



311 CUSTOMER SERVICE CENTER

Joseph Morrisroe, Executive Director

Key Public Service Areas

- ✓ Provide access to City government.

Scope of Agency Operations

The 311 Customer Service Center provides the public with quick, easy access to non-emergency government services and information through the call center, [311 Online](#), [311 Facebook](#), [311 on Twitter](#), and text messaging at [311-NYC\(692\)](#). Information and assistance is available 24 hours a day, seven days a week in more than 180 languages.

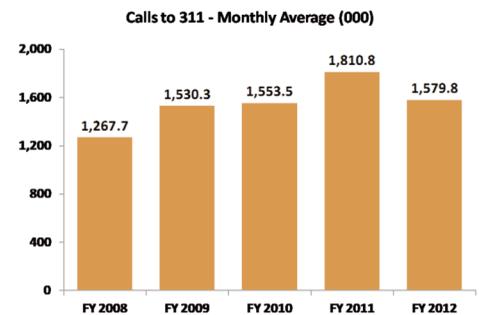
Critical Objectives

- Increase the public's access to non-emergency government services.

Performance Report

- ✓ Provide access to City government.

- 311 received over 21.3 million inquiries in Fiscal 2012. During the year, more than 18.9 million contacts were made via telephone, 2.2 million contacts were made via 311 Online and 137,498 contacts made via text. Compared to Fiscal 2011, 311 experienced a 13 percent decrease in calls, primarily due to the milder winter; however, online contacts increased 59 percent.



- Due to a 19 percent reduction in staffing and an unusually large number of calls during the August 2011 hurricane, calls answered within 30 seconds decreased 7 percentage points in Fiscal 2012, and was 9 percentage points less than the target of 80 percent. However, the target of answering 80 percent of calls within 30 seconds was achieved during each month of the last six months of Fiscal 2012.
- During the reporting period 311 received the prestigious United Nations Public Service Award for demonstrated excellence in "Improving the Delivery of Public Services." The United Nations cited 311 for "demonstrated excellence in serving the public and making a significant contribution to improvement of public administration in your country," and serving as "an inspiration and encouragement for others working in public service."

Top 10 Citywide 311 Inquiries in Fiscal 2012	Total	% of All
Noise (all inquiries)	260,614	1.4%
Landlord Complaint - Maintenance	177,320	0.9%
Parking Ticket Lookup - Ticket or Plate Number Known	175,009	0.9%
Heat Complaint - Inadequate Heat	156,084	0.8%
Schedule a Plan Examiner Appointment	153,779	0.8%
Find a Towed Vehicle - Plate Number Known	121,588	0.6%
Bus or Subway - Information or Complaint	97,456	0.5%
Property Tax Account Assistance	96,344	0.5%
Find a Police Precinct or Police Service Area by Location	92,590	0.5%
Bulk Item Disposal Information	72,787	0.4%

Performance Statistics	Actual					Target		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
★ 311 calls (000)	15,212.9	18,363.1	18,642.6	21,730.0	18,957.5	*	*	Upward
311 Online site visits (000)	NA	NA	740.5	1,328.8	2,117.1	*	*	NA
★ Calls answered in 30 seconds or less (%)	97%	88%	82%	78%	71%	80%	80%	Downward
Call takers time occupied (%)	63%	69%	78%	80%	80%	*	*	Upward
★ Average wait time (tier 1 calls) (minutes:seconds)	0:07	0:12	0:22	0:31	0:45	0:30	0:30	Upward
★ Average wait time (tier 2 agency legacy system calls) (minutes:seconds)	0:14	0:25	1:04	2:03	1:43	*	*	Upward
★ Calls resolved at 311 without transfer to agency for resolution (%)	80%	84%	86%	89%	90%	*	*	Upward
Calls handled in languages other than English (%)	1.9%	3.6%	3.4%	2.7%	2.2%	*	*	Neutral
Complaints about 311 per million calls	36.5	32.7	29.2	24.9	30.0	*	*	Downward

★ Critical Indicator "NA" - means Not Available in this report

Agency Customer Service

Performance Statistics	Actual					Target		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
Customer Experience								
Percent of e-mails responded to in 14 days	NA	NA	NA	100	100	NA	100	NA
Percent of letters responded to in 14 days	NA	NA	96	96	100	NA	100	NA
Percent of calls answered in 30 seconds	97	88	82	78	71	NA	80	Downward
Completed customer requests for interpretation	NA	NA	633,270	595,101	425,157	NA	NA	NA
Rate of overall customer satisfaction (%)	NA	NA	NA	NA	84	NA	NA	NA

Agency Resources

Statistics	Actual					Plan ¹		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
Expenditures (\$ millions) ²	\$51.3	\$52.4	\$46.5	\$45.0	\$41.8	\$40.9	\$40.2	Downward
Personnel	452	473	397	347	280	325	337	Downward
Overtime paid (\$ millions)	\$0.5	\$0.3	\$0.2	\$0.3	\$0.4	\$0.4	\$0.4	Downward

¹ Authorized Budget Level "NA" - Not Available in this report

² Expenditures include all funds.

The figures shown in the table above are subtotals of the Department of Information Technology and Telecommunications totals that appear in the preceding chapter of this Report.

Noteworthy Changes, Additions or Deletions

- Beginning with the Fiscal 2013 Preliminary Mayor's Management Report, the MMR will be restructured to focus on the goals that the agency intends to achieve during the fiscal year. Each goal will be accompanied by a performance measure or measures that will quantify the agency's progress toward achieving that goal. For Fiscal 2013, 311's services and goals are:

Service 1: Provide public access to City government.

Goal 1a: Increase public access to non-emergency government services.

For more information please visit the website at: www.nyc.gov/311