

311 CUSTOMER SERVICE CENTER

Indicator name:	Calls made to 311 (000)
Description:	The number of calls, in thousands, received by the Customer Service Center by dialing 3-1-1 directly; by dialing 212-NEWYORK, the number available to callers outside the five boroughs of the City; or by dialing agency call centers or hotlines that were consolidated into 311 operations.
Source:	311 Customer Service Center.
Indicator name:	311 Online site visits
Description:	The number of visits, including requests for information or services, made to 311 Online via the City's website (www.nyc.gov/311).
Source:	311 Customer Service Center.
Indicator name:	Calls answered in 30 seconds or less (%)
Description:	The percentage of calls answered by a call center representative in 30 seconds or less. Time begins after initial prerecorded messages.
Source:	311 Customer Service Center.
Indicator name:	Average wait time for tier 1 calls (311 Siebel system) (minutes:seconds)
Description:	The average wait time in minutes and seconds before a call is answered by a live call center representative in the Tier 1 queue - the initial assessment of basic customer needs. Time measurement begins after initial prerecorded messages.
Source:	311 Customer Service Center.
Indicator name:	Average wait time for tier 2 calls (agency legacy systems at 311) (minutes:seconds)
Description:	The average wait time in minutes and seconds before a call is answered by a specialist representative in a Tier 2 queue after having been transferred from Tier 1 representative. Specific call types must be entered into an agency legacy system and therefore need to be transferred to a specialist skilled in that system. Time measurement begins after initial prerecorded messages.
Source:	311 Customer Service Center.
Indicator name:	Call takers time occupied (%)
Description:	The percent of time call center representatives are speaking with callers, researching information for callers, and processing call records.
Source:	311 Customer Service Center.
Indicator name:	Calls handled in languages other than English (%)
Description:	The percentage of all 311 calls in which the caller was served in a language other than English.
Source:	311 Customer Service Center.
Indicator name:	Calls resolved at 311 without transfer to agency for resolution (%)
Description:	The percentage of calls that were resolved by a 311 representative without requiring transfer to an external agency. Calls resolved at 311 include but are not limited to providing information, completing a service request, providing information on a past service request, and making an appointment.
Source:	311 Customer Service Center.

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Indicator name: Complaints against 311 per million calls
Description: The number of complaints received from the general public about 311 service or staff per million calls to 311.
Source: 311 Customer Service Center.