

CUSTOMER SERVICE

CORE (Customer Observing and Reporting Experience) Ratings

Agency	Performance Statistics	Actual					Target	
		FY11	FY12	FY13	FY14	FY15	FY15	FY16
BIC	Overall Facility Rating	98	98	95	93	93	*	*
	-Facility Cleaning & Maintenance	100	100	95	100	92	*	*
	-Facility Operations	95	100	95	84	95	*	*
CCHR	Overall Facility Rating	84	85	94	97	98	*	*
	-Facility Cleaning & Maintenance	87	86	95	96	98	*	*
	-Facility Operations	80	85	93	98	98	*	*
CCRB	Overall Facility Rating	81	69	81	100	98	*	*
	-Facility Cleaning & Maintenance	79	71	81	100	96	*	*
	-Facility Operations	84	67	78	100	100	*	*
DCA	Overall Facility Rating	83	83	86	94	95	83	83
	-Facility Cleaning & Maintenance	89	81	90	95	94	*	*
	-Facility Operations	77	85	80	92	95	*	*
DCAS	Overall Facility Rating	86	78	90	96	94	78	89
	-Facility Cleaning & Maintenance	91	78	94	98	94	*	*
	-Facility Operations	80	79	85	93	95	*	*
DCP	Overall Facility Rating	81	83	88	89	92	80	80
	-Facility Cleaning & Maintenance	81	83	89	90	92	*	*
	-Facility Operations	81	83	85	88	91	*	*
DEP	Overall Facility Rating	89	90	91	95	95	90	90
	-Facility Cleaning & Maintenance	90	88	90	91	95	*	*
	-Facility Operations	87	90	93	98	95	*	*
DFTA	Overall Facility Rating	85	91	95	100	100	*	*
	-Facility Cleaning & Maintenance	81	88	95	100	100	*	*
	-Facility Operations	89	95	95	100	100	*	*
DHS	Overall Facility Rating	80	81	91	89	95	*	*
	-Facility Cleaning & Maintenance	79	74	88	90	99	*	*
	-Facility Operations	81	79	95	88	92	*	*
DOB	Overall Facility Rating	81	79	83	91	90	82	85
	-Facility Cleaning & Maintenance	89	84	85	93	92	*	*
	-Facility Operations	72	75	80	89	89	*	*
DOE	Overall Facility Rating	92	88	92	97	94	88	88
	-Facility Cleaning & Maintenance	93	89	91	96	93	*	*
	-Facility Operations	90	87	92	98	95	*	*
DOF	Overall Facility Rating	85	82	86	92	93	90	90
	-Facility Cleaning & Maintenance	81	85	87	90	96	*	*
	-Facility Operations	89	78	85	94	91	*	*
DOHMH	Overall Facility Rating	86	81	90	92	92	85	85
	-Facility Cleaning & Maintenance	88	83	89	93	91	*	*
	-Facility Operations	83	80	91	92	93	*	*

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CORE (Customer Observing and Reporting Experience) Ratings (cont.)

Agency	Performance Statistics	Actual					Target	
		FY11	FY12	FY13	FY14	FY15	FY15	FY16
DOI	Overall Facility Rating	83	95	93	93	98	*	*
	-Facility Cleaning & Maintenance	91	93	100	93	98	*	*
	-Facility Operations	73	98	86	92	97	*	*
DORIS	Overall Facility Rating	98	92	93	93	91	*	*
	-Facility Cleaning & Maintenance	100	98	95	93	97	*	*
	-Facility Operations	95	85	90	92	86	*	*
DOT	Overall Facility Rating	91	90	92	97	95	90	90
	-Facility Cleaning & Maintenance	92	93	92	96	94	*	*
	-Facility Operations	91	87	93	98	97	*	*
DPR	Overall Facility Rating	88	86	89	91	93	85	85
	-Facility Cleaning & Maintenance	84	85	89	91	91	*	*
	-Facility Operations	87	87	89	93	95	*	*
FDNY	Overall Facility Rating	91	76	96	99	91	*	*
	-Facility Cleaning & Maintenance	86	69	100	100	98	*	*
	-Facility Operations	95	83	86	97	83	*	*
HPD	Overall Facility Rating	87	85	87	89	90	85	85
	-Facility Cleaning & Maintenance	87	86	90	92	91	*	*
	-Facility Operations	87	85	84	85	90	*	*
HRA	Overall Facility Rating	79	80	83	90	90	80	80
	-Facility Cleaning & Maintenance	81	82	84	89	88	*	*
	-Facility Operations	77	77	81	90	92	*	*
NYCHA	Overall Facility Rating	79	80	83	94	93	*	*
	-Facility Cleaning & Maintenance	92	91	91	93	94	*	*
	-Facility Operations	95	89	83	94	92	*	*
NYPD	Overall Facility Rating	86	89	86	90	88	*	*
	-Facility Cleaning & Maintenance	91	92	86	88	89	*	*
	-Facility Operations	80	86	86	92	86	*	*
OATH	Overall Facility Rating	86	87	90	97	94	*	*
	-Facility Cleaning & Maintenance	85	88	90	96	95	*	*
	-Facility Operations	88	86	90	97	93	*	*
SBS	Overall Facility Rating	96	92	93	95	95	*	*
	-Facility Cleaning & Maintenance	97	93	96	95	94	*	*
	-Facility Operations	95	92	89	95	96	*	*
TLC	Overall Facility Rating	81	80	84	87	88	80	80
	-Facility Cleaning & Maintenance	87	82	86	86	88	*	*
	-Facility Operations	75	78	83	88	88	*	*