

Testimony by Jeffrey A. Kay
Director, Mayor's Office of Operations
Before the City Council
Committee on Governmental Operations
November 8, 2007

Good afternoon. I am Jeffrey Kay, director of the Mayor's Office of Operations. Thank you for the opportunity to testify today about My Neighborhood Statistics, or "MNS," the online tool that lets New York City residents know how City agencies are performing in their neighborhood by viewing locally mapped performance statistics chosen from the Mayor's Management Report (the "MMR"). I hope to use today's testimony and our ensuing dialogue to give an overview of what MNS offers; to describe how it came about, including the factors affecting what information is shown in MNS; and also to put this system in the context of other online tools, currently available and still in development, that the City is using to help communities know more about service delivery and related issues in their own areas.

My Neighborhood Statistics is accessed through NYC.gov, the City's official website, at the Mayor's Office of Operations home page; the link which leads to this interactive tool (http://www.nyc.gov/html/ops/html/mns/my_stats.shtml) is also seen by anyone who looks online for the Mayor's Management Report. Representative screens from MNS have been included as attachments to this testimony. Basically, the My Neighborhood Statistics tool presents annual breakdowns of 51 key MMR indicators by local service districts – either Community Boards, Police Precincts, or School Regions. Data is also presented for seven frequent inquiries logged by the 311 Customer Service Center. Data is shown in year-to-year comparisons for each district, and each district is compared to a Citywide total.

My Neighborhood Statistics is organized to let users select their neighborhood of interest by entering a street address or intersection. Having started with one neighborhood, the user is free to move around the map to any neighborhood in the City and review the performance data for each one. Color-shaded citywide maps also allow for easy comparisons of highs and lows in different neighborhoods.

Features of MNS were developed to give users flexible access to different information, and to encourage understanding and comparative analysis of the different statistics. Users can search for performance information by thematic agency groupings or by a word search. Word searches look for statistic names or keywords that have been associated with the statistic and return results in a single customized page. Definitions for individual statistics are available by simply clicking on the statistic name, or, users may browse a "Definitions Guide." MNS data can be saved and opened in several different spreadsheet programs. Downloading the data gives users the potential to perform extensive data analysis on MMR-based information by neighborhood. Finally, a detailed "User Guide" provides all the information any user needs on the technical capacities and options available in MNS.

My Neighborhood Statistics exists because MMR users told us they wanted it. It first went live in conjunction with release of the September 2002 Mayor's Management Report. At the start of his Administration, Mayor Bloomberg directed the Office of Operations to reform and streamline the MMR so that it could most effectively serve its original purpose – as a public report card on the performance of City government in delivering key services. A central part of this reform effort was a detailed user survey conducted during Spring 2002, administered through a combination of interviews and mailed survey responses.

The survey addressed three main areas: the usefulness of the existing MMR; key questions about the future of the MMR such as frequency, timing, and target audience; and users' own recommendations on what should be added to, deleted from, or modified in the Report. Responses were collected and analyzed from 20 stakeholders representing a cross-section of key user groups including elected officials, government interest groups, academics and researchers, and from a total of 45 respondents within City agencies and the Mayor's Office. A key finding of the survey was that users believed MMR information should be made more meaningful to communities by geographic disaggregation of key statistics where possible.

When MNS was launched in September 2002, the Executive Summary of the Fiscal 2002 Mayor's Management Report was used to alert MMR users to the availability of this new online tool. In addition, we wrote to the District Managers of the City's 59 Community Boards following MMR releases in 2002, 2003 and 2004, notifying them of the launching and subsequent expansion of neighborhood-level information available in the MNS online tool.

