacts conducted within five days of referral (%)	64%	68%	80%	86%	72%	76%	76%	Up	Up	
NYCHA	3a	TRUE	EarlyLearn - Fiscal Year Spending per Child based on Average Enrollment in Contract Centers	\$14,568	\$14,302	\$15,598	\$16,754	\$19,755	*	*	Up	*	
ACS	2a	FALSE	Crime victims referred for community-based services (%)	36%	46%	50%	53%	46%	40%	40%	Up	Up	
LAW	2a	FALSE	Total cases commenced against the City	9,528	9,045	9,922	9,507	8,141	*	*	Neutral	*	
TLC	1b	FALSE	– Re-inspection (%)	NA	13.00%	12.80%	12.40%	10.40%	*	*	NA	Down	
			– Cleanliness of small parks and playgrounds										
DPR	1a	FALSE	(%)	89%	91%	91%	91%	92%	*	*	Neutral	Up	
CCRB	1a	FALSE	Average age of open docket (days)		147	135	106	74	80*	*	Down	Down	
ACS	1c	FALSE	Total days all children spent in foster care	5,502,471	4,976,399	4,710,116	4,379,682	4,065,826	*	*	Down	Down	
DCA	1a	TRUE	Median complaint processing time (days)		21	20	27	28	27	28	28	Up	Down
DOP	2a	FALSE	Adult supervision cases - End of period	23,886	23,805	21,831	21,153	20,404	*	*	Down	*	
CCRB	1b	TRUE	Mediation satisfaction rate (%)	97%	90%	90%	88%	88%	94%	94%	Neutral	Up	
LAW	1c	FALSE	Dismissals and discontinuances		264	173	228	243	280*	*	Up	Up	
DOC	1c	FALSE	Inmates with a serious mental health diagnosis (% ADP)	9.50%	10.20%	11.10%	11.00%	10.30%	*	*	Neutral	*	
LAW	1b	TRUE	Cases pending in state court	17,884	19,039	20,059	21,452	20,667	21,500	22,700	Up	Down	
			– Street trees removed (in response to service request)										
DPR	2a	FALSE	Total WeCARE cases	9,765	10,525	10,702	12,821	3,997	*	*	Down	*	
HRA	2b	FALSE	Eligible projects with completed post-construction surveys (%)	33,280	29,138	46,510	49,637	38,016	*	*	Up	*	
DDC	1c	FALSE	Percent of students who successfully completed approved rigorous courses or assessments	42%	47%	28%	56%	53%	*	*	Up	Up	
DOE	3b	FALSE		44.00%	46.00%	46.00%	47.40%	NA	48.40%	50.40%	NA	Up	

			Total summonses received from the issuing agencies at the OATH								
OATH	2a	FALSE	Hearings Division Letters responded to in 14 days (%)	594,329	704,213	759,520	826,690	844,299	*	*	Up *
OATH	3a	FALSE	– Overall condition of large parks (%)	99.70%	100%	100%	100%	100%	*	*	NeutralUp
DPR	1a	FALSE	Ultimate cost of insurance losses as % of construction value (per calendar year)	74%	77%	78%	79%	79%	*	*	NeutralUp
SCA	1d	FALSE	Emergency room revisits for adult asthma patients (%)	6.97%	4.66%	6.62%	3.47%	NA	*	*	NA Down
NYCHH	1a	TRUE	Missed recycling collections (%)	6.00%	6.20%	6.10%	6.20%	6.90%	5.00%	5.00%	Up Down
DSNY	3a	FALSE	Families placed in the shelter services system according to their youngest school-aged child's school address	3.30%	0.00%	0.00%	0.10%	0.10%	*	*	Down *
DHS	2a	FALSE	Violations admitted to or upheld at the Environmental Control Board (%)	70.50%	65.40%	52.90%	51.80%	50.40%	85.00%	85.00%	Down Up
BIC	2a	FALSE	Violations admitted to or upheld at the Environmental Control Board (%)	88.50%	94.00%	99.40%	98.30%	100.00%	*	*	Up Up
DEP	6a	FALSE	Value of goods and services purchased (\$000,000)	88.20%	89.70%	90.90%	93.80%	92.80%	*	*	NeutralUp
DCAS	4b	FALSE	Civilians who accepted mediation (%)	\$1,118	\$1,191	\$1,169	\$1,353	\$1,504	*	*	Up *
CCRB	1b	FALSE	Mediated complaints resolved to the satisfaction of the business and consumer (%)	57%	51%	48%	45%	45%	*	*	Down Up
DCA	1a	TRUE	Percent meeting time to first action - Consumer Complaint - Overcharge (4 days)	62%	62%	62%	64%	67%	62%	62%	NeutralUp
DCA	5b	FALSE	– Elementary school (\$)	96%	71%	82%	93%	98%	85%	85%	Up *
DOE	5a	FALSE	Students in schools that exceed capacity - Elementary/middle schools (%)	\$19,701	\$20,398	\$21,328	\$23,332	NA	*	*	NA *
DOE	4a	FALSE	Average length of stay for adult families in shelter (days)	29.00%	31.00%	54.00%	54.00%	NA	*	*	NA Down
DHS	3a	TRUE	Percent meeting time to first action - For-hire Vehicle Complaint (14 days)		469	515	534	563	550↓	↓	Up Down
TLC	3b	FALSE	Capital projects initiated (%)	88%	96%	61%	88%	94%	90%	90%	Neutral*
DCLA	1b	TRUE	Children in foster care (average)	63%	42%	85%	96%	99%	66%	66%	Up Up
ACS	1c	TRUE	Individuals receiving HASA services	12,958	11,750	11,098	9,926	8,960	↓	↓	Down Down
HRA	4a	TRUE	Letters responded to in 14 days (%)	32,442	32,288	32,110	31,693	33,526	*	*	Neutral*
NYCEM	3a	FALSE	Work without a permit complaints where access was obtained and violations were written	99%	100%	100%	100%	100%	*	*	NeutralUp
DOB	2a	FALSE	Private sector jobs in innovation industries (%)	43.90%	32.70%	33.30%	29.50%	29.90%	*	*	Down *
EDC	3a	FALSE	Accidents in schools - public	14.50%	14.60%	14.70%	14.80%	14.70%	*	*	NeutralUp
DOE	5a	FALSE	Average number of adult families in shelters per day		513	631	669	730	725*	*	Up Down
DHS	2a	TRUE	CORE customer experience rating of facilities (0-100)	1,723	1,866	2,110	2,212	2,461	↓	↓	Up Down
DCAS	2a	FALSE			90	96	94	100	97	90	95NeutralUp

BIC	2b	FALSE	Public wholesale market applications approved	85	68	49	62	121*	*	Up	Up
DOC	1a	FALSE	Searches	247,868	251,343	255,776	237,757	246,822	*	*	Neutral*
DPR	1a	FALSE	Monuments receiving annual maintenance (%)	63%	63%	63%	69%	65%	*	*	NeutralUp
NYCHA	1a	TRUE	Rent collection (%)	94.40%	94.60%	94.90%	94.90%	93.70%	97.50%	97.50%	NeutralUp
HPD	2a	FALSE	– New construction starts	NA	2,778	8,562	6,297	7,705	8,000	8,600	NA *
EDC	3b	FALSE	New York City Industrial Development Agency projects - Contracts closed	20	21	14	14	7*	*	Down	Up
HRA	5a	FALSE	Claims filed within 60 days of the close of the expenditure month (%)	99.00%	100.00%	100.00%	100.00%	100.00%	*	*	NeutralUp
ACS	3a	TRUE	Escapes from secure detention	0	0	0	0	0	0	0	0NeutralDown
CCRB	1a	TRUE	Full investigations as a percentage of total cases closed (%)	32%	32%	39%	38%	34%	40%	40%	Up Up
TLC	1d	TRUE	Average time to conduct a safety and emissions inspection of a FHV (hours:minutes)	0:56	1:00	0:57	0:49	1:09	1:00	1:00	Up Down
CUNY	NA	FALSE	Annual tuition at CUNY senior colleges (full-time SENYs resident)	\$5,730	\$6,030	\$6,330	\$6,330	\$6,530	*	*	Up *
CCHR	1a	FALSE	Cases referred to the Office of Administrative Trials and Hearings	59	47	89	21	21*	*	Down	*
CCHR	3a	FALSE	Letters responded to in 14 days (%)	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	FALSE	Payout (\$000)	\$24,342	\$16,760	\$12,690	\$13,079	\$16,104	*	*	Down Down
EDC	3b	FALSE	– Private investment leveraged on closed projects (\$000,000)	\$1,710.50	\$5,189.00	\$3,596.20	\$942.20	\$104.10	*	*	Down Up
DOE	1a	FALSE	Students in the graduating class taking required Regents examinations (%)	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
ACS	1b	FALSE	Families entering child welfare specialized teen preventive services	NA	1,572	1,570	1,463	1,136	*	*	NA Up
DOE	1a	TRUE	– Grade 3	25.2	25.5	25.6	25.7	25.4	25.2	24.4	NeutralDown
NYPD	1a	FALSE	– Felonious assault	7,420	8,335	7,771	7,986	8,082	*	*	NeutralDown
NYPL-Research	NA	TRUE	Program attendance	87,990	70,192	92,206	100,330	101,554	100,900	102,000	Up Up
DSNY	4a	FALSE	Snowfall (total inches)	24	56.3	47.5	31.8	30.5*	*	*	Down *
DEP	2a	FALSE	Catch basins cleaned – Emergency violations	31,097	29,730	31,086	30,778	51,816	*	*	Up *
HPD	1b	FALSE	Issued	78,564	77,909	75,122	72,000	81,750	*	*	Neutral*
DOT	7a	FALSE	Average customer in-person wait time (minutes)	NA	NA	3	4	3*	*	NA	Down
FDNY	1a	FALSE	Arson fires	1,831	1,766	1,719	1,605	1,653	*	*	Down Down
NYPD	2a	TRUE	Traffic fatalities (motorist/passengers)	93	113	90	84	63↓	↓	Down	Down
NYCHA	1c	TRUE	Average time to prepare vacant apartments (days)	39.6	43.7	38.2	40.7	45.2	20	20	NeutralDown
DEP	2a	TRUE	Sewer backup resolution time (hours)	4.4	3.9	3.9	3.7	3.8	7	7	Down Down
FDNY	1a	FALSE	Investigations	7,028	7,210	7,679	7,664	7,837	*	*	Up Up
CUNY	NA	TRUE	Six-year systemwide graduation rate (%) - CUNY associate degree students	30.10%	31.70%	30.50%	31.80%	32.20%	33.00%	33.00%	NeutralUp
DCP	3a	FALSE	City projects (non-zoning) certified/referred	NA	62	47	50	70*	*	NA	*
DEP	2a	FALSE	Catch basins surveyed/inspected (%)	30.00%	31.00%	31.40%	31.70%	98.30%	100.00%	100.00%	Up *
DPR	2a	FALSE	– Trees pruned as a percent of pruning eligible trees	10%	12%	20%	18%	14%	*	*	Up Up
CCHR	3a	FALSE	Average wait time to speak with a customer service agent (minutes)	10	10	10	11	9*	*	NeutralDown	
DOC	3a	FALSE	VINE confirmed notifications	17,396	18,445	19,330	21,993	25,250	*	*	Up Up

