

AGENCY CUSTOMER SERVICE

Indicator name:	Average call wait time (min:seconds)
Description	The average amount of time in minutes and seconds a customer waits to speak with a call center representative (CCR) or other agency staff with similar responsibilities who answers the call. Time starts after a customer exits the Interactive Voice Response (IVR) system or Automatic Call Distributor (ACD) system.
Source	Reporting agency
Indicator name:	Average response time for email correspondence (days)
Description	The average amount of time in calendar days from the date the agency receives an email to the date it sends a response to the customer.
Source	Reporting agency
Indicator name:	Average response time for letters/mail correspondence (days)
Description	The average amount of time in calendar days from the date the agency receives a letter to the date it sends a response to the customer.
Source	Reporting agency
Indicator name:	Average wait time to speak with a customer service agent at a walk-in facility (min:sec)
Description	The average time in minutes and seconds from the time a customer meets with a greeter or information desk representative until he or she is met by a customer service representative. Security/building entry wait times are not included unless a security guard plays a formal intake role.
Source	Reporting agency
Indicator name:	Facility rating by Customers Observing and Reporting Experiences (CORE) program – walk
Description	An average score based on the rating of 24 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g. wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Facilities are rated by trained City inspectors.
Source	Mayor’s Office of Operations
Indicator name:	Service requests meeting expected time of action (%)
Description	The percentage of the agency’s top-volume service requests received through 311 for which the agency met its planned time of action to provide the related service. The Citywide rate is the average of requested service requests for which response was provided within planned time for the 12 agencies that are the most active in the area of service requests through 311 (DCA, DEP, DFTA, DOB, DOH, DoITT, DOT, DPR, DSNY, HPD, NYPD, TLC).
Source	Reporting Agency
Indicator name:	Number of 311 inquiries (to MMR agencies)
Description	The number of agency-related inquiries received at the 311 Customer Service Center for each MMR agency. The Citywide figure is the sum of those MMR agency-related inquiries received at 311.
Source	311 Customer Service Center

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Indicator name:	Number of agency customers surveyed for overall customer satisfaction
Description	The number of agency customers who completed and submitted a customer satisfaction and evaluation survey.
Source	Reporting agency
Indicator name:	Number of completed customer requests for interpretation
Description	The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source	Reporting agency