MNS is a frequently used feature of NYC.gov. During Calendar 2007 there has been an average of over 3,000 visits a month to the MNS home page, totaling 31,360 visits through Oct. 28. This figure records visits to the first MNS page, from which access is gained to the interactive tool – not the many screens that might be accessed as users move between different neighborhoods or statistics. MNS is the most heavily used of the different information sources associated with the Mayor's Management Report online. In addition, a cursory search of the Internet yielded 11,800 "hits" for the City's My Neighborhood Statistics tool, including citations and links from technology-oriented social activist sites and community advocacy groups, business information websites, academic institutions and libraries, media, and other sources.

We believe the introduction of MNS has substantially advanced accountability at the local level and represents a true innovation in performance reporting. While many local government websites at the city, county and state levels offer various neighborhood-level information online, and many jurisdictions report annual performance information in forms similar to the MMR, our review of online resources indicate that nothing comparable to MNS exists elsewhere in the U.S., in terms of the detail and flexible access to performance-specific information it affords.

The 58 indicators currently broken down by district in MNS were chosen by Operations and the contributing agencies from the total of available data at the neighborhood level. There were two basic criteria: that the measures should be relevant to the quality of life in a given neighborhood; and that the measures should be available for one of the three most common types of geographic units by which City service delivery is organized – Community Boards; Police Precincts, which are closely related to Community Boards; and School Regions.

Fourteen agencies have indicators in MNS – the ones for which services and data collection are most strongly organized at the neighborhood level. The greatest number of indicators come from three agencies: Education, Police, and Health. Other agencies with MNS indicators include Fire; Sanitation; Parks and Recreation; Environmental Protection; Buildings; Transportation; Consumer Affairs; Landmarks Preservation; Housing Preservation and Development; the Administration for Children's Services; and the Human Resources Administration.

The performance issues covered by MNS indicators include child abuse and neglect allegations; quality of life complaints, including complaints about noise, environmental nuisances and hazards, illegal parking, derelict vehicles, and potholes; building complaints; academic performance in the

public schools; adequacy of student space in school facilities; conditions in City parks and playgrounds; street and sidewalk cleanliness; recycling rates in each neighborhood; fire and medical emergencies, and fire fatalities; persons receiving public assistance, food stamps, and public health insurance; and all major crime categories. A full list of the current MNS indicators by agency is also attached to this testimony.

In the period since MNS was first launched in 2002, the City introduced a major new avenue for citizens to participate directly in improving their communities, in the form of the 311 Customer Service Center. Among its other benefits, the introduction of 311 created an immense new information source on the problems and concerns reported by residents of the City's various communities, and on government's ability and promptness in responding to these concerns on a case by case basis. Online access to this type of information at the neighborhood level is now provided by the monthly reports prepared by the Department of Information Technology and Telecommunications (DoITT), pursuant to Local Law 47 of 2005. These reports can be seen at http://www.nyc.gov/html/doitt/html/about/about_311_local_law.shtml; this link is also available on the Office of Operations' web page.

Local Law 47 requires monthly reports to the City Council, the Public Advocate, Community Boards and the public regarding data collected on calls made to 311. While information on the total volume of inquiries received by 311 is summarized citywide, the geographic breakouts in LL47 reports are provided for the subset of calls leading to Requests for Service – that is, information forwarded by 311 to appropriate agencies for action, including the geographic location of the problem being reported. Over 70,000 of these service requests are being logged per month.

LL47 Reports show the number of service requests of each type for each report month, in several different ways – by borough, by Community Board, by City Council District, and by Zipcode; as well as citywide totals. In addition to request volumes, the reports show the number of service requests that have been closed through agency followup; the average number of days to close the request, starting from the time the call was entered in 311; and the number of outstanding requests of each type at the end of the month.

Local Law 47 gives the public access to huge amounts of geographically-specific information on government agency actions in response to citizen complaints. While the current form of this information is adequate to serve the requirements of accountability as stated in local law, we recognize the need to continue considering new technical avenues for effectively presenting this information for public review. The future development of the MNS reporting tool will include linking users to LL47 information, as well as the annual statistics included in the Mayor's Management Report.