SBS	5a	FALSE	CORE customer experience rating (0-100)	93	95	95	98	96*	*	Neutral	Up		
DHS	1a	TRUE	Adult families receiving preventive services who did not enter the shelter system (%)	95.50%	97.30%	91.50%	90.70%	94.00%	85.00%	85.00%	Neutral	Up	
OCME	4a	FALSE	Median time to complete toxicology sexual assault cases (days)	27	27	43	84	23	17	17	Up	Down	
SBS	1a	FALSE	Site consultations by NYC Business Acceleration inspectors	215	678	1,031	1,052	2,163	*	*	Up	Up	
DYCD	3a	TRUE	Community anti-poverty program participants achieving target outcomes designated for clients in each program area (%)	60%	61%	67%	64%	64%	60%	60%	Neutral	Up	
LAW	1b	FALSE	– Cases pending on trial calendar	2,256	2,260	2,255	2,425	2,441	2,500	2,600	Neutral	*	
DoITT	4a	FALSE	Pay phone inspections conducted	9,286	9,491	10,571	9,123	8,219	*	*	Down	*	
DSNY	2a	TRUE	Refuse tons per truck-shift	9.9	9.6	9.5	9.7	9.6	10.7	10.7	Neutral	*	
DOF	2b	FALSE	Summons adjudicated (000)	1,719	2,072	2,082	2,037	1,988	*	*	Up	*	
HPD	3a	FALSE	Asset management - Co-op buildings in portfolio	1,069	1,151	1,207	1,217	1,235	*	*	Up	*	
EDC	1a	FALSE	Capital expenditures (\$000,000) (excludes asset management and funding agreements)	\$365.00	\$296.30	\$253.20	\$303.40	\$217.50	*	*	Down	*	
DOF	7a	FALSE	E-mails responded to in 14 days (%)	85%	86%	83%	71%	73%	85%	85%	Down	Up	
DYCD	1b	FALSE	Certified residential beds for runaway or homeless youth	247	329	337	441	465*	*	*	Up	*	
DPR	2b	FALSE	– Tree emergencies	50,775	14,449	17,835	20,462	21,155	*	*	Down	*	
FDNY	2b	FALSE	Segment one incidents (cardiac arrest and choking)	23,538	24,985	29,719	33,096	32,261	*	*	Up	*	
DHS	3a	FALSE	– subsidized	NA	NA	4,527	5,365	5,424	*	*	NA	Up	
DCA	1a	FALSE	Restitution awarded (\$000)	\$7,223	\$3,588	\$6,189	\$3,472	\$2,291	*	*	Down	*	
LPC	1c	FALSE	Enforcement actions taken: Total warning letters, NOVs, and stop work orders issued	1,030		993	1,014	1,221	937*	*	Neutral	*	
DCA	4a	FALSE	Employees receiving restitution	NA	NA		97	13,675	3,552	*	*	NA	*
HRA	5a	FALSE	IDNYC - total number of cards issued	NA	NA	334,794	544,083	238,737	*	*	NA	*	
NYPD	1a	FALSE	– Murder	0	1	0	0	0*	*		Down	Down	
DCAS	5b	TRUE	Cumulative estimated avoided energy cost from all energy projects (\$000,000)	\$4.27	\$7.06	\$19.52	\$26.08	\$40.31	\$27.22	\$56.81	Up	Up	
DOHMH	4b	FALSE	Units of supportive housing available to persons with serious mental illness (000)	5.2	5.4	5.7	6	7.8	6.5	9.4	Up	Up	
DCA	3a	FALSE	Tax returns filed through citywide Tax Credit Campaign	NA	96,611	153,365	162,583	112,946	*	*	NA	Up	
CCRB	1a	FALSE	Cases closed	5,506	5,810	5,347	4,970	4,031	*	*	Down	*	
DOHMH	6a	FALSE	Violations admitted to or upheld at ECB (%)	64.40%	57.30%	70.90%	70.00%	75.20%	*	*	Up	*	
DPR	1a	TRUE	Play equipment rated acceptable (%)	93%	93%	92%	95%	97%	95%	95%	Neutral	Up	
ACS	2a	FALSE	Fiscal year spending per child - Legally exempt (informal child care) vouchers	\$4,169	\$4,144	\$4,119	\$4,140	\$4,234	*	*	Neutral	*	
SCA	1a	TRUE	New schools and additions constructed	19	11	52	29	25	25	10	Up	*	
DOT	1b	FALSE	Average cost per lane mile resurfaced citywide (\$)	\$192,536	\$169,201	\$160,759	\$149,102	NA	*	*	NA	Down	
DDC	1a	FALSE	– Construction completed on schedule (%)	88%	84%	85%	84%	94%	82%	82%	Neutral	Up	

DoITT	6b	FALSE	Percent meeting time to close – cable complaint - video service (15 days)	96	97	96	96	86*	*	Neutral*		
OCME	2a	FALSE	Number of decedents' remains transported and stored by OCME	9,473	10,456	10,721	10,108	10,330	*	*	Neutral*	
DFTA	3a	FALSE	Completed requests for interpretation	485	523	428	892	873*	*	Up *		
DOE	5a	TRUE	– Other incidents	4,350	3,811	3,975	4,092	4,361	↓	↓	NeutralDown	
LPC	1b	TRUE	Actions taken on work permit applications received	11,767	13,176	15,446	14,081	13,533	*	*	Up *	
DOHMH	6a	FALSE	Workplace injuries reported	145	118	104	104	116*	*	Down Down		
CCHR	1a	FALSE	– Cases closed (%) - administrative cause	25%	21%	20%	62%	65%	*	*	Up *	
HPD	1b	FALSE	– Lead	13,615	13,046	11,132	11,625	12,774	*	*	Neutral*	
HPD	1a	TRUE	Average time to close nonemergency complaints (days)	14.5	18.1	27.9	23.3	21	20	20	Up	Down
DCAS	5a	FALSE	– Electricity (%)	52.10%	50.40%	49.30%	51.00%	50.40%	*	*	Neutral*	
DCP	1a	FALSE	Neighborhood enhancement proposals completed and presented to the public	13	8	30	14	28*	*	Up Up		
DOT	1b	FALSE	Total violations issued	27,382	33,843	34,266	67,065	46,285	*	*	Up *	
SCA	1b	FALSE	Average new school construction cost per square foot - Early childhood (\$)	NA	NA	NA	NA	NA	*	*	NA Down	
DOT	6a	FALSE	Workplace injuries reported	411	359	390	371	331*	*	Down Down		
LPC	1b	FALSE	Expedited Certificates of No Effect issued within two business days (%)	100%	97%	90%	99%	94%	100%	100%	NeutralUp	
NYCHH	1a	TRUE	Eligible women receiving a mammogram screening (%)	73.90%	75.60%	77.80%	76.40%	75.40%	80.00%	80.00%	NeutralUp	
NYCHA	3b	FALSE	Job training programs - ratio of job placements to program graduates (current period)	91%	73%	69%	63%	91%	*	*	NeutralUp	
OATH	2a	TRUE	Total summonses processed at the OATH Hearings Division	516,039	475,222	476,986	612,124	633,596	*	*	Up *	
DOE	5a	FALSE	– Full-time special education (District 75) (\$)	\$79,964	\$85,549	\$89,887	\$96,607	NA	*	*	NA *	
DOT	1b	FALSE	Average vendor cost of asphalt per ton (\$)	\$76.64	\$63.24	\$58.67	\$55.43	NA	*	*	NA Down	
HPD	1a	FALSE	Ratio of completed inspections to attempted inspections (%)	72%	78%	80%	78%	80%	*	*	NeutralUp	
DCAS	4a	FALSE	Mayoral agency spending on goods and services against DCAS master contracts (%)	NA	NA	41%	55%	58%	*	*	NA *	
DCA	5b	FALSE	Percent meeting time to first action - Consumer Complaint - Exchange/Refund/Return (4 days)	97%	70%	83%	93%	98%	85%	85%	Up *	
EDC	2a	FALSE	Portfolio revenue generated (\$000,000)	\$180.30	\$199.40	\$192.40	\$191.20	\$191.10	*	*	NeutralUp	
DOP	1b	TRUE	Juvenile delinquency cases eligible for adjustment (%)	34.00%	28.00%	31.00%	28.40%	25.00%	32.00%	30.00%	Down Up	
DOF	6a	FALSE	– Property transfer taxes collected (\$000,000)	\$1,828	\$2,488	\$2,920	\$3,008	\$2,501	*	*	Up *	
FDNY	3a	FALSE	Average time from inspection request until inspection (days) - Rangehood inspections	5	5	5	5	5*	*	NeutralDown		
DCLA	3a	FALSE	E-mails responded to in 14 days (%)	86%	90%	92%	95%	89%	88%	88%	NeutralUp	
DCAS	7a	FALSE	City employees trained in defensive driving	NA	2,357	15,266	7,929	7,876	8,000	8,000	NA Up	
DSNY	3a	TRUE	Curbside and containerized recycling diversion rate (%)	15.10%	15.40%	16.00%	16.90%	17.40%	21.00%	21.00%	Up Up	
NYCHA	2c	FALSE	Annual Section 8 recertifications	91.20%	92.90%	96.70%	98.00%	98.00%	*	*	NeutralUp	

