

Customer Service

311 Customer Service Center Inquiries by Agency

Top Inquiries	Total 2011	% of Inquiries in 2011	Rank in # of Calls in 2011	Total 2012	% of Inquiries in 2012	Rank in # of Calls in 2012
ACS						
Child Care Financial Assistance - Eligibility Information and Application By Mail	20,038	16%	1	17,693	17%	1
Child Care Financial Assistance - Children's Services Clients	12,502	10%	3	10,602	10%	2
Child Care Financial Assistance - Eligibility and Application Online	10,410	8%	4	8,345	8%	3
Child Care Financial Assistance - Eligibility and Application In Person or By Phone	9,969	8%	5	7,888	8%	4
Child Care Financial Assistance - Recertification	12,886	10%	2	7,709	8%	5
BIC						
Commercial Waste and Private Carters Information	1,564	64%	1	1,066	57%	1
Sanitation Complaint - Private Carter	711	29%	2	640	34%	2
Trade Waste License Registration	178	7%	3	160	9%	3
BOE						
Election and Voting Information	10,371	38%	1	7,530	48%	1
Find a Poll Site	9,194	33%	2	3,475	22%	2
Poll Worker Assistance	1,674	6%	4	1,298	8%	3
Become a Poll Worker	1,440	5%	5	1,271	8%	4
Check Voter Registration Status	NA	NA	NA	1,061	7%	5
BPL						
Find a Library - Brooklyn	4,684	85%	1	3,139	81%	1
General Information - Brooklyn Public Library	459	8%	2	382	10%	2
Elementary School Student After School Program - Enrolled	25	0%	7	115	3%	3
Library Complaint - Brooklyn	126	2%	4	115	3%	4
Elementary School Student After School Program - Drop-In	135	2%	3	62	2%	5
CCHR						
Discrimination Complaint	9,401	97%	1	8,049	97%	1
Community Outreach - Human Rights Education	317	3%	2	210	3%	2
Staff Information Provided	5	0%	3	7	0%	3
CCRB						
Police Officer Misconduct	13,808	97%	1	11,844	98%	1
Civilian Complaint Mediation	358	3%	2	243	2%	2
CUNY						
Find a CUNY College	6,721	59%	1	4,680	56%	1
CUNY Admissions Services	2,168	19%	2	1,302	15%	2
Free GED Bridge Classes - LaGuardia Community College	798	7%	3	681	8%	3
CUNY Citizenship Now	344	3%	4	266	3%	4
CUNY Prep Program	220	2%	6	261	3%	5

Customer Service

311 Customer Service Center Inquiries by Agency (cont.)

Top Inquiries	Total 