

CUSTOMER SERVICE

CORE (Customer Observing and Reporting Experience) Ratings

Agency	Performance Statistics	Actual				Target	
		FY10	FY11	FY12	FY13	FY13	FY14
BIC	Overall Facility Rating	98	98	100	95	100	100
	-Facility Cleaning & Maintenance	100	100	100	95	*	*
	-Facility Operations	95	95	100	95	*	*
CCHR	Overall Facility Rating	89	84	85	94	85	90
	-Facility Cleaning & Maintenance	91	87	86	95	*	*
	-Facility Operations	87	80	85	93	*	*
CCRB	Overall Facility Rating	74	81	69	81	69	81
	-Facility Cleaning & Maintenance	75	79	71	81	*	*
	-Facility Operations	72	84	67	78	*	*
DCA	Overall Facility Rating	88	83	83	86	83	83
	-Facility Cleaning & Maintenance	86	89	81	90	*	*
	-Facility Operations	89	77	85	80	*	*
DCAS	Overall Facility Rating	92	86	78	90	78	78
	-Facility Cleaning & Maintenance	94	91	78	94	*	*
	-Facility Operations	89	80	79	85	*	*
DCP	Overall Facility Rating	83	81	83	88	80	80
	-Facility Cleaning & Maintenance	83	81	83	89	*	*
	-Facility Operations	83	81	83	85	*	*
DEP	Overall Facility Rating	88	89	90	91	90	90
	-Facility Cleaning & Maintenance	85	90	88	90	*	*
	-Facility Operations	90	87	90	93	*	*
DFTA	Overall Facility Rating	93	85	91	95	91	95
	-Facility Cleaning & Maintenance	87	81	88	95	*	*
	-Facility Operations	100	89	95	95	*	*
DHS	Overall Facility Rating	78	80	81	91	81	81
	-Facility Cleaning & Maintenance	73	79	74	88	*	*
	-Facility Operations	83	81	79	95	*	*
DOB	Overall Facility Rating	78	81	79	83	80	80
	-Facility Cleaning & Maintenance	81	89	84	85	*	*
	-Facility Operations	75	72	75	80	*	*
DOE	Overall Facility Rating	87	92	88	92	88	88
	-Facility Cleaning & Maintenance	88	93	89	91	*	*
	-Facility Operations	85	90	87	92	*	*
DOF	Overall Facility Rating	89	85	82	86	82	86
	-Facility Cleaning & Maintenance	93	81	85	87	*	*
	-Facility Operations	85	89	78	85	*	*
DOHMH	Overall Facility Rating	85	86	81	90	85	85
	-Facility Cleaning & Maintenance	86	88	83	89	*	*
	-Facility Operations	83	83	80	91	*	*

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CORE (Customer Observing and Reporting Experience) Ratings (cont.)

Agency	Performance Statistics	Actual				Target	
		FY10	FY11	FY12	FY13	FY13	FY14
DOI	Overall Facility Rating	80	83	95	93	90	90
	-Facility Cleaning & Maintenance	85	91	93	100	*	*
	-Facility Operations	75	73	98	86	*	*
DORIS	Overall Facility Rating	96	98	92	93	92	92
	-Facility Cleaning & Maintenance	100	100	98	95	*	*
	-Facility Operations	92	95	85	90	*	*
DOT	Overall Facility Rating	91	91	90	92	90	90
	-Facility Cleaning & Maintenance	95	92	93	92	*	*
	-Facility Operations	85	91	87	93	*	*
DPR	Overall Facility Rating	80	85	86	89	86	85
	-Facility Cleaning & Maintenance	78	84	85	89	*	*
	-Facility Operations	83	87	87	89	*	*
FDNY	Overall Facility Rating	77	91	76	96	76	76
	-Facility Cleaning & Maintenance	92	86	69	100	*	*
	-Facility Operations	64	95	83	86	*	*
HPD	Overall Facility Rating	88	87	85	87	85	85
	-Facility Cleaning & Maintenance	89	87	86	90	*	*
	-Facility Operations	87	87	85	84	*	*
HRA	Overall Facility Rating	78	79	80	83	80	80
	-Facility Cleaning & Maintenance	79	81	82	84	*	*
	-Facility Operations	77	77	77	81	*	*
NYCHA	Overall Facility Rating	90	93	90	87	90	90
	-Facility Cleaning & Maintenance	92	92	91	91	*	*
	-Facility Operations	87	95	89	83	*	*
NYPD	Overall Facility Rating	70	86	89	86	89	86
	-Facility Cleaning & Maintenance	65	91	92	86	*	*
	-Facility Operations	75	80	86	86	*	*
OATH	Overall Facility Rating	84	86	87	90	87	90
	-Facility Cleaning & Maintenance	83	85	88	90	*	*
	-Facility Operations	84	88	86	90	*	*
SBS	Overall Facility Rating	90	96	92	93	92	92
	-Facility Cleaning & Maintenance	91	97	93	96	*	*
	-Facility Operations	88	95	92	89	*	*
TLC	Overall Facility Rating	80	81	80	84	80	80
	-Facility Cleaning & Maintenance	83	87	82	86	*	*
	-Facility Operations	77	75	78	83	*	*