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CCHR	3a	FALSE	CORE customer experience rating (0-100)	94	97	98	100	98*	*	NeutralUp			
TLC	1a	FALSE	Active medallion vehicles with hearing induction loops	NA	312	668	1,410	2,205	*	*	NA	Up	
DSNY	6b	FALSE	Percent meeting time to close – Literature Request - Blue Recycling Decals (7 days)	100	100	100	100	100*	*	Neutral*			
FDNY	2a	FALSE	End-to-end combined average response time to life-threatening medical emergencies by ambulances & fire companies (minutes:seconds)	NA	NA	8:18	8:17	8:09	*	*	NA	Down	
BOE	NA	FALSE	Voter complaints regarding poll workers	434	422	446	304	721*	*	Up		Down	
DoITT	3a	FALSE	Average time to resolve all video cable complaints (days)	13	14	13	13	14*	*	Neutral		Down	
DCA	1c	TRUE	Number of fines collected within 45 days of assessment (%)	84%	81%	82%	89%	70%	80%	80%	NeutralUp		
TLC	3a	FALSE	E-mails responded to in 14 days (%)	75%	93%	99%	98%	99%	80%	85%	Up	Up	
HRA	3b	TRUE	Eligible families seeking shelter at Prevention Assistance and Temporary Housing (PATH) who entered HRA's domestic violence shelters (%)	80.80%	78.50%	48.60%	30.50%	30.40%	*	*	Down	*	
DCAS	2c	FALSE	Square footage associated with executed lease-in agreements (000)	969	1,957	1,712	3,011	1,724	*	*	Up	*	
DORIS	2a	FALSE	Requests for stored records processed within 48 hours (%)	92.00%	98.00%	100.00%	94.00%	91.00%	*	*	NeutralUp		
ACS	2a	TRUE	Average family child care voucher enrollment	21,503	21,507	22,177	24,119	24,786	*	*	Up	*	
CCRB	1c	FALSE	– Cases closed by plea	NA	NA	57	60	63*	*	NA		*	
HPD	1b	FALSE	– Cases settled	3,301	4,802	4,827	4,308	5,056	*	*	Up	*	
TLC	1c	FALSE	Violations admitted to or upheld at the Taxi and Limousine Tribunal at the Office of Administrative Trials and Hearings (%)	83.00%	85.40%	91.50%	90.90%	94.50%	*	*	Up	Up	
DOT	3a	FALSE	– Trips (000)	NA	9,409	8,765	12,234	14,981	*	*	NA	Up	
BPL	NA	FALSE	Wireless sessions	297,661	412,437	424,463	510,172	554,945	535,681	582,692	Up	Up	
LPC	2a	FALSE	Letters responded to in 14 days (%)	88%	94%	85%	80%	85.25%	*	*	NeutralUp		
DEP	5a	TRUE	Average days to close asbestos complaints	0.29	0.26	0.37	0.34	0.34	1	1Up		Down	
HPD	1a	FALSE	– Lead	34,022	33,600	32,528	32,170	28,356	*	*	Down	*	
NYCHA	2a	TRUE	Active capital projects in construction phase on schedule (%)	70.20%	61.00%	54.90%	94.20%	86.90%	91.10%	91.10%	Up	Up	
DCAS	4b	FALSE	– Value of Central Storehouse requisitions (\$000)	\$24,300	\$24,000	\$23,370	\$22,600	\$22,410	*	*	Neutral*		
NYCEM	2b	TRUE	Community Emergency Response Team (CERT) volunteer hours	25,913	11,704	16,299	17,430	17,779	*	*	Down	*	
ACS	3a	FALSE	Non-secure detention - ADP	115.9	103.5	74.4	64.9	49.6*	*	Down		Down	
HRA	4a	TRUE	Personal care services - average weekly billable hours	49.9	48.1	43.6	43.6	46.1*	*	Down		*	
FDNY	2a	FALSE	End-to-end average response time to life-threatening medical emergencies by fire companies (minutes:seconds)	6:51	7:02	7:11	7:20	7:27	*	*	Neutral		Down
CCHR	1a	FALSE	Cases successfully mediated	5	21	0	0	0*	*	Down		Up	
TLC	1b	FALSE	FHV safety and emissions inspections completed on schedule (%)	99.80%	99.90%	99.80%	100.00%	96.90%	*	*	NeutralUp		

DOE	5a	FALSE	Average breakfasts served daily	221,519	224,377	226,572	244,666	268,286	*	*	Up	Up
DOT	2a	FALSE	Collisions involving DOT vehicles		452	461	344	370	465*	*	Neutral	Down
HRA	4a	FALSE	New applicants for HIV/AIDS Services Administration (HASA) services	5,491	5,385	5,033	5,045	6,862	*	*	Up	*
	3112a	FALSE	E-mails responded to in 14 days (%)	100%	100%	100%	100%	96%	*	*	Neutral	*
NYCHA	1b	TRUE	Elevator related fatalities		0	0	1	2	0↓	↓	Up	Down
ACS	2a	TRUE	Average mandated children enrollment	56,649	54,852	55,000	54,761	53,723	*	*	Neutral	*
DYCD	1a	FALSE	Calls to Youth Connect Management cost per	36,867	34,191	47,281	55,538	55,306	48,000	60,000	Up	Up
NYCHA	1b	FALSE	Edwelling unit (\$) Collisions involving City	\$1,012	\$913	\$893	\$875	\$950	\$875	\$875	Neutral	*
DCAS	7a	FALSE	vehicles citywide	NA	5,886	5,726	6,344	6,363	*	*	NA	Down
			Average days to issue initial Cultural Development Fund (CDF) payments after complying with all City requirements		6	8	11	4	6	7	7Down	Down
HRA	6a	FALSE	Completed requests for interpretation	1,016,101	1,116,886	909,712	989,229	1,271,049	*	*	Up	*
OCME	5a	FALSE	E-mails responded to in 14 days (%)	100%	100%	100%	100%	100%	*	*	Neutral	Up
HRA	2b	TRUE	Number of WeCARE federal disability awards	3,739	2,950	3,141	3,227	3,613	*	*	Neutral	*
BPL	NA	TRUE	Total library attendance (000)	10,067	8,432	8,699	8,686	8,382	9,120	8,466	Down	Up
			Supplemental Nutritional Assistance Program (SNAP) cost avoidance for fraud and abuse									
HRA	5a	FALSE	(\$000,000)	\$29.60	\$29.60	\$30.00	\$28.50	\$29.30	*	*	Neutral	Up
DOE	5a	FALSE	Teachers hired to fill projected vacancies (%)	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	Neutral	*
NYCHA	3a	FALSE	Residents approved for the Emergency Transfer Program		937	808	815	9311,070	*	*	Up	*
DOHMH	4b	FALSE	Individuals in the assisted outpatient mental health treatment program	1,289	1,388	2,176	2,236	2,368	*	*	Up	*
DEP	1a	FALSE	Samples testing positive for coliform bacteria (%)	0.30%	0.30%	0.30%	0.50%	0.30%	*	*	Up	Down
DEP	7b	FALSE	Percent meeting time to first action - Sewer Maintenance - Sewer Backup (0.25 days)	84%	86%	89%	90%	88%	85%	85%	Neutral	*
DEP	2a	FALSE	Sewer backup complaints received	14,911	11,637	11,435	10,469	12,134	*	*	Down	*
DOE	1a	TRUE	Average class size - Kindergarten		23.1	22.8	22.9	22.6	22	22.1	21Neutral	Down
DCA	3a	FALSE	Total savings accumulated (\$)									
DPR	2a	FALSE	(cumulative)	\$1,995,846	\$2,987,936	\$3,596,836	\$4,094,324	\$4,326,485	*	*	Up	Up
			Trees removed	22,920	16,586	15,964	16,505	15,749	*	*	Down	*
			– Projected net City tax revenues generated in connection with closed									
EDC	3b	TRUE	contracts (\$000,000)	\$576.40	\$1,370.40	\$1,435.60	\$312.60	\$58.30	↑	↑	Down	Up
OCME	1a	FALSE	Deaths reported	27,265	27,505	27,984	27,674	28,940	*	*	Neutral	*
DCAS	1b	TRUE	New hires - Native American (%)	0.40%	0.40%	0.40%	0.40%	0.50%	*	*	Up	*
BPL	NA	TRUE	Circulation (000)	17,461	15,731	15,205	14,933	14,447	14,993	14,400	Down	Up
			Percent meeting time to first action - Traffic Signal Condition -									
DOT	7b	FALSE	Controller (0.1 days)	71%	72%	73%	74%	75%	80%	80%	Neutral	*
			– Construction completed on schedule									
DDC	1a	FALSE	(%)	80%	88%	92%	91%	85%	82%	82%	Neutral	Up
NYPD	1a	FALSE	Gang motivated incidents		264	225	328	349	350*	*	Up	*
HRA	2c	FALSE	Total new child support orders obtained	17,981	20,286	20,351	19,579	18,645	*	*	Neutral	Up

			Families with children receiving public assistance (average) (%)	87.70%	81.80%	85.40%	81.60%	81.50%	80.00%	85.00%	Neutral*	
DHS	2a	FALSE	Program sessions	38,247	41,094	47,100	62,162	69,912	66,475	73,408	Up	Up
BPL	NA	FALSE	Lots cleaned citywide	3,607	2,997	3,206	3,638	3,399	3,200	3,200	Neutral*	
DSNY	1b	TRUE	Intersections with accessible pedestrian signals installed		19	30	18	52	116	75	75	Up
DOT	2a	FALSE	Employment applications received via NYC Jobs	299,351	679,785	925,054	952,641	1,142,330	*	*	Up	Up
DCAS	1a	FALSE	Violent inmate-on-inmate incidents (monthly rate per 1,000 ADP)		27.2	32.9	37.8	47.8	55.2	↓	Up	Down
DOC	1a	TRUE	Subscribers to Notify NYC, CorpNet, Advance Warning System, and Citizen Corps Newsletter	182,895	237,740	310,072	415,203	559,928	*	*	Up	*
NYCEM	2c	FALSE	Student Enrollment as of October 31 in full day									
DOE	1a	FALSE	pre-kindergarten Children in the public schools who are in compliance with required immunizations (%)	15,917	19,287	53,120	68,547	69,510	*	*	Up	*
DOHMH	1b	TRUE	Percent meeting time to first action - Overgrown Tree/Branches - Hitting Building (30 days)	99.10%	99.20%	99.00%	98.80%	98.80%	99.00%	99.00%	Neutral	Up
DPR	6b	FALSE	– Projected net City tax revenues generated in connection with closed contracts (\$000,000)	92%	88%	57%	48%	35%	95%	95%	Down	*
EDC	3b	TRUE	Calendar days to third next available new appointment - adult medicine	\$173.60	\$250.90	\$515.60	\$411.20	\$168.80	↑	↑	Up	Up
NYCHH	1a	FALSE	Patrol summonses issued for illegal street hails (drivers and vehicle owners)	NA	NA		26	23	18.6	14	14	NA
TLC	1c	TRUE	Percent meeting time to first action - Elder Abuse (5 days)	NA	10,522	10,803	8,549	12,813	*	*	NA	*
DFTA	3b	FALSE	Dogs licensed (000)	75%	72%	76%	67%	92%	*	*	Up	*
DOHMH	3c	FALSE	Families with children receiving preventive services who did not enter the shelter system (%)		79	85	83	85	84.6	105	105	Neutral*
DHS	1a	TRUE	Caseload	93.00%	94.00%	94.50%	94.10%	94.20%	85.00%	85.00%	Neutral	Up
CCHR	1a	FALSE	Average wait time for a plumbing inspection (days)		583	567	6671,318	1,643				
DOB	1c	TRUE	Resolved consumer complaints		5.1	4.5	4.5	3.8	3.4	5	5	Down
DCA	1a	FALSE	Patient Cycle Time - Women's Health (minutes)	3,800	3,873	3,495	3,691	2,860	*	*	Down	*
NYCHH	1a	FALSE	– High schools (%)	NA	NA	NA		76	88	60	60	NA
DOE	4a	FALSE	CORE customer experience rating (1-100)	48.00%	44.00%	48.70%	47.00%	NA	*	*	NA	Down
TLC	3a	FALSE	Annual M/WBE recertification rate		84	87	88	98	97	80	85	Up
SBS	4a	TRUE	Section 8 subsidized Units in abatement (%)	59.20%	60.40%	60.40%	53.40%	61.80%	60.00%	60.00%	Neutral	Up
HPD	4a	FALSE	Total new seats created	NA	3%	2%	2%	3%	*	*	NA	Down
SCA	1a	FALSE	Compliance inspections found to be rat free (%)	10,061	5,380	15,210	6,241	8,676	8,084	4,005	Neutral*	
DOHMH	3c	TRUE	Agency assessments completed	52.60%	50.90%	46.80%	47.80%	49.10%	↑	↑	Neutral	Up
DYCD	4a	FALSE	Average response time to non-critical crimes in progress (dispatch and travel time only)	1,663	1,579		7321,356		244*	*	Down	*
NYPD	1c	FALSE	(minutes)		13.2	12	13.9	14.5	15.2*	*	Up	Down
DOF	4a	TRUE	Average time to address inquiries (days)	NA	NA	NA		9	7.8	↓	NA	Down
DFTA	1b	FALSE	Average daily attendance at senior centers	24,257	23,983	27,812	29,118	29,492	26,342	26,342	Up	Up

