

CUSTOMER SERVICE

CORE (Customer Observing and Reporting Experience) Ratings

Agency	Performance Statistics	Actual			Target		4-Month Actual	
		FY13	FY14	FY15	FY16	FY17	FY15	FY16
BIC	Overall Facility Rating	95	93	93	*	*	NA	NA
CCHR	Overall Facility Rating	94	97	98	*	*	NA	NA
CCRB	Overall Facility Rating	81	100	98	*	*	NA	NA
DCA	Overall Facility Rating	86	94	95	83	83	NA	NA
DCAS	Overall Facility Rating	90	96	94	89	90	NA	NA
DCP	Overall Facility Rating	88	89	92	80	80	NA	NA
DEP	Overall Facility Rating	91	95	95	90	90	NA	NA
DFTA	Overall Facility Rating	95	100	100	*	*	NA	NA
DHS	Overall Facility Rating	91	89	95	*	*	NA	NA
DOB	Overall Facility Rating	83	91	90	85	85	NA	NA
DOE	Overall Facility Rating	92	97	94	88	88	NA	NA
DOF	Overall Facility Rating	86	92	93	90	90	NA	NA
DOHMH	Overall Facility Rating	90	92	92	85	85	NA	NA
DOI	Overall Facility Rating	93	93	98	*	*	NA	NA
DORIS	Overall Facility Rating	93	93	91	*	*	NA	NA
DOT	Overall Facility Rating	92	97	95	90	90	NA	NA
DPR	Overall Facility Rating	89	91	93	85	85	NA	NA
FDNY	Overall Facility Rating	96	99	91	*	*	NA	NA
HPD	Overall Facility Rating	87	89	90	85	85	NA	NA
HRA	Overall Facility Rating	83	90	90	80	80	NA	NA
NYCHA	Overall Facility Rating	83	94	93	*	*	NA	NA
NYPD	Overall Facility Rating	86	90	88	*	*	NA	NA
OATH	Overall Facility Rating	90	97	94	*	*	NA	NA
SBS	Overall Facility Rating	93	95	95	*	*	NA	NA
TLC	Overall Facility Rating	84	87	88	80	80	NA	NA

NA - means Not Available in this report

* No Target