I would also like to mention the newest online tool we are working on to help keep citizens informed about local conditions, even though it is still in the earliest stages of planning. On August 16th, Mayor Bloomberg announced the creation of SCOUT – for Street Conditions Observation Unit – an entirely new approach to tracking, mapping, and following up on street-related problems in every City neighborhood. SCOUT is a new team of inspectors in the Mayor's Office of Operations whose mission is to drive every City street once per month and record conditions that negatively impact quality of life to 311. Reports transmitted from the SCOUT inspectors' hand-held devices enter the 311 system and are routed to the relevant agency for appropriate corrective action – just as when a New Yorker calls 311; but SCOUT ensures that all streets get a look every month and that all important problems are tracked.

Some of the conditions SCOUT inspectors report on include potholes and other street defects, sidewalk damage, graffiti, traffic sign damage, and traffic signal outages.

Currently being piloted with staff on loan from six different agencies, SCOUT is expected to take form as a permanent unit during 2008. Before the end of that year, we hope to launch a new online tool giving the public access to the results of monthly SCOUT inspections. This new data interface will show the geographic concentrations of each type of street problem tracked by the program; users will be able to see the volume of problems in their own locality, and track improvement – or the lack of improvement – in real time. Moving beyond summary statistics on service performance, the SCOUT web application will give the City a truly transparent reporting system which puts agencies and citizens on the same page when it comes to identifying and solving problems on the neighborhood level.

Thank you again for the opportunity to testify. I am available to answer any questions you may have.

INDICATORS IN MY NEIGHBORHOOD STATISTICS – SEPTEMBER 2007

Agency	MNS Indicator Name
Administration for Children's Services	Substantiated Child Abuse and/or Neglect Reports
Department of Consumer Affairs	Resolved Consumer Complaints
Department of Environmental Protection	Air Complaints
	Asbestos Complaints
	Noise Complaints (Department of Environmental Protection only)
	Water Main Breaks
Department of Buildings	Department of Buildings Priority A (emergency) Complaints
	Department of Buildings Priority B (nonemergency) Complaints
Department of Education	Average Daily Student Attendance (%)
	Average Expenditure per Student (Citywide: SY03-04) (\$)
	Certified Teachers (%)
	Children In The Public Schools Who Have Completed Required Immunizations (%)
	School Buildings in Good or Fair to Good Condition (%)
	Students in Grades 3-8 Meeting or Exceeding Standards in English (%)
	Students in Grades 3-8 Meeting or Exceeding Standards in Math (%)
	Students in Schools that Exceed Capacity - Elementary/Middle Schools (%)
Department of Health and Mental Hygiene	Complaints Against Establishments Violating a Smoking Law (Monthly)
	Rodent Complaints (per 10,000 residents) (Monthly)
	Deaths Due to Drug Abuse
	Deaths due to drug abuse (per 100,000 population)
	Food Service Establishments Failing Initial Inspection (%)
	Infant Mortality Rate (per 1,000 Live Births)
	New Cases Requiring Environmental Intervention For Lead Poisoning
	New Cases Requiring Environmental Intervention For Lead Poisoning (per 1,000 children)
Department of Transportation	Pothole Work Orders
Department of Parks and Recreation	Small Parks and Playgrounds - Acceptable Conditions (%)
	Small Parks and Playgrounds - Acceptably Clean (%)