DOE	1a	TRUE	Students in cohort graduating from high school in 4 years (%)	66.00%	68.40%	70.50%	72.60%	NA	71.50%	74.10%	NA	Up	
ACS	1d	FALSE	Siblings placed simultaneously in the same foster home (%) (preliminary)	87.90%	88.20%	88.90%	91.40%	93.20%	*	*	Neutral	Up	
DCA	5b	FALSE	Percent meeting time to first action - Consumer Complaint - Non-Delivery Goods/Services (4 days) – Unconfirmed (not on City infrastructure or unfounded)	96%	71%	82%	92%	98%	85%	85%	Up	*	
DEP	2a	FALSE	Schools, non-profits and City/State agencies served by Materials for the Arts (MFTA) COMPASS NYC programs meeting target enrollment - SONYC/middle school (school year) (%)	10,685	8,417	8,589	7,960	9,490	*	*	Down	*	
DCLA	1c	FALSE	Percent meeting time to first action - General Construction/Plumbing - Contrary/Beyond Approved Plans/Permits (60 days)	1,884	2,025	2,105	2,117	2,165	*	*	Up	Up	
DYCD	1a	TRUE	Average customer in-person wait time (minutes)	93%	92%	95%	91%	95%	85%	85%	Neutral	Up	
DOB	4b	FALSE	Completed requests for interpretation	70%	80%	81%	78%	62%	72%	72%	Neutral	*	
DCA	5a	FALSE	Patrol summonses issued for unlicensed activity (drivers and vehicle owners)		12	16	13	9	9	17	17	Down	Down
CCRB	3a	FALSE	ECERT members trained	525	613	591	695	744*	*		Up	*	
TLC	1c	TRUE	Rent delinquency Rate (%)	NA	14,822	12,497	10,380	7,955	*	*	NA	*	
NYCEM	2b	FALSE	Youth on youth assault with injury rate, Close to home placement	347	297	264	168	172*	*		Down	*	
NYCHA	1a	FALSE	Abuse and/or neglect reports responded to within 24 hours of receipt from the State Central Register (%)	NA	NA	NA	27.70%	30.00%	*	*	NA	Down	
ACS	3a	FALSE	Average time to resolve elevator outages (hours)	NA		0.14	0.12	0.1	0.13	0.09	0.09	NA	Down
ACS	1a	TRUE	Percent of high school cohort who graduated from high school and enrolled in a college or other post-secondary program within 6 months	95.00%	98.80%	98.80%	98.60%	98.20%	100.00%	100.00%	Neutral	Up	
NYCHA	1b	TRUE	Total library attendance (000)		5.8	5.7	6.5	8.7	9.6	10	10	Up	Down
DOE	3a	FALSE	Closed allegations with findings on the merits (%)	51.00%	53.00%	54.60%	NA	NA	55.60%	57.60%	NA	Up	
NYPL	NA	TRUE	Average number of families served per day in the domestic violence shelter program	14,185	13,971	14,014	13,867	13,666	13,800	12,260	Neutral	Up	
CCRB	1a	TRUE	Average time to resolve emergency service requests (hours)	42%	39%	41%	46%	43%	55%	55%	Neutral	Up	
HRA	3b	FALSE	Construction permits issued		755	769	786	803	841*	*	Up	*	
NYCHA	1b	TRUE	Median time to complete toxicology DUI (driving under the influence)		13.6	11	14.7	13.1	12.1	24	24	Neutral	Down
DOT	1b	FALSE	Newly certified and recertified businesses in SEM/WBE Program – Medicaid-only enrollees administered by HRA (000)	348,051	418,245	471,688	549,495	597,358	*	*	Up	Up	
OCME	4a	FALSE	cases (days)		14	20	30	43	17	10	10	Up	Down
SBS	4a	FALSE		1,061		9231,003	1,030	1,675	*	*	Up	Up	
HRA	1c	FALSE		2,317.80	2,064.40	1,608.10	1,321.20	1,109.90	*	*	Down	*	

			Average days to complete first plan review (Hub projects) - New buildings									
DOB	1b	FALSE		11.6	12.7	17.9	9.9	4.9*	*	Down	Down	
DEP	5a	TRUE	Average days to close noise complaints	7.1	5.2	5.9	5.6	4.3	9	9Down	Down	
DEP	7b	FALSE	Percent meeting time to first action - Water Maintenance - Leak (0.7 days)	82%	80%	80%	79%	81%	85%	85%	Neutral*	
DHS	5a	FALSE	Collisions involving City Vehicles	48	27	58	60	46*	*	Up	Down	
TLC	1a	FALSE	Active Boro Taxis that are accessible	NA	4921,240	1,393	1,485	*	*	NA	Up	
DOHMH	2b	FALSE	Adults, aged 50+, who received a colonoscopy in the past ten years (%)	68.50%	69.00%	69.90%	69.90%	68.50%	71.40%	71.40%	NeutralUp	
ACS	1c	TRUE	Children maltreated during family foster care placement per 100,000 care days	3.9	3.1	4	5.2	7.6	4.2	5Up	Down	
DOB	4b	FALSE	Percent meeting time to first action - No Permit - Construction, Plumbing, Cranes & Derricks, Building/Use, Elevator (60 days)	72%	72%	63%	85%	93%	77%	77%	Up *	
QPL	NA	FALSE	Program sessions started – Extremely low	38,040	46,636	52,396	68,364	80,881	68,000	84,000	Up Up	
HPD	4b	FALSE	Housing New York units income (0-30% AMI)	NA	8962,869	3,740	4,014	*	*	NA	*	
NYCHH	1a	TRUE	HIV patients retained in care (%) (annual)	84.30%	86.60%	86.10%	85.70%	83.50%	85.00%	85.00%	NeutralUp	
DPR	6a	FALSE	E-mails routed and responded to in 14 days	45%	38%	52%	60%	77%	60%	60%	Up Up	
HRA	1a	FALSE	Cash assistance cases in sanction process (%)	NA	6.30%	4.80%	4.00%	4.70%	*	*	NA *	
NYCHA	4a	FALSE	Average wait time to speak with a customer service agent (minutes)	16	19	15	13	18*	*	NeutralDown		
FDNY	1c	TRUE	Serious fires per 1,000 structural fires	103	97	93	88	86↓	↓	Down	Down	
HPD	1a	FALSE	Other emergency response time to complete DNA property crime cases, from evidence submission to report	221,285	210,289	191,322	197,347	190,525	*	*	Down Down	
OCME	4a	TRUE	Median time to complete DNA property crime cases, from evidence submission to report (days)	139	119	188	57	63	30	30Down	Down	
ACS	2a	FALSE	EarlyLearn - Budget per slot in contract family child care	\$9,329	\$9,340	\$9,347	\$9,522	\$9,537	*	*	Neutral*	
BIC	1b	FALSE	Waste hauling applications approved - Renewal	897	642	571	807	660*	*	Down	Up	
DHS	5a	FALSE	Workplace injuries reported	82	90	122	147	189*	*	Up	Down	
ACS	1c	FALSE	School Attendance Rate - Children in Foster Care (%)	NA	82.10%	82.50%	82.50%	82.20%	*	*	NA Up	
CCRB	1a	TRUE	Average time to complete a full investigation (days)	386	324	283	162	153	120	120Down	Down	
DOI	2a	FALSE	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 (days)	2	1	1	1	1*	*	Down	Down	
FDNY	3a	FALSE	Ambulance collision rate (per 10,000 runs)	8.3	7.6	7.7	9.3	8.8*	*	Up	Down	
DFTA	3b	FALSE	Percent meeting time to first action - Senior Center Complaint (14 days)	40%	96%	97%	99%	99%	*	*	Up *	
NYPL-Research	NA	TRUE	Average weekly scheduled hours	46.8	46.8	46.8	51.3	51.3	51.3	53.3Up	Up	
DOB	2b	FALSE	Environmental Control Board violations issued	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	FALSE	Inquiries received	NA	NA	NA	381	770*	*	*	NA	*
HRA	4a	FALSE	Total referrals received for APS	22,055	23,657	24,203	25,614	27,233	*	*	Up	*
FDNY	2b	FALSE	Peak number of ambulances in service per 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	26	Neutral
DOT	1b	FALSE	Arterial highway system	45,070	126,144	90,289	33,889	30,922	*	*	Down	*
NYPD	2a	FALSE	Total moving violation summonses (000)		9991,052	1,005	1,032	1,062	*	*	Neutral	*
DOT	3a	TRUE	NYC adults who bike regularly (annual) (calendar year)	632,000	759,000	778,000	NA	828,000	↑	↑	NA	Up
DDC	1a	TRUE	Active construction projects: Difference between projected and scheduled duration (%)	1.90%	2.40%	1.90%	-2.70%	2.80%	2.50%	2.50%	Down	Down
DOB	1a	FALSE	Average customer in-person wait time (minutes)	NA	NA	NA	NA	27*	*	*	NA	Down
LAW	3a	TRUE	Families entitled to a support order that get a support order (%)	65%	65%	68%	71%	70%	65%	65%	Up	Up
TLC	3b	FALSE	Percent meeting time to first action - Request for Information (14 days)	72%	90%	98%	83%	94%	60%	60%	Up	*
FDNY	4a	FALSE	CORE facility rating – Cases closed (%) - probable cause		96	99	91	98	100*	*	Neutral	Up
CCHR	1a	TRUE	determination Tickets paid before	12%	8%	15%	6%	4%	*	*	Down	*
DOF	2a	FALSE	penalty assessed (%)	51.50%	53.10%	55.30%	55.20%	53.60%	*	*	Neutral	Up
CUNY	NA	FALSE	Student/faculty ratio - Overall	17:01	17:01	17:01	17:01	16:01	*	*	Neutral	Down
BOE	NA	FALSE	Poll worker attendance on Election Day (%)	95.60%	87.50%	84.80%	89.10%	94.10%	*	*	Neutral	Up
NYCHA	2b	TRUE	Occupancy rate (%)	98.80%	99.40%	99.50%	99.50%	99.40%	99.20%	99.20%	Neutral	Up
DPR	3a	TRUE	Capital projects completed on time or early (%)	76%	72%	90%	86%	85%	80%	80%	Up	Up
DOF	7a	FALSE	Letters responded to in 14 days (%)	91%	79%	90%	87%	91%	85%	85%	Neutral	Up
NYCEM	1a	TRUE	Emergency Operations Center activations		6	8	7	6	15*	*	Up	*
ACS	1c	FALSE	– Children in residential care	1,099		923	929	859	847*	*	Down	Down
DOB	4a	FALSE	Letters responded to in 14 days (%)	54%	49%	69%	30%	60%	57%	57%	Neutral	Up
DHS	2a	TRUE	Families with children entering the DHS shelter services system	12,306	11,848	12,671	13,311	12,595	↓	↓	Neutral	Down
DOE	6a	FALSE	Customers rating service good or better (%) (as applicable)	96%	95%	95%	95%	95%	90%	90%	Neutral	Up
DEP	7b	FALSE	Percent meeting time to first action - Sewer Maintenance - Catch Basin Clogged/Flooding (6 days)	91%	90%	93%	91%	89%	85%	85%	Neutral	*
DOB	1b	FALSE	Jobs professionally certified that were audited (%)	NA	NA	20.60%	20.30%	23.00%	*	*	NA	Up
DOP	2a	FALSE	Revocation of juveniles not resulting in placement (%)	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	↓	↓	Neutral	Down
HPD	2a	FALSE	completions – Children in foster	NA	2,307	3,507	4,621	5,224	6,910	6,911	NA	*
ACS	1c	FALSE	kinship homes	4,461	3,929	3,636	3,223	2,762	*	*	Down	*
DSNY	5a	FALSE	Removal cost per inch of snow (\$000)	\$1,602	\$2,330	\$2,444	\$3,283	\$3,157	*	*	Up	*
HRA	3a	FALSE	Rent Assistance Unit Emergency Assistance Requests Approved (%)	NA	66.50%	74.20%	67.60%	66.70%	*	*	NA	*
DCAS	6b	FALSE	– Fleet in-service rate for DCAS-managed fleet (%)	98%	98%	98%	98%	99%	97%	98%	Neutral	Up

