CUSTOMER SERVICE

Timeliness Indicators

Percent of e-mails responded to in 14 days							
Performance Statistics	Actual			Target		4-Month Actual	
Agency	FY13	FY14	FY15	FY16	FY17	FY15	FY16
311	100%	100%	100%	*	*	100%	100%
ACS	96%	93%	90%	*	*	84%	99%
BIC	100%	100%	100%	*	*	100%	100%
CCHR	100%	100%	100%	*	*	100%	100%
CCRB	79%	94%	98%	*	*	95%	100%
DCAS	89%	80%	74%	*	*	80%	73%
DCLA	86%	90%	92%	88%	88%	89%	93%
DCP	81%	87%	90%	85%	85%	88%	70%
DDC	91%	94%	95%	90%	90%	94%	92%
DEP	94%	88%	86%	95%	95%	86%	81%
DFTA	84%	97%	76%	*	*	71%	77%
DHS	67%	81%	69%	*	*	72%	69%
DOB	37%	65%	51%	57%	57%	52%	54%
DOC	100%	100%	100%	*	*	100%	100%
DOE	NA	62%	64%	75%	75%	NA	NA
DOF	85%	86%	83%	85%	85%	83%	78%
DOHMH	42%	68%	58%	75%	75%	45%	70%
DOI	100%	100%	100%	*	*	100%	100%
DOITT	96%	97%	95%	*	*	95%	100%
DOP	100%	100%	100%	*	*	100%	100%
DORIS	100%	100%	100%	*	*	100%	100%
DOT	92%	89%	95%	90%	90%	97%	98%
DPR	45%	38%	52%	60%	60%	42%	48%
DSNY	69%	75%	64%	*	*	64%	71%
DYCD	100%	100%	100%	*	*	100%	100%
FDNY	85%	97%	37%	*	*	69%	50%
HPD	60%	56%	76%	58%	58%	72%	78%
HRA	96%	96%	94%	90%	90%	91%	96%
LAW	100%	100%	100%	*	*	100%	100%
LPC	99%	100%	100%	*	*	100%	99%
NYCEM	95%	95%	97%	*	*	96%	99%
NYCHA	86%	87%	88%	*	*	86%	95%
OATH	100%	100%	100%	*	*	100%	100%
OCME	100%	100%	100%	*	*	100%	100%
SBS	100%	100%	100%	*	*	100%	100%
TLC	75%	93%	99%	80%	80%	100%	98%

"NA" - means Not Available in this report * No Target

CUSTOMER SERVICE

Timeliness Indicators (cont.)

Percent of letters responded to in 14 days							
Performance Statistics	Actual			Target		4-Month Actual	
Agency	FY13	FY14	FY15	FY16	FY17	FY15	FY16
ACS	92%	87%	85%	*	*	82%	100%
BIC	100%	100%	100%	*	*	100%	100%
CCHR	100%	100%	100%	*	*	100%	100%
CCRB	70%	73%	84%	*	*	71%	79%
DCAS	77%	54%	50%	*	*	58%	64%
DCLA	87%	100%	100%	90%	90%	100%	100%
DCP	44%	44%	64%	50%	50%	29%	90%
DDC	91%	96%	94%	90%	90%	98%	91%
DEP	97%	97%	99%	95%	95%	98%	99%
DFTA	53%	59%	77%	*	*	85%	89%
DHS	67%	84%	70%	*	*	67%	72%
DOB	54%	49%	69%	57%	57%	55%	17%
DOC	83%	100%	99%	*	*	99%	98%
DOE	NA	79%	75%	85%	85%	NA	NA
DOF	91%	79%	90%	85%	85%	91%	91%
DOHMH	21%	30%	36%	40%	40%	16%	62%
DOI	100%	100%	100%	*	*	100%	100%
DOITT	97%	99%	91%	*	*	86%	100%
DOP	97%	77%	100%	*	*	100%	100%
DORIS	92%	92%	100%	*	*	100%	100%
DOT	84%	90%	95%	90%	90%	97%	97%
DPR	37%	30%	43%	60%	60%	30%	34%
DSNY	52%	65%	58%	*	*	52%	70%
DYCD	100%	100%	100%	*	*	100%	100%
FDNY	66%	95%	92%	*	*	86%	97%
HPD	53%	49%	47%	52%	52%	43%	56%
HRA	78%	87%	81%	90%	90%	87%	92%
LAW	100%	100%	100%	*	*	100%	100%
LPC	88%	94%	85%	*	*	87%	74%
NYCEM	99%	100%	100%	*	*	100%	100%
NYCHA	74%	80%	79%	*	*	81%	87%
OATH	100%	100%	100%	*	*	100%	100%
OCME	98%	100%	100%	*	*	100%	100%
SBS	100%	100%	100%	*	*	100%	100%
TLC	94%	92%	99%	90%	90%	100%	98%

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CUSTOMER SERVICE

Timeliness Indicators (cont.)

Average customer in-person wait time (minutes)							
Performance Statistics	Actual			Target		4-Month Actual	
Agency	FY13	FY14	FY15	FY16	FY17	FY15	FY16
BIC	3	2	4	*	*	NA	NA
CCHR	10	10	10	*	*	10	12
DCA	12	16	13	17	17	NA	NA
DCAS	1	1	1	*	*	NA	NA
DEP	7	7	6	5	5	NA	NA
DHS	NA	24	15	*	*	NA	NA
DOF	7	17	9	12	12	13	4
DOHMH	11	9	8	10	10	NA	NA
DOI	3	3	3	*	*	NA	NA
DOT	NA	NA	3	*	*	NA	NA
FDNY	12	13	11	*	*	NA	NA
HPD	30	43	36	29	29	NA	NA
HRA	48	40	42	60	60	46	37
NYCHA	16	19	15	*	*	21	15

Percent of calls answered in 30 seconds							
Performance Statistics	Actual			Target		4-Month Actual	
Agency	FY13	FY14	FY15	FY16	FY17	FY15	FY16
311	81%	83%	84%	80%	80%	91%	90%
DEP	69%	79%	68%	76%	76%	83%	70%
DOHMH	69%	85%	82%	80%	85%	83%	81%
DOT	45%	73%	60%	70%	70%	54%	52%
DYCD	54%	94%	47%	*	*	97%	51%
HRA	64%	70%	66%	80%	80%	59%	79%
NYCHA	65%	68%	72%	*	*	70%	57%
NYPD	99%	99%	99%	*	*	99%	99%

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