

Customer Service Indicator Definitions

Indicator Name	Standard Indicator Definition
Number of agency customers surveyed for overall customer satisfaction	Customers who completed and submitted a customer satisfaction and evaluation survey only.
Percent of letters responded to within 14 calendar days	Percent of letters responded to within 14 calendar days
Average response time for letters/mail correspondence (days)	Amount of time (in days) lapsed between the date when an agency received a letter and the date it sent a response to the customer
Percent of emails responded to within 14 calendar days	Percentage of emails responded to within 14 calendar days
Average response time for email correspondences (days)	Amount of time (in days) lapsed between the date when an agency received an email and the date it sent a response to the customer
Number of emails sent to an agency (through NYC.gov or a publicized agency email address)	Number of emails sent to an agency through NYC.gov or to a publicly disclosed email address (e.g., customerservice@agency.nyc.gov).
Number of letters sent to an agency	Number of written correspondence addressed to a central correspondence unit, the agency at large, or to the Commissioner.
Agency website unique visitors	Number of times a unique visitor accesses the agency website.
Agency website page views	Number of times a customer accesses the agency website.
Number of completed customer requests for interpretation: Miscellaneous	A sum of undifferentiated/unspecified interpretation requests (for agencies that cannot distinguish between phone and in-person requests).
Number of completed customer requests for interpretation: Phone	A sum of all requests fulfilled via telephone, including but not limited to Language Line, call centers, offices/reception desks and 311 transfer calls. This also includes requests handled by agency employees speaking languages other than English.
Number of completed customer requests for interpretation: In person	A sum of all requests fulfilled via face-to-face interaction with bilingual employees or contracted interpreters. A person using the phone in a walk-in center should be counted as an in person request, not a phone request. This also includes requests handled by agency employees speaking languages other than English.
Average call wait time (in seconds)	The amount of time that lapses after a customer exits the Interactive Voice Response (IVR) system or Automatic Call Distributor (ACD) system until s/he is able to speak to a call center representative (CCR), or other staff with similar responsibilities.
Percent of calls answered in 30 seconds or less	Percent of calls answered in 30 seconds (the service level target for agency call centers) or less
Number of calls made to agency call center	The total number of calls made to the call center (directly or transferred to the call center via 311).
Average wait time to speak with a customer service agent (minutes)	The wait between the times when a customer meets with a greeter or information desk representative, until s/he meets with a customer service representative. Security wait times are not included unless a security guard plays a formal intake role.
Full cycle time to complete a customer visit	The amount of time that has passed when a customer completes his final service at the facility.
Number of visits made to an agency walk-in facility	Number of visits made to an agency walk-in facility collected by Internal transaction reports (or other similar internal reporting tools), Automated queuing systems or a Quarterly or Monthly sampling using a manual measurement tool
CORE facility rating	Agency conditions reported by Operations.
Average time (days) to action for 311 service requests (SR's) (top 5 most frequent SR's)	Average time in days to first action or time to close for service requests initiated by the public through 311.
Percent of SR's actioned that meet service level agreement (top 5 most frequent SR's)	Percentage of service requests closed by the agency within the service level agreement (SLA), or the timeline of expected time to first action or expected time to close, given to customers when requesting a service.