



Department of Civil Service

Quarterly Performance Guarantee Report RFP entitled: “New York State Vision Plan Services”

PERFORMANCE MEASUREMENTS	Jan	Feb	Mar	Q1	Apr	May	Jun	Q2	Jul	Aug	Sep	Q3	Oct	Nov	Dec	Q4	YTD
Implementation																	
Implementation																	
Customer Service																	
Call Abandonment Rate																	
Average Speed to Answer Call																	
Rate of Calls Blocked or Received Busy Signal																	
Call Center Availability																	
Enrollment Processing																	
Enrollment Processing																	
Laboratory																	
Delivery Turnaround Time - Vision Works																	
Delivery Turnaround Time - Davis Vision																	
Delivery Turnaround Time - Combined																	
Provider Relations																	
Network Access																	
Network Access																	
Network Access																	
Reporting																	
Standard Report Delivery																	
Web Access																	
Monthly Website Update																	