

Fiscal Year 2011 Mayor's Management Report released

Written by MICHAEL R. BLOOMBERG
Friday, 23 September 2011 16:46



ON Sept. 16, I released the Mayor's Management Report for Fiscal Year 2011, which provides an overview of the performance of city agencies.

The Fiscal Year 2011 MMR shows that city government continues to effectively deliver key services to New Yorkers.

Fifty-six percent of all key indicators are at or above 2010 levels, and nearly two-thirds (65 percent) of the indicators that have been tracked since the beginning of the administration meet or exceed their Fiscal Year 2003 performance levels.

Even as New York City is emerging from the most difficult fiscal crisis in a generation, the data show that city agencies continue to provide the high-quality services that New Yorkers have rightly come to expect.

Across the board, the overall trends are strongly positive — which is why people continue to come here in unprecedented numbers to live, work and visit.

The 2011 data clearly show that tight budgets don't have to mean fewer or worse services.

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For key indicators classified as results-focused — crime, cleanliness, public health and others — trends are even more positive, with approximately 70 percent of all of these indicators stable or trending positively over time.

Indicators related to the timeliness of service show similarly positive results with approximately 60 percent of indicators stable or trending positively over the past four years or more.

For example, thanks to reforms made by the administration, the median processing time for consumer complaints has gone from 90 days in Fiscal Year 2007 to just 15 days in Fiscal Year 2011, and the average time from Environmental Control Board hearing assignment to decision has gone from 90 days to 20 days in the same timeframe.

The report shows year-over-year performance for the past five years.

Long-term and short-term trends for key performance indicators included in the Fiscal Year 2011 Mayor's Management Report are listed below.

Where data is available, results are presented for Fiscal Years 2003, 2007, 2010 and 2011.

The Fiscal Year 2007 data shows the mid-point for many of the indicators and, for those indicators created since Fiscal Year 2003, a starting point.

To view the full report, visit www.nyc.gov

Highlights by issue area

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The city provides services in seven key areas: Public Safety, Public Health, Quality of Life, Economic Development, Education, Human Services, and Administrative Services.

Below is a summary of short- and long-term progress in each of these key areas based on 145 indicators chosen because they represent important trends in the issue area, and data was available for at least five years.

In the tables below, a green symbol means that the indicator has been stable or has improved, and a red symbol means that performance has declined.

Note that even the slightest drop in an indicator — for example, a one-minute increase in the length of a physician visit — will be shown as a decline.

Change over time was determined by comparing the beginning point of each indicator with its end point.

For the column titled "One Year Change," the assessment compares the Fiscal Year 2011 level (unless otherwise noted) with Fiscal Year 2010.

If Fiscal Year 2011 performance is at or better than Fiscal Year 2010, the indicator is green; if performance declined from its 2010 level, the indicator is red.

The same conventions are used to show long-term trends.

Public safety highlights

Long-term trends for public safety remain strongly positive in nearly all categories, though the 2011 results show an uptick in some crimes compared to 2010.

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School safety incidents, including major felonies in schools, continue to fall sharply, and traffic fatalities are also down significantly over both the long and short term.

After significant increases in construction-related incidents and accidents in recent years, both dropped considerably in Fiscal Year 2011.

Public health highlights

With few exceptions, public health indicators are strongly positive both in the short and long term.

Even in areas that declined, the fall-off in performance has been modest.

Infant mortality and adult smoking are at record lows, and new AIDS cases have fallen to nearly half of Fiscal Year 2003 levels.

Quality of life highlights

Some quality of life indicators, like street cleanliness and average days to close a noise complaint, have improved significantly over the long term.

A few high-performing services, like park cleanliness and timeliness of Staten Island Ferry trips, have remained strong, declining only modestly over the long term.

Attendance at recreation centers and libraries is up significantly over the long term, though declines occurred between 2010 and 2011.

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In a number of instances, like catch basin backup and sewer backup resolution times, negative trends were reversed in Fiscal Year 2011.

Economic development highlights

The economic development indicators show that city programs to create jobs and generate tax revenue slowed significantly during the recession, but picked up in Fiscal Year 2011.

While lower than Fiscal Year 2007 levels, housing starts and completions under the New Housing Marketplace Plan have been generally consistent throughout the period.

The issuance or renewal of building permits was up in Fiscal Year 2011 and is well above the levels of Fiscal Year 2003, as are construction jobs filed with the Department of Buildings.

The city's Minority and Women-owned Business Enterprise program has grown significantly since Fiscal Year 2003.