Agency	MNS Indicator Name
Department of Sanitation	Acceptably Clean Sidewalks (%)
	Acceptably Clean Streets (%)
	Curbside and Containerized Recycled Tons Per Day
	Curbside and Containerized Recycling Diversion Rate
	Private Waste Transfer Station Permits
	Tons of Refuse Per Day Collected for Disposal
Fire Department	Civilian Fire Fatalities
	Medical Emergencies (fire unit only)
	Nonfire and Nonmedical Emergencies
	Nonstructural Fires
	Structural Fires
Department of Housing Preservation and Development	City-Supported Housing Construction Starts (units)
	Occupied Residential Units in City-Owned Buildings
Human Resources Administration	Persons Enrolled in Public Health Insurance
	Persons Receiving Food Stamps
	Persons Receiving Public Assistance
Landmarks Preservation Commission	Individual Landmarks Designated
New York City Police Department	Complaints Regarding Blocked Driveways (per 10,000 residents) (Monthly)
	Complaints Regarding Derelict Vehicles (per 10,000 residents) (Monthly)
	Complaints Regarding Disorderly Youths (per 10,000 residents) (Monthly)
	Complaints Regarding Illegal Parking (per 10,000 residents) (Monthly)
	Complaints Regarding Noise (per 10,000 residents) (Monthly)
	Average Response Time to All Critical Crimes in Progress (minutes)
	Burglary
	Felonious Assault
	Forcible Rape
	Grand Larceny
	Grand Larceny-Auto
	Major Felony Crime
	Murder and Non-Negligent Manslaughter
	Robbery

My Neighborhood Statistics



Welcome!

My Neighborhood Statistics lets New York City residents know how City agencies are performing in their neighborhood by viewing locally mapped performance statistics using a street address or intersection. Color-shaded maps also allow for easy comparisons of highs and lows in different neighborhoods.



To begin, enter either a street address or street intersection below for an area of interest and choose the appropriate borough from the drop-down list. Once the information is entered, select "Map It!" to proceed to this interactive tool and view your neighborhood statistics.

Option 1 - Navigate to a STREET ADDRESS:

Street Address: (e.g. 1 Centre Street)
Borough: Select your borough v (e.g. Manhattan)

Option 2 - Navigate to a STREET INTERSECTION:

Street Name: (e.g. Kent Ave)
Cross Street Name: (e.g. Park Ave)
Borough: Select your borough v (e.g. Brooklyn)

[User Guide](#)

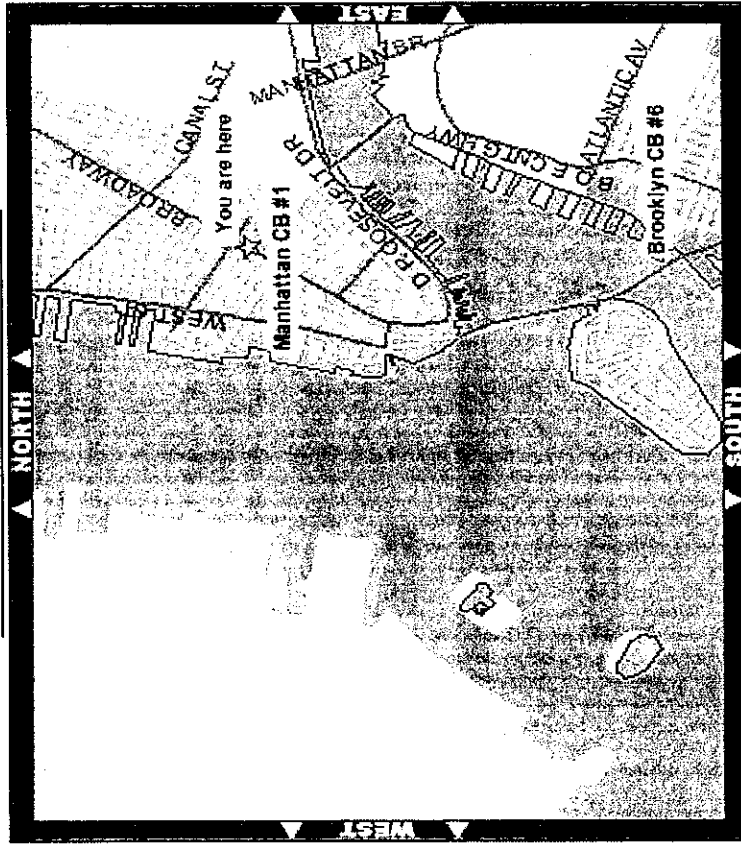


My Neighborhood Statistics


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253 BROADWAY, MANHATTAN



Click on a Tool Below

Then click on map to:

