

CUSTOMER SERVICE

CORE (Customer Observing and Reporting Experience) Ratings

Agency	Performance Statistics	Actual			Target		4-Month Actual	
		FY12	FY13	FY14	FY15	FY16	FY14	FY15
BIC	Overall Facility Rating	98	95	93	*	*	NA	NA
CCHR	Overall Facility Rating	85	94	97	*	*	NA	NA
CCRB	Overall Facility Rating	69	81	100	*	*	NA	NA
DCA	Overall Facility Rating	83	86	94	83	83	NA	NA
DCAS	Overall Facility Rating	78	90	96	78	78	NA	NA
DCP	Overall Facility Rating	83	88	89	80	80	NA	NA
DEP	Overall Facility Rating	90	91	95	90	90	NA	NA
DFTA	Overall Facility Rating	91	95	100	*	*	NA	NA
DHS	Overall Facility Rating	81	91	89	*	*	NA	NA
DOB	Overall Facility Rating	79	83	91	82	85	NA	NA
DOE	Overall Facility Rating	88	92	97	88	88	NA	NA
DOF	Overall Facility Rating	82	86	92	90	90	NA	NA
DOHMH	Overall Facility Rating	81	89.7	92	85	85	NA	NA
DOI	Overall Facility Rating	95	93	93	*	*	NA	NA
DORIS	Overall Facility Rating	92	93	93	*	*	NA	NA
DOT	Overall Facility Rating	90	92	97	90	90	NA	NA
DPR	Overall Facility Rating	86	89	91	85	85	NA	NA
FDNY	Overall Facility Rating	76	96	99	*	*	NA	NA
HPD	Overall Facility Rating	85	87	89	85	85	NA	NA
HRA	Overall Facility Rating	80	83	90	80	80	NA	NA
NYCHA	Overall Facility Rating	80	83	94	*	*	NA	NA
NYPD	Overall Facility Rating	89	86	90	*	*	NA	NA
OATH	Overall Facility Rating	87	90	97	*	*	NA	NA
SBS	Overall Facility Rating	92	93	95	*	*	NA	NA
TLC	Overall Facility Rating	80	84	87	80	80	NA	NA