CUNY	NA	FALSE	CUNY associate degree recipients who continue their education or are working (%)	92.40%	92.50%	95.30%	92.30%	94.20%	*	*	Neutral	Up
CCRB	1b	FALSE	Cases with mutual agreement to mediate Juvenile supervision - Intake cases received	244	446	394	444	373	*	*	Up	Up
DOP	1b	FALSE	English Language Learners testing out of ELL programs within 3 years (%)	7,516	6,064	5,366	4,640	3,856	*	*	Down	*
DOE	2a	TRUE	Air complaints received	54.00%	53.00%	61.30%	57.70%	55.50%	58.70%	58.70%	Neutral	Up
DEP	5a	FALSE	Section 8 occupied units (vouchers)	7,628	7,896	8,776	9,858	8,807	*	*	Up	*
NYCHA	2c	TRUE	Percent meeting time to close - Paint/Plaster - Walls (17 days)	91,892	88,529	86,167	85,224	85,175	87,000	87,000	Neutral	Up
HPD	5b	FALSE	Graffiti sites cleaned	74%	70%	61%	66%	64%	69%	69%	Down	*
EDC	1a	FALSE	Recycling summonses issued	10,727	7,909	10,295	9,189	9,861	*	*	Neutral	*
DSNY	3a	FALSE	Post-construction satisfaction - Surveys returned	65,017	107,049	107,428	118,407	100,629	*	*	Up	*
DDC	1c	FALSE	Utilization of senior centers (%)	47	46	27	54	41	*	*	Neutral	Up
NYCHA	3a	FALSE	City employees participating in diversity, inclusion and equal employment opportunity training	133.50%	143.00%	145.00%	116.00%	160.00%	85.00%	85.00%	Neutral	Up
DCAS	1d	FALSE	Letters responded to in 14 days (%)	5,809	1,961	10,226	33,322	24,363	20,000	20,000	Up	*
TLC	3a	FALSE	I-CAN Enrollments	94%	92%	99%	NA	88%	90%	90%	NA	Up
DOC	2a	TRUE	Projected number of hires by businesses opened by NYC	6342,408	2,321	4,278	7,569	*	*	*	Up	*
SBS	1a	FALSE	Business Acceleration Principals with 4 or more years experience as principal (%)	9,280	13,090	12,037	12,759	10,096	*	*	Neutral	Up
DOE	5a	FALSE	Medallion safety and emissions inspections completed on schedule (%)	61.00%	59.50%	60.00%	59.90%	63.20%	*	*	Neutral	Up
TLC	1b	FALSE	Revenue generated from the sale of surplus goods (\$000)	94.90%	96.00%	95.50%	95.60%	94.00%	*	*	Neutral	Up
DCAS	3a	TRUE	Children receiving child welfare preventive services (daily average)	\$9,610	\$9,892	\$10,406	\$11,026	\$9,216	\$8,693	\$8,893	Neutral	*
ACS	1b	FALSE	Pedestrian volume index	24,127	23,725	24,889	23,545	23,383	*	*	Neutral	Up
DOT	4a	TRUE	CORE customer experience rating (0-100)	112.9	111.1	112.7	118.3	113.7	*	*	Neutral	*
HPD	5a	FALSE	Library card holders (000)	87	89	90	97	98	85	85	Up	Up
QPL	NA	TRUE	– Route miles (cumulative)	1,275	929	972	8411,400	1,400	1,400	1,400	Neutral	Up
DOT	3a	FALSE	Substantiated cases in which the statute of limitations expired (%)	38	61	65	73	89	*	*	Up	Up
CCRB	1a	TRUE	Planning information and policy analysis initiatives presented to the public	10%	3%	1%	0%	0%	0%	0%	Down	Down
DCP	2a	FALSE	DNA matches with profiles in database	NA	NA	212	222	262	*	*	NA	Up
OCME	4a	FALSE	Apparatus collision rate (per 10,000 runs)	1,618	2,621	6,008	7,758	8,719	*	*	Up	*
FDNY	3a	FALSE	Workplace injuries reported	4.5	4.3	4.2	3.9	4	*	*	Down	Down
DOB	3a	FALSE	Completed mandatory inspections performed by uniformed personnel	17	15	12	10	21	*	*	Neutral	Down
FDNY	1a	FALSE	Average value of cash settlement for complainant (\$)	NA	50,224	47,282	55,856	60,795	*	*	NA	*
CCHR	1a	TRUE		\$14,273	\$15,250	\$10,755	\$34,775	\$20,680	*	*	Up	*

			Average cost change for all completed consultant design and construction supervision projects (excluding programmatic scope changes) (%)									
DDC	1a	FALSE	New library card registrations – unsubsidized exits (%)	2.00%	2.70%	2.60%	8.40%	3.00%	3.00%	3.00%	Up	Down
BPL	NA	FALSE	E-mails responded to in 14 days (%)	167,467	205,089	192,156	126,082	122,670	*	*	Down	*
DHS	3b	TRUE	Average EarlyLearn Utilization - Family child care (%)	15.60%	13.00%	18.30%	11.90%	21.60%	↓	↓	Up	Down
CCRB	3a	FALSE	Inspected phones deemed operable (%)	79%	94%	98%	100%	100%	*	*	Up	Up
ACS	2a	TRUE	Adopt-A-Highway adoption rate (%)	52.90%	73.90%	81.40%	84.60%	86.70%	85.00%	85.00%	Up	Up
DoITT	4a	TRUE	Average turnaround days for vacant apartments	61%	65%	63%	65%	80%	75%	75%	Up	Up
DOT	1b	FALSE	Public wholesale market applications pending - New and Renewal Completed customer requests for interpretation	67.40%	76.80%	81.50%	80.70%	83.90%	75.00%	75.00%	Up	Up
NYCHA	1c	TRUE	Average wait time to speak with a customer service agent (minutes)	60.3	77.9	58.1	50	55.1	30	30	Down	Down
	3111a	TRUE	Cash Assistance unduplicated number of persons receiving recurring assistance (12-month) (000)	19,917	21,346	21,079	18,799	20,540	*	*	Neutral	*
BIC	2a	TRUE	Construction completed on schedule (%)	NA	NA	65	107	16	40	40	NA	Down
DOT	7a	FALSE	Field responses	655	798	1,261	1,415	2,209	*	*	Up	*
DHS	6a	FALSE	Number of developments	NA	24	15	10	6*	*	NA	Down	
HRA	1a	FALSE	Cash Assistance unduplicated number of persons receiving emergency assistance (12-month) (000)	510.1	489.9	484.6	492.9	491.9*	*	Neutral	*	
DDC	1a	FALSE	Completed customer requests for interpretation	83%	85%	93%	89%	88%	82%	82%	Neutral	Up
NYCEM	1a	FALSE	Field responses	674	810	938	1,019	825*	*	Up	*	
NYCHA	2d	FALSE	Number of developments	334	334	328	328	326*	*	Neutral	*	
HRA	1a	FALSE	Cash Assistance unduplicated number of persons receiving emergency assistance (12-month) (000)	96.9	99.2	106.4	108.9	106.7*	*	Up	*	
CCHR	1a	FALSE	– Cases closed (%) - no probable cause	43%	45%	43%	5%	7%	*	*	Down	*
DOF	3a	TRUE	determination	13.4	9.6	8.9	6.9	5.2	10	10	Down	Down
DOP	2b	FALSE	Average time to process renewal SCRIE applications (days)	12%	11%	12%	10%	12%	*	*	Neutral	*
DHS	4a	TRUE	Adult probationer early completion rate (%)	NA	NA	NA	NA	2,146	↑	↑	NA	Up
ACS	1c	TRUE	HOME-STAT clients placed into permanent housing, transitional housing and other settings	1.3	1.4	1.5	1.4	1.5	1.4	1.4	Up	Down
NYPD	6b	FALSE	Percent meeting time to close – Residential Noise - Banging/Pounding (0.3 days)	91	94	91	86	84*	*	Neutral	*	
DCAS	7a	FALSE	Injuries resulting from collisions involving City vehicles citywide	NA	831	669	510	727*	*	NA	Down	
DOT	1b	FALSE	– Poor (%)	0.60%	0.70%	0.70%	0.80%	0.60%	*	*	Neutral	Down
DoITT	6b	FALSE	Percent meeting time to close – cable complaint - billing (30 days)	99	100	100	100	98*	*	Neutral	*	
DSNY	1a	FALSE	Violations issued for illegal posting	16,182	18,217	11,601	8,209	10,892	*	*	Down	*
DHS	3a	FALSE	Adult families exiting to permanent housing	NA	NA	908	628	570*	*	NA	Up	
DOHMH	7a	FALSE	Average wait time to speak with a customer service agent (minutes)	11	9	8	1	1	10	10	Down	Down
DCP	3a	TRUE	– Certified/referred within 12 months	NA	84%	66%	71%	65%	70%	70%	NA	Up