- Zoom In
- Zoom Out
- Refresh Statistics

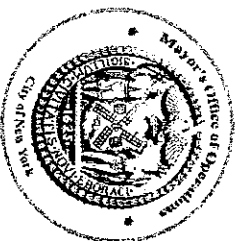
Redraw map based on:

- Community Boards
- Police Precincts
- School Regions

Other Tools

- New Location Search
- Printer-Friendly Report
- User Guide
- See Your Community Health Profile
- My Neighborhood

My Neighborhood Statistics



Infrastructure, Administrative and Community Services

Selecting a statistic will open another window with its definition.

	Citywide	Manhattan Community Board #01				
	FY 07	FY 07	FY 06	FY05	FY 04	FY 03
<u>Acceptably Clean Sidewalks (%)</u>	96.4%	98.4%	97.5%	97%	98.3%	95.9%
<u>Acceptably Clean Streets (%)</u>	94.3%	94.5%	94.6%	90.7%	93.6%	86.6%
<u>Air Complaints</u>	14,138	269	339	320	237	136
<u>Asbestos Complaints</u>	2,182	45	69	46	35	46
<u>City-Supported Housing Construction Starts (Units)</u>	10,484	28	0	0	0	0
<u>Curbside and Containerized Recycled Tons Per Day</u>	1,959	19.9	19.4	19.9	n/a	n/a
<u>Curbside and Containerized Recycling Diversion Rate</u>	16.5%	27.6%	26.7%	30%	n/a	n/a
<u>Department of Buildings Priority A (Emergency) Complaints</u>	20,274	504	280	214	155	92
<u>Department of Buildings Priority B (Nonemergency) Complaints</u>	83,905	816	596	533	522	293
<u>Individual Landmarks Designated</u>	1,162	160	154	154	152	152
<u>Noise Complaints (Department of Environmental Protection only)</u>	42,000	1,965	1,559	1,317	649	315
<u>Occupied Residential Units in City-Owned Buildings</u>	232	0	0	0	0	0
<u>Pothole Work Orders</u>	47,934	616	660	540	493	358
<u>Private Waste Transfer Station Permits</u>	58	0	0	0	0	0
<u>Small Parks and Playgrounds - Acceptable Conditions (%)</u>	81.9%	81%	94.4%	100%	100%	85.7%
<u>Small Parks and Playgrounds - Acceptably Clean (%)</u>	91%	95.2%	100%	100%	100%	90.5%
<u>Tons of Refuse Per Day Collected for Disposal</u>	8,977	44.3	47.2	46.6	49.4	46
<u>Water Main Breaks</u>	581	8	3	4	7	7



My Neighborhood Statistics

ANNUALLY REPORTED STATISTICS Health, Education and Human Services

Selecting a statistic will open another window with its definition.

