Agency Customer Service

Indicator name: Calls answered in 30 seconds or less (%)
Description: The percent of customer calls to the agency that are answered within 30 seconds by a call center representative or other agency staff with similar responsibilities who answers the call. Time begins after initial prerecorded message.
Source: Reporting agency

Indicator name: E-mails responded to in 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Reporting agency

Indicator name: Letters responded to in 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Reporting agency

Indicator name: Average customer in-person wait time (minutes)
Description: The average time in minutes 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: CORE (Customers Observing and Reporting Experiences) customer experience facility rating (0-100)
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: Percent meeting time to action – (Agency-specific Service Requests)
Description: The percentage of the agency's top-volume service requests received through the 311 Customer Service Center for which the agency met its planned time of action to provide the related service. These service requests vary among the 12 agencies that are the most active in the area of service requests through 311 (DCA, DEP, DFTA, DOB, DOHMH, DoITT, DOT, DPR, DSNY, HPD, NYPD, TLC).
Source: Mayor's Office of Operations/Citywide Performance Reporting

Indicator name: Customers rating service good or better (%)
Description: The percentage of customers completing agency-provided customer satisfaction surveys with a level of good or better in their satisfaction with the service they received in on-site experiences with the agency.
Source: Reporting agency

Indicator name:	Completed 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