			Libraries open seven days per week (%)	4%	4%	4%	4%	8%	8%	8%	8%	Up	Up
			Violent critical incidents in the adult family shelter system, per 1,000 residents	NA	NA	NA	NA		1.6*	*		NA	Down
			Adult Protective Services (APS) assessment cases	3,419	3,723	3,905	4,041	4,193	*	*		Up	*
			Department use of force incidents with serious injury (rate per 1,000 ADP)		0.92	1.18	1.14	0.68	0.66↓	↓		Down	Down
			Letters responded to in 14 days (%)	21%	30%	36%	60%	44%	40%	50%		Up	Up
			– Public school Youth reunited with family or placed in a suitable environment from crisis shelters (%)	176,360	192,110	200,259	206,839	212,121	*	*		Up	*
			Median days to complete analysis of a DNA case		138	92	92	45	53	30		30Down	Down
			Individual landmarks and historic districts designated		20	11	15	20	30	20		20Up	*
			Median time to complete DNA homicide cases, from evidence submission to report (days)		161	100	62	39	44	30		30Down	Down
			Calls answered in 30 seconds (%)	63.60%	69.70%	65.80%	79.70%	84.10%	80%	80%		Up	Up
			Percent meeting time to first action - Elevator - Defective/Not Working (60 days)	49%	51%	48%	57%	92%	50%	50%		Up	*
			Child abuse/neglect allegations cases (internal) reported as substantiated, detention		17	22	27	17	18*	*		Neutral	Down
			Total recreation center attendance	3,016,412	3,398,432	3,422,683	3,575,088	3,402,621	↑	↑		Up	Up
			Zoning actions with CEQR certified/referred	NA		45	45	57	79*	*		NA	*
			Annual Energy Efficiency Reports (EER) completed		87	70	145	141	64*	*		Up	*
			Letters responded to in 14 days (%)	NA	79%	75.10%	72.50%	71.30%	73.50%	72.30%		NA	Up
			E-mails responded to in 14 days (%)	95%	95%	97%	99%	100%	*	*		Neutral	Up
			Average EarlyLearn Utilization - Center-based (%)	76.20%	84.60%	82.00%	83.10%	80.50%	85.00%	85.00%		Neutral	Up
			Capital projects authorized to proceed		69	45	41	48	67*	*		Neutral	*
			Average age of complaint caseload (days)		314	297	250	340	468	300		300Up	Down
			Respondents rating a completed project as adequate or better (%)	95%	93%	85%	91%	91%	90%	90%		Neutral	Up
			Attendance at historic house museums	725,376	833,929	825,541	746,304	831,294	*	*		Neutral	Up
			Average response time for birth certificates by mail/online (days)		4.3	1.2	1.3	1.8	1.6	3		3Down	Down
			Infant mortality rate (per 1,000 live births) (CY)		4.7	4.6	4.2	4.3	4.1	4.2		4.2Down	Down
			Families entering child welfare preventive services	9,074	10,293	11,015	10,540	9,240	11,000	11,000		Neutral	Up
			Children aged 19-35 months with up-to-date immunizations (%)	70.10%	72.10%	73.00%	74.70%	75.10%	75.00%	76.00%		Neutral	Up
			Average expenditure per student (\$)	\$19,878	\$20,814	\$21,667	\$23,560	NA	*	*		NA	*
			Adult probationer early completion approval rate (%)	81.00%	76.00%	81.00%	75.00%	75.00%	*	*		Neutral	Up
			Major felony crimes in public housing developments	5,018	5,328	4,858	5,205	5,084	↓	↓		Neutral	Down

DSNY	6a	FALSE	Letters responded to in 14 days (%)	52%	65%	58%	73%	66%	*	*	Up	Up
DCP	3a	FALSE	Renewals and South Richmond actions certified/referred	NA		96	68	57	59*	*	NA	*
FDNY	1c	TRUE	Civilian fire fatalities		47	81	55	64	43↓	↓	Down	Down
HRA	2a	TRUE	Clients whom HRA helped obtain employment (000)	NA		48.1	46.6	47	44.8↑	↑	NA	Up
DOE	1b	FALSE	School-based workshops offered to parents (000)		33	31	39	41	41	37	37Up	Up
DOHMH	3b	TRUE	Restaurants scoring an 'A' grade (%)	86.90%	90.00%	93.00%	92.70%	93.30%	↑	↑	Neutral	Up
DPR	2b	FALSE	– Hanging tree limbs		13.2	29.4	18.8	30.3	45.3*	*	Up	Down
DCA	1a	FALSE	– Within 0-90 days (%)	NA	NA	100%	100%	99%	100%	100%	NA	Up
DOF	7a	FALSE	Completed customer requests for interpretation	3,254	4,353	4,466	5,453	7,699	*	*	Up	*
DOI	1b	TRUE	Referrals for criminal prosecution	1,053		612	601	745	894*	*	Neutral	*
DEP	4a	TRUE	Estimated bills (%)	4.90%	3.70%	3.20%	3.00%	2.80%	5.00%	4.00%	Down	Down
DOE	2b	FALSE	Students receiving special education services (preliminary unaudited)	225,325	260,791	270,722	283,017	292,065	*	*	Up	*
LPC	1c	FALSE	Investigations completed		806	783	755	997	661*	*	Neutral	*
DCP	1a	FALSE	Economic development and housing proposals completed and presented to the public		16	10	29	42	45*	*	Up	Up
DOT	3a	FALSE	Crossing points with pedestrian ramps installed (%)	95.00%	97.20%	97.00%	96.80%	97.20%	*	*	Neutral	Up
NYPD	1c	FALSE	Average response time to critical crimes in progress (dispatch and travel time only) (minutes)		4.7	4.9	5.9	5.5	4.9*	*	Neutral	Down
NYPD	3a	TRUE	Quality-of-life summonses	458,397	404,278	331,832	323,980	279,117	*	*	Down	*
HRA	3b	FALSE	Domestic violence non-residential services programs average monthly caseload	NA	NA	NA	NA	1,818	*	*	NA	Up
HPD	1b	FALSE	– Other emergency Number in Close to Home aftercare (average)	52,733	52,511	53,512	51,517	58,636	*	*	Neutral	*
ACS	3c	TRUE	Alternative Enforcement Program - Buildings	NA		93	122	121	97*	*	NA	*
HPD	1b	FALSE	Currently active Senior Citizen Rent Increase Exemption (SCRIE) - Initial		498	502	581	609	579*	*	Up	*
DOF	3a	FALSE	Applications received CORE customer	7,094	8,272	15,713	8,951	8,289	*	*	Up	*
DOF	7a	FALSE	experience rating (0-100)		86	92	93	81	96	90	90Neutral	Up
NYPL-Research	NA	FALSE	Program sessions	1,741	1,501	1,953	2,060	2,209	2,170	2,200	Up	Up
ACS	5a	FALSE	Letters responded to in 14 days (%)	92.30%	87.40%	85.40%	97.10%	88.40%	*	*	Neutral	Up
DOE	1a	FALSE	– Science (%)	88.00%	73.80%	74.80%	74.70%	NA	80.00%	80.00%	NA	Up
DORIS	2c	TRUE	Average time between records disposal eligibility and application sent to Law Department (months)		0.6	0.6	0.5	0.6	0.2	2	2Down	Down
QPL	NA	TRUE	Libraries open six days per week (%)	33%	33%	33%	100%	100%	100%	100%	Up	Up
LAW	1a	FALSE	– Cases commenced against the City in federal court	1,781	1,787	1,810	1,498	1,009	1,350	1,200	Down	*
FDNY	3a	FALSE	Ambulance collisions		793	730	8061,056	1,023	*	*	Up	Down
SCA	1c	TRUE	Capital improvement projects constructed on time or early (%)	69%	72%	72%	86%	72%	80%	80%	Up	Up
DOT	2a	TRUE	Speed humps installed		300	274	382	395	365	250	250Up	Up
NYCHA	1b	TRUE	Alleged elevator injuries reported to DOB		16	9	17	20	11↓	↓	Neutral	Down

LPC	1b	FALSE	Permits for minor work issued within 10 business days (%)	83%	91%	92%	95%	92%	*	*	Neutral	Up
DOF	1a	TRUE	Property taxes billed that are paid (%)	97.50%	98.60%	98.50%	98.60%	98.70%	97.00%	97.00%	Neutral	Up
DOE	3b	FALSE	Percent of high school cohort taking at least 1 AP exam in 4 years of high school	23.90%	27.00%	28.70%	31.10%	NA	33.10%	35.10%	NA	Up
NYCHA	3a	TRUE	Emergency Transfer Program disposition time (days)	54.25	45.91	48.17	39.6	33.24	45	45	Down	Down
NYCHA	3b	TRUE	Resident job placements	1,567	874	1,084	1,410	2,099	1,593	1,593	Up	Up
OATH	1a	FALSE	OATH Trials Division cases with decisions issued within 45 business days (%)	98%	94%	93%	93%	93%	*	*	Neutral	Up
HPD	5a	FALSE	Visitors to the Division of Tenant Resources, Client and Owner Services rating customer service as good or better (%)	99%	NA	85%	83%	89%	95%	95%	NA	Up
HRA	1a	TRUE	Cash assistance caseload (point in time) (000)	193.1	182.4	192.4	196.1	194.5*	*		Neutral*	
DYCD	1b	TRUE	Utilization rate for transitional independent living beds (%)	91%	94%	96%	91%	93%	85%	90%	Neutral	Up
SBS	4a	TRUE	– M/WBEs awarded contracts after receiving procurement and capacity building assistance	447	472	613	723	824	625	849	Up	Up
DoITT	3a	FALSE	Video cable complaints resolved in 30 days or less (%)	99.30%	99.40%	99.80%	100.00%	99.20%	98.00%	98.00%	Neutral	Up
DPR	1b	TRUE	Major felonies reported on Parks' properties (excludes Central Park) - Crimes against persons	NA	NA	488	612	670↓	↓	NA	Down	
SBS	1a	TRUE	Unique businesses receiving financing awards facilitated by NYC Business Solutions	1,053	440	735	432	593	470	470	Down	Up
SCA	1c	TRUE	Capital improvement projects constructed within budget (%)	71%	80%	83%	73%	85%	80%	80%	Up	Up
DoITT	1a	FALSE	Uptime of NYC.gov (%)	99.99%	99.93%	99.99%	100.00%	100.00%	99.99%	99.99%	Neutral	Up
DOE	1a	FALSE	– Math (%)	1.70%	12.70%	9.70%	9.90%	9.70%	*	*	Up	Up
DDC	1a	FALSE	Water mains (new and replaced) (miles)	38.2	31.8	34.6	34.3	62.5	55.2	30	Up	*
DDC	1a	FALSE	Lane miles reconstructed	51.8	42.6	20.4	16.7	52	20.4	20	Down	*
CUNY	NA	FALSE	Student/faculty ratio - Senior Colleges	15:01	15:01	15:01	15:01	15:01	*	*	Neutral	Down
CUNY	NA	FALSE	Percentage of CUNY community college students receiving federal financial aid (Pell) (%)	55.70%	63.10%	64.00%	61.90%	60.80%	*	*	Neutral*	
HPD	1a	FALSE	Total complaints reported	541,397	548,626	553,135	549,640	541,858	*	*	Neutral*	
DOE	5a	TRUE	School safety - Seven major felony crimes	699	654	614	532	504↓	↓		Down	Down
DSNY	6b	FALSE	Percent meeting time to close – Literature Request - Green Mixed Paper Recycling Decals (7 days)	100	100	100	100	100*	*		Neutral*	
LAW	1b	TRUE	Win rate on affirmative motions (%)	72%	78%	74%	75%	76%	78%	75%	Neutral	Up
DOE	5a	FALSE	Accidents in schools - students	40,526	40,025	41,235	42,314	40,005	*	*	Neutral	Down
FDNY	2a	TRUE	Average response time to life-threatening medical emergencies by fire companies (FDNY dispatch and travel time only) (minutes:seconds)	4:16	4:21	4:27	4:32	4:35	4:35	4:38	Neutral	Down