	Citywide			Manhattan Community Board #01		
Map	CY 06	CY 06	CY 06	CY 04	CY 03	CY 02
<u>Deaths Due to Drug Abuse</u>	968	1	2	0	0	0
<u>Deaths due to drug abuse (per 100,000 population)</u>	12.1	2.9	5.8	0	0	0
<u>Infant Mortality Rate (per 1,000 Live Births)</u>	5.9	2.6	1.5	0	0	2.6
<u>New Cases Requiring Environmental Intervention For Lead Poisoning</u>	800	0	0	1	n/a	n/a
<u>New Cases Requiring Environmental Intervention For Lead Poisoning (per 1,000 children)</u>	2.03	0	0	1.66	n/a	n/a
<u>Food Service Establishments Failing Initial Inspection (%)</u>	FY 07	FY 07	FY 06	FY 05	FY 04	FY 03
	24.5%	26.1%	19%	16.1%	22.8%	21.2%
<u>Persons Enrolled in Public Health Insurance</u>	2,559,977	3,426	3,416	3,364	3,329	3,104
<u>Persons Receiving Food Stamps</u>	1,094,984	1,503	1,444	1,370	1,297	1,164
<u>Persons Receiving Public Assistance</u>	360,738	871	557	660	682	792
<u>Substantiated Child Abuse and/or Neglect Reports</u>	22,958	20	821	10	12	17
	Citywide	School Region #9				
	FY 07	FY 07	FY 06	FY 05	FY 04	FY 03
<u>Children In The Public Schools Who Have Completed Required Immunizations (%)</u>	98.4%	98.6%	97.8%	97.5%	97.2%	n/a
<u>Average Daily Student Attendance (%)</u>	89.3%	89%	88.11%	88.5%	88.8%	n/a
<u>Average Expenditure per Student (Citywide: SY03-04) (\$)</u>	n/a	n/a	\$11,466	n/a	\$12,105	n/a
<u>Certified Teachers (%)</u>	100%	100%	100%	98.9%	98.6%	n/a
<u>School Buildings in Good or Fair to Good Condition (%)</u>	n/a	n/a	31.13%	12.2%	n/a	n/a
<u>Students in Grades 3-8 Meeting or Exceeding Standards in English (%)</u>	50.8%	54.3%	n/a	53.2%	42.6%	n/a
<u>Students in Grades 3-8 Meeting or Exceeding Standards in Math (%)</u>	65.1%	64.2%	n/a	n/a	49.6%	n/a
<u>Students in Schools that Exceed Capacity - Elementary/Middle Schools (%)</u>	n/a	n/a	12.8%	10.91%	10.6%	n/a

My Neighborhood Statistics



This page will be reconstructed to incorporate information pursuant to Local Law 47 of 2005.

MONTHLY REPORTED STATISTICS

311 Statistics

Selecting a statistic will open another window with its definition.

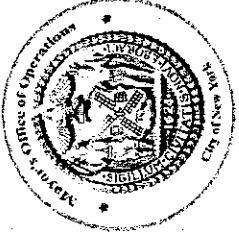
% of City

Manhattan Community Board #01

	Map	Total	Fiscal YTD	JUL 07	AUG 07	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08
<input checked="" type="checkbox"/> Complaints Against Establishments Violating a Smoking Law		3.24%	11	1	0.58	1.16					
<input checked="" type="checkbox"/> Complaints Regarding Blocked Driveways (per 10,000 residents)		0.2%	7.84	1.74	3.49	2.61					
<input checked="" type="checkbox"/> Complaints Regarding Derelict Vehicles (per 10,000 residents)		0.26%	3.78	2.91	0.29	0.58					
<input checked="" type="checkbox"/> Complaints Regarding Disorderly Youths (per 10,000 residents)		0.77%	2.32	1.16	0.58	0.58					
<input checked="" type="checkbox"/> Complaints Regarding Illegal Parking (per 10,000 residents)		1.92%	70.02	21.79	27.31	20.92					
<input checked="" type="checkbox"/> Complaints Regarding Noise (per 10,000 residents)		0.34%	83.09	21.79	29.05	32.25					
<input checked="" type="checkbox"/> Rodent Complaints (per 10,000 residents)		0.52%	11.33	3.49	3.78	4.07					

