

# CUSTOMER SERVICE

## CORE (Customers Observing and Reporting Experience) Ratings

		Actual					Target	
Agency	Performance Statistics	FY12	FY13	FY14	FY15	FY16	FY16	FY17
BIC	Overall Facility Rating	98	95	93	93	100	*	*
	-Facility Cleaning & Maintenance	100	95	100	92	100	*	*
	-Facility Operations	100	95	84	95	100	*	*
CCHR	Overall Facility Rating	85	94	97	98	100	*	*
	-Facility Cleaning & Maintenance	86	95	96	98	100	*	*
	-Facility Operations	85	93	98	98	100	*	*
CCRB	Overall Facility Rating	69	81	100	98	100	*	*
	-Facility Cleaning & Maintenance	71	81	100	96	100	*	*
	-Facility Operations	67	78	100	100	100	*	*
DCA	Overall Facility Rating	83	86	94	95	98	83	83
	-Facility Cleaning & Maintenance	81	90	95	94	100	*	*
	-Facility Operations	85	80	92	95	95	*	*
DCAS	Overall Facility Rating	78	90	96	94	100	89	90
	-Facility Cleaning & Maintenance	78	94	98	94	100	*	*
	-Facility Operations	79	85	93	95	100	*	*
DCP	Overall Facility Rating	83	88	89	92	100	80	80
	-Facility Cleaning & Maintenance	83	89	90	92	100	*	*
	-Facility Operations	83	85	88	91	100	*	*
DEP	Overall Facility Rating	90	91	95	95	100	90	90
	-Facility Cleaning & Maintenance	88	90	91	95	100	*	*
	-Facility Operations	90	93	98	95	100	*	*
DFTA	Overall Facility Rating	91	95	100	100	96	*	*
	-Facility Cleaning & Maintenance	88	95	100	100	92	*	*
	-Facility Operations	95	95	100	100	100	*	*
DHS	Overall Facility Rating	81	91	89	95	100	*	*
	-Facility Cleaning & Maintenance	74	88	90	99	100	*	*
	-Facility Operations	79	95	88	92	100	*	*
DOB	Overall Facility Rating	79	83	91	90	91	85	85
	-Facility Cleaning & Maintenance	84	85	93	92	90	*	*
	-Facility Operations	75	80	89	89	93	*	*
DOE	Overall Facility Rating	88	92	97	94	94	88	90
	-Facility Cleaning & Maintenance	89	91	96	93	93	*	*
	-Facility Operations	87	92	98	95	95	*	*
DOF	Overall Facility Rating	82	86	92	93	81	90	90
	-Facility Cleaning & Maintenance	85	87	90	96	75	*	*
	-Facility Operations	78	85	94	91	89	*	*
DOHMH	Overall Facility Rating	81	90	92	92	81	85	85
	-Facility Cleaning & Maintenance	83	89	93	91	79	*	*
	-Facility Operations	80	91	92	93	82	*	*

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## CORE (Customers Observing and Reporting Experience) Ratings (cont.)

		Actual					Target	
Agency	Performance Statistics	FY12	FY13	FY14	FY15	FY16	FY16	FY17
DOI	Overall Facility Rating	95	93	93	98	98	*	*
	-Facility Cleaning & Maintenance	93	100	93	98	100	*	*
	-Facility Operations	98	86	92	97	95	*	*
DORIS	Overall Facility Rating	92	93	93	91	97	*	*
	-Facility Cleaning & Maintenance	98	95	93	97	100	*	*
	-Facility Operations	85	90	92	86	95	*	*
DOT	Overall Facility Rating	90	92	97	95	98	90	90
	-Facility Cleaning & Maintenance	93	92	96	94	100	*	*
	-Facility Operations	87	93	98	97	95	*	*
DPR	Overall Facility Rating	86	89	91	93	91	85	85
	-Facility Cleaning & Maintenance	85	89	91	91	86	*	*
	-Facility Operations	87	89	93	95	97	*	*
FDNY	Overall Facility Rating	76	96	99	91	98	*	*
	-Facility Cleaning & Maintenance	69	100	100	98	100	*	*
	-Facility Operations	83	86	97	83	95	*	*
HPD	Overall Facility Rating	85	87	89	90	97	85	85
	-Facility Cleaning & Maintenance	86	90	92	91	95	*	*
	-Facility Operations	85	84	85	90	100	*	*
HRA	Overall Facility Rating	80	83	90	90	86	80	80
	-Facility Cleaning & Maintenance	82	84	89	88	82	*	*
	-Facility Operations	77	81	90	92	91	*	*
NYCHA	Overall Facility Rating	80	83	94	93	92	*	*
	-Facility Cleaning & Maintenance	91	91	93	94	95	*	*
	-Facility Operations	89	83	94	92	89	*	*
NYPD	Overall Facility Rating	89	86	90	88	94	*	*
	-Facility Cleaning & Maintenance	92	86	88	89	97	*	*
	-Facility Operations	86	86	92	86	90	*	*
OATH	Overall Facility Rating	87	90	97	94	98	*	*
	-Facility Cleaning & Maintenance	88	90	96	95	96	*	*
	-Facility Operations	86	90	97	93	100	*	*
SBS	Overall Facility Rating	92	93	95	95	98	*	*
	-Facility Cleaning & Maintenance	93	96	95	94	96	*	*
	-Facility Operations	92	89	95	96	100	*	*
TLC	Overall Facility Rating	80	84	87	88	98	80	80
	-Facility Cleaning & Maintenance	82	86	86	88	100	*	*
	-Facility Operations	78	83	88	88	95	*	*