			Fatalities resulting from collisions involving non-emergency City vehicles									
DCAS	7a	FALSE	citywide	NA	NA	5	1	1*	*	NA	Down	
DOE	1a	FALSE	Elementary/middle school End-to-end average response time to serious crimes in progress (minutes:seconds)	93.30%	92.90%	93.40%	93.60%	93.30%	94.60%	95.30%	NeutralUp	
NYPD	1c	FALSE	Average time to process renewal DRIE applications (days)	8:31	8:55	9:38	9:24	8:50	*	*	NeutralDown	
DOF	3a	TRUE	Average in-house cost of asphalt per ton (\$)	NA	NA	NA	7.6	4.2	10	10NA	Down	
DOT	1b	FALSE	E-mails responded to in 14 days (%)	\$63.04	\$61.25	\$56.72	\$51.77	NA	*	*	NA Down	
DCP	4a	FALSE	Expenditures per student (full-time equivalent) at CUNY community colleges – Non-emergency	81%	87%	90%	85%	83%	85%	85%	NeutralUp	
CUNY	NA	FALSE	violations issued New tuberculosis cases (CY)	\$11,193	\$11,818	\$12,058	\$12,443	\$13,611	*	*	Up *	
HPD	1b	FALSE	Calls answered in 30 seconds (%)	306,943	313,042	333,752	368,849	399,335	*	*	Up *	
DOHMH	1b	TRUE	New enrollments in alternative-to-placement (ATP) programs	651	656	585	575	565	↓	↓	Down Down	
DYCD	5a	FALSE	Asbestos complaints received	54%	94%	47%	48%	43%	*	*	Down Up	
DOP	2b	FALSE	Percent meeting time to first action - Root/Sewer/Sidewalk Condition - Trees and Sidewalks Program (30 days)	194	167	160	134	100	*	*	Down *	
DEP	5a	FALSE	Average time to respond to street cave-in complaints and make safe (days)	1,486	1,414	1,674	1,855	1,425	*	*	Neutral*	
DPR	6b	FALSE	Staten Island Ferry - Customer accident injury rate (per million passengers)	82%	60%	64%	71%	60%	85%	85%	Down *	
DEP	2a	FALSE	Percent meeting time to first action - Water Maintenance - Hydrant Running Full (1 day) Counterterrorism training (hrs) - Uniformed	2.5	2.5	2.5	4.6	1.9	*	*	Up Down	
DOT	2b	TRUE	E-mails responded to in 14 days (%)	1.12	1.51	1.48	0.81	1.54	1.34	1.34	NeutralDown	
DEP	7b	FALSE	EarlyLearn - Average family child care enrollment	85%	87%	88%	88%	89%	85%	85%	Neutral*	
NYPD	1b	FALSE	Enrollment of first-time freshmen in CUNY community colleges	259,761	206,781	216,556	210,582	182,331	*	*	Down *	
DFTA	3a	FALSE	Average time to approve waste hauling applications (days) - New and Renewal	83.70%	96.50%	75.70%	81.40%	86.00%	*	*	NeutralUp	
ACS	2a	TRUE	Adult shelter inspections with safety, maintenance or cleanliness deficiencies per 1,000 beds – Cleanliness of large parks (%)	4,549	6,354	7,002	7,275	7,454	7,400	7,500	Up Up	
CUNY	NA	FALSE	Evaluations for human services contracts completed on time, as compared to the goal (%)	18,434	17,742	19,322	19,022	18,506	*	*	Neutral*	
BIC	1b	TRUE	Patient Cycle Time - Adult Medicine (minutes)	180	96	234	235	240	↓	↓	Up Down	
DHS	2b	TRUE	Design projects completed	0.15	0	0.01	0	0	↓	↓	Down Down	
DPR	1a	FALSE	Collisions involving City vehicles	84%	85%	86%	88%	85%	*	*	NeutralUp	
DHS	2b	FALSE		97.20%	98.90%	99.40%	97.50%	NA	*	*	NA Up	
NYCHH	1a	FALSE		NA	NA	NA	88	79	60	60NA	Down	
DDC	1a	FALSE		127	128	179	181	124	106	97	Up *	
HRA	5a	FALSE		43	62	43	51	34	*	*	Down Down	

			Inspected phones passing scorecard appearance standards										
DoITT	4a	FALSE	(%) Participants achieving positive outcomes in immigrant services	98%	97%	98%	99%	99%	95%	95%	Neutral	Up	
DYCD	3c	FALSE	programs (%)	53%	58%	59%	58%	64%	50%	60%	Up	Up	
HPD	1a	FALSE	Inspections completed	661,206	675,760	664,960	692,943	698,948	600,000	600,000	Neutral	*	
DHS	6a	FALSE	CORE facility rating		91	89	95	100	92*	*	Neutral	Up	
DCAS	3a	TRUE	Lease revenue generated (\$000)	\$69,602	\$64,979	\$55,484	\$52,419	\$49,679	\$42,078	\$43,078	Down	*	
ACS	3b	TRUE	In-Care Youth who received mental health services (%)	58%	57%	50%	46%	46%	*	*	Down	*	
DEP	2a	TRUE	Street segments with recurring confirmed sewer backups in the last 12 months (% of total segments)	0.50%	0.40%	0.30%	0.30%	0.30%	1.00%	0.60%	Down	Down	
DoITT	1d	FALSE	Service incidents - Telecommunications repair	5,634	3,909	2,628	2,531	3,026	*	*	Down	*	
DSNY	6b	FALSE	Percent meeting time to close – Sanitation Condition - Street Cond/Dump-Out/Drop-Off (5 days)		95	97	96	95	95*	*	Neutral	*	
HRA	2a	TRUE	Safety Net Assistance (SNA) cases engaged in training or education in accordance with New York City guidelines (%)	16.20%	19.00%	20.70%	25.50%	27.00%	↑	↑	Up	Up	
DOP	2a	TRUE	Juvenile probationer rearrest rate (monthly average) (%)	2.70%	3.50%	3.90%	4.80%	4.40%	3.00%	3.50%	Up	Down	
DOI	1a	TRUE	Corruption prevention and whistleblower lectures conducted		611	535	378	408	477	400	400	Down	Up
DOI	3a	FALSE	Letters responded to in 14 days (%)	100%	100%	100%	100%	100%	*	*	Neutral	Up	
ACS	2a	FALSE	Abuse and/or neglect reports for children in child care that are substantiated (%)	23.50%	21.80%	27.60%	15.10%	16.40%	*	*	Down	Down	
NYCEM	2b	FALSE	Total participants at CERT emergency preparedness seminars	NA	NA	NA	NA		587*	*	NA	*	
FDNY	2a	TRUE	Combined average response time to life-threatening medical emergencies by ambulances & fire companies (FDNY dispatch and travel time only) (minutes:seconds)	5:47	5:49	6:05	6:05	5:52	6:03	6:00	Neutral	Down	
DOB	2c	TRUE	Construction-related fatalities		5	6	10	11	9↓	↓	Up	Down	
QPL	NA	FALSE	Active library cards (000)		866	929	972	841	806*	*	Neutral	*	
DCA	4a	FALSE	PSL complaints closed	NA	NA		369	403	246*	*	NA	*	
DOF	3a	FALSE	DRIE renewal applications received	NA	NA	NA	5,816	6,141	*	*	NA	*	
DOB	4b	FALSE	Percent meeting time to first action - Illegal Conversion of Residential Building/Space (60 days)	47%	62%	65%	56%	53%	57%	57%	Neutral	*	
DSNY	6a	FALSE	E-mails responded to in 14 days (%)	69%	75%	64%	75%	73%	*	*	Neutral	Up	
DOB	1a	TRUE	Average customer in-person transaction time (minutes)	NA	NA	NA	NA		7↓	↓	NA	Down	
ACS	1c	TRUE	Children placed in foster care in their community	33.40%	33.30%	36.90%	36.30%	36.50%	37.00%	38.00%	Up	Up	
DOC	1d	TRUE	Population as percent of capacity (%)	89%	86%	80%	80%	81%	96%	96%	Neutral	*	
DEP	5a	FALSE	Average days to close air quality complaints		4.5	3.8	4.3	4	2.5	9	9	Down	Down
DOP	1a	FALSE	Adult investigation reports - on time completion (%)	NA	NA	NA	NA	88.00%	*	*	NA	Up	