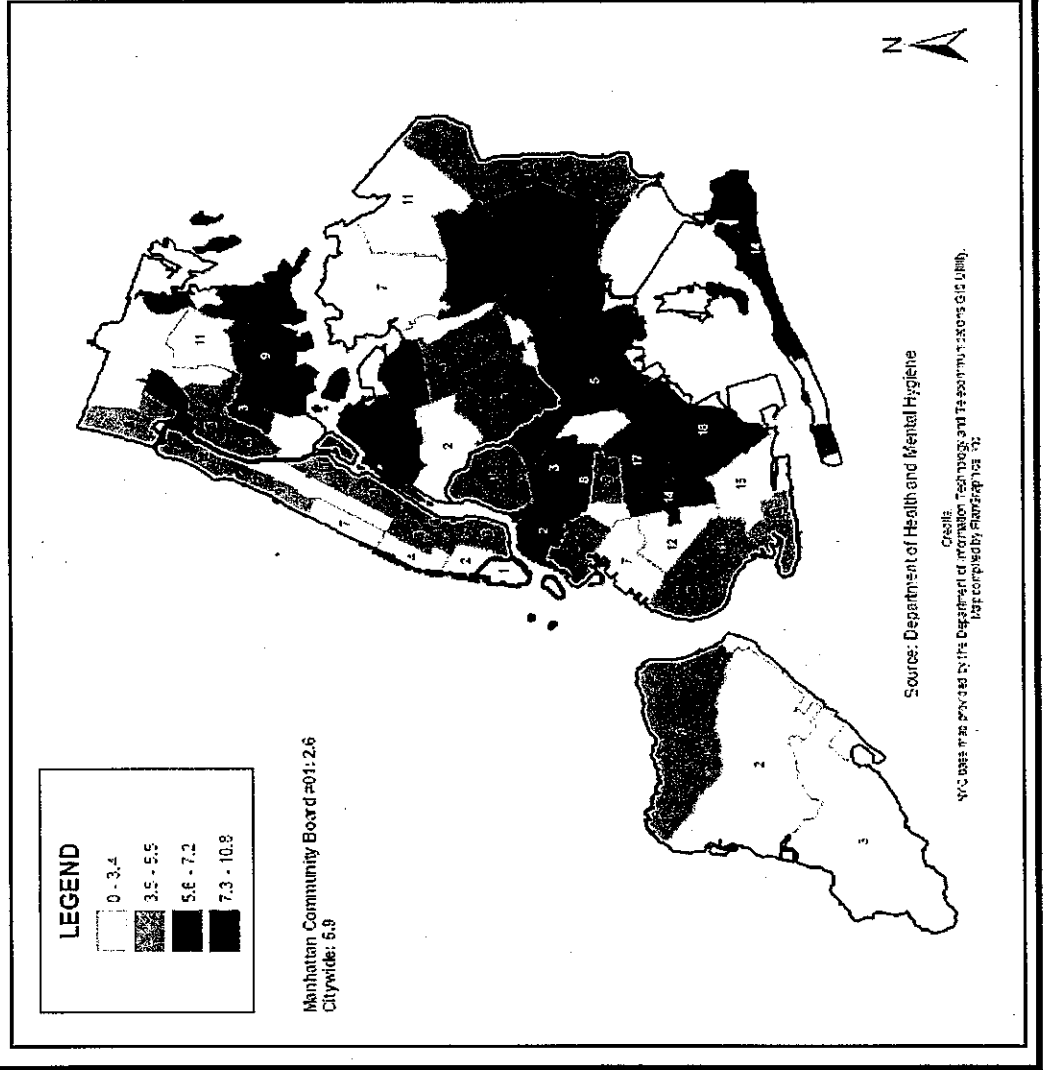
[VIEW 311 HISTORICAL DATA](#)

Selecting this link will open a new window

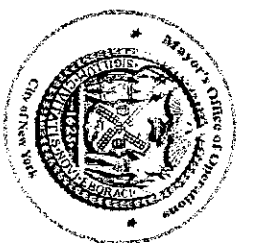


My Neighborhood Statistics

Infant Mortality Rate (per 1,000 Live Births) by Community Board
 Calendar 2006



My Neighborhood Statistics



Small Parks and Playgrounds - Acceptable Conditions (%) by
Community Board Fiscal 2007