			Agency assessments completed as a percent of total agency contracts (%)									
DYCD	4a	TRUE	Average number of bidders per bid	97%	91%	56%	90%	22%	90%	70%	Down	Up
DCAS	4a	TRUE	Average response time to life-threatening medical emergencies by ambulances (FDNY dispatch and travel time only) (minutes:seconds)		3	3.3	3.3	3	3.2	3.4	3.4	Neutral*
FDNY	2a	TRUE	Corruption prevention lecture e-learning attendees	6:45	6:46	7:04	7:03	6:46	7:00	6:58	Neutral	Down
DOI	1a	FALSE	Special education enrollment - Pre-school	NA	NA	1,797	15,298	18,561	*	*	NA	*
DOE	2b	FALSE	Reference queries (000) Capital projects	26,023	29,863	31,103	31,262	31,583	*	*	Up	*
NYPL-Research	NA	FALSE	Completed Juvenile arrests for major felonies		406	467	506	514	517	515	620	Up
DPR	3a	FALSE	Families with children who exited to permanent housing and returned to the DHS shelter services system within one year (%)		123	114	84	97	104	85	100	Down
NYPD	1a	FALSE	Workplace injuries reported	3,016	2,883	2,671	2,495	2,198	*	*	Down	*
DHS	3b	TRUE	Officers who accepted mediation (%)	9.50%	12.50%	16.50%	10.00%	8.10%	12.50%	12.50%	Down	Down
DPR	5a	FALSE	– Grade 6 Percent of required agency reports submitted to the Municipal Library		358	397	396	374	321*	*	Neutral	Down
CCRB	1b	FALSE	publications portal	79%	83%	84%	87%	96%	*	*	Up	Up
DOE	1a	TRUE	East River Ferry - Average monthly ridership		26.8	26.6	26.4	26.7	26.8	26.2	25.8	Neutral
DORIS	1a	FALSE	Bridge projects (structural work) substantially completed	NA	NA	NA	60%	60%	100%	100%	NA	Up
EDC	1a	FALSE	On schedule (%)	101,579	107,494	113,366	131,896	136,463	*	*	Up	Up
DOT	5a	FALSE	Cost per day for shelter facilities - Family facilities (\$)(annual)	71%	100%	100%	100%	100%	100%	100%	Up	Up
DHS	2b	FALSE	Completed requests for interpretation	\$102.74	\$101.50	\$105.37	\$120.22	\$167.84	*	*	Up	*
DSNY	6a	FALSE	Program attendance		0	8	17	16	15*	*	Up	*
BPL	NA	TRUE	Requests for Emergency Assistance at the Rental Assistance Unit	664,449	782,805	928,740	994,279	997,423	1,024,107	1,027,346	Up	Up
HRA	3a	FALSE	Operating support payments made to Cultural Institutions	NA	57,912	65,138	82,306	79,624	*	*	NA	*
DCLA	1a	FALSE	Group by the 5th day of each month (%)	100%	100%	100%	100%	100%	100%	100%	Neutral	Up
NYCHH	1c	FALSE	Total correctional health clinical visits (includes intake exams, sick calls, follow-up, mental health and dental)	858,172	802,405	769,459	674,825	637,966	*	*	Down	*
CCRB	1a	TRUE	Officers disciplined (excluding pending and filed cases) (%)	62%	60%	87%	82%	78%	*	*	Up	*
NYPD	5a	FALSE	Cases commenced against the City in state and federal court	3,997	3,701	3,549	2,933	2,115	*	*	Down	*
DOC	1a	TRUE	Non-natural deaths of inmates in custody		3	2	2	2	0↓	↓	Down	Down
DOP	2a	FALSE	Juvenile initial risk assessments completed	NA	NA	NA	1,117	1,413	*	*	NA	*
DSNY	5a	FALSE	Total Environmental Control Board violations issued	259,909	358,064	402,251	458,050	456,373	*	*	Up	*
DEP	2a	FALSE	Water main breaks per 100 miles of main in the last 12 months		5.8	7.3	8	5.7	6.1*	*	Neutral	Down

			Average time to respond to Priority B complaints (days)	48.5	34.6	38.4	42.8	38.2	40	40	Down	Down
DOB	2a	TRUE	Contracts terminated	4	4	2	13	3	2	0	Up	*
DYCD	4a	FALSE	Total number of pre-hearing activities at the OATH Hearings Division CORE customer experience rating of facilities (0-100)	177,394	245,037	250,911	298,819	313,665	*	*	Up	*
OATH	2a	TRUE	Courtesy, Professionalism and Respect (CPR) testing - Tests conducted	8,414	8,558	8,489	8,243	8,167	*	*	Neutral	*
BIC	3a	FALSE	Average cost of cleaning per square foot (\$)	2.80	\$2.90	\$2.90	\$3.00	\$3.20	*	*	Up	*
NYPD	4a	TRUE	Summer Youth Employment Program (SYEP) participants	29,416	35,957	47,126	54,263	60,113	60,000	65,000	Up	*
DCAS	7a	FALSE	Major felony crime in transit system	2,535	2,488	2,283	2,520	2,475	↓	↓	Neutral	Down
DYCD	2a	FALSE	Active capital projects on schedule (%)	24.30%	32.30%	24.40%	64.40%	69.40%	29.10%	29.10%	Up	Up
NYPD	1a	TRUE	Average time to complete a background investigation (from date of receipt) (days)	356	319	275	351	522	300	300	Up	Down
DOJ	2a	TRUE	Total complaints closed	540,035	544,229	547,823	558,417	541,216	*	*	Neutral	*
HPD	1a	FALSE	Adults receiving preventive services who did not enter the shelter system (%)	96.70%	96.00%	93.50%	90.60%	92.60%	85.00%	85.00%	Neutral	Up
DHS	1a	TRUE	School-based training sessions conducted	392	272	326	79	173	250	250	Down	Up
CCHR	2a	FALSE	Hazardous building violations total backlog	123	119	109	94	90*	*		Down	Down
DOE	4a	FALSE	New schools and additions - construction funds committed as a percent of initial authorized budget (%)	95.40%	92.60%	92.90%	93.00%	91.60%	100.00%	100.00%	Neutral	Up
SCA	1c	FALSE	Recycling cost per ton (fully loaded) (\$)	\$656	\$721	\$684	\$670	NA	*	*	NA	*
DSNY	5a	FALSE	Probation violation proceedings ending in revocation for juvenile probationers (%)	NA	NA	NA	NA	41%	*	*	NA	Down
DOP	2a	FALSE	Total registered voters (000)	4,640	4,610	4,568	4,552	4,927	*	*	Neutral	Up
BOE	NA	FALSE	MFTA transactions	5,653	5,995	6,021	6,376	6,356	5,300	5,300	Up	Up
DCLA	1c	TRUE	Salt used (tons)	183,597	492,369	522,841	302,229	391,719	*	*	Up	*
DSNY	4a	FALSE	– Injuries resulting from collisions involving City vehicles in the DCAS-managed fleet	NA	81	60	66	70*	*		NA	Down
DCAS	7a	FALSE	Average utilization of shared City agencies	79.60%	79.70%	72.30%	60.90%	69.90%	*	*	Down	*
DoITT	1a	FALSE	mainframe system (%)	79.60%	79.70%	72.30%	60.90%	69.90%	*	*	Down	*
DOE	5a	FALSE	Teachers absent 11 or more days (%)	14.30%	15.90%	14.10%	13.60%	13.00%	*	*	Down	Down
NYPD	2a	FALSE	EDWI arrests	8,723	10,123	8,155	7,577	7,171	*	*	Down	*
ACS	3a	FALSE	AWOL rate, Close to Home placement	NA	0.7	0.4	0.3	0.3	0.4	0.4	NA	Down
ACS	1d	TRUE	Children entering foster care who are placed with relatives (%) (preliminary)	26.60%	25.70%	28.00%	26.30%	28.40%	30.00%	30.00%	Neutral	Up
SBS	5a	FALSE	Letters responded to in 14 days (%)	100%	100%	100%	100%	100%	*	*	Neutral	Up
OATH	1a	FALSE	OATH Trials Division facts and conclusions adopted by agencies (%)	99%	98%	99%	99%	99%	96%	96%	Neutral	Up
TLC	1d	TRUE	Average time to conduct a safety and emissions inspection of a medallion taxi (hours:minutes)	0:55	0:53	0:50	0:48	0:58	1:00	1:00	Neutral	Down
DHS	3b	TRUE	Single adults who exited to permanent housing and returned to the DHS shelter services system within one year (%)	21.50%	21.70%	21.80%	18.90%	17.10%	20.00%	20.00%	Down	Down
FDNY	4a	FALSE	Letters responded to in 14 days (%)	66%	95%	92%	97%	97%	*	*	Up	Up

DOE	5a	FALSE	Average lunches served daily	625,231	614,698	619,718	599,920	584,439	*	*	Neutral	Up
DOP	2b	TRUE	Successful completion rate for juvenile probationers (%)	NA	NA	NA	NA	64%	↑	↑	NA	Up
DOC	5a	FALSE	Letters responded to in 14 days (%)	82.70%	99.60%	99.40%	99.30%	100.00%	*	*	Up	Up
DPR	4a	TRUE	Attendance at outdoor Olympic and intermediate pools (pool season)	1,450,315	1,434,011	1,790,628	1,759,235	1,492,451	*	*	Up	*
DOB	4a	FALSE	CORE customer experience rating (0-100)	83	91	90	91	90	85	85	Neutral	Up
NYPL	NA	FALSE	Active library cards (000)	967	9021,320		729	706*	*	*	Down	*
DOF	3a	TRUE	Average time to process initial DRIE applications (days)	NA	NA	NA	7.5	3.4	10	10	NA	Down
DYCD	1b	FALSE	Runaway and homeless youth served - transitional independent living beds	332	355	361	519	659	250	600	Up	*
ACS	1c	FALSE	All children entering foster care (preliminary)	4,779	4,501	4,233	3,695	4,177	*	*	Down	*
BIC	1a	TRUE	Total waste hauling applications denied (%)	3.90%	3.90%	4.20%	4.40%	4.40%	*	*	Up	*
DOT	3a	FALSE	Average travel speed (miles per hour) - Manhattan Central Business District	9.1	8.7	7.7	7.4	7.1*	*		Down	Up
HPD	1a	FALSE	Nonemergency complaints closed within 20 days of receipt (%)	82%	78%	69%	75%	73%	*	*	Down	Up
DSNY	3a	FALSE	Recycling trucks dumped on shift (%)	29.20%	25.70%	25.80%	26.50%	25.50%	*	*	Neutral	Up
NYPD	1a	FALSE	– Rape	4	2	6	2	4*	*		Neutral	Down
NYCHA	1b	TRUE	Elevator service uptime	99.20%	99.10%	99.00%	98.60%	98.60%	97.00%	97.00%	Neutral	Up
CUNY	NA	TRUE	One-year (fall-to-fall) retention rate of full-time first-time freshmen enrolled in CUNY baccalaureate degree programs	86.50%	84.80%	87.30%	86.80%	86.90%	88.00%	88.00%	Neutral	Up
DOP	2a	FALSE	Adult initial risk assessments completed	NA	NA	NA	7,648	21,313	*	*	NA	*
CUNY	NA	FALSE	Enrollment of first-time freshmen in CUNY senior colleges	17,182	17,880	18,053	18,413	18,397	*	*	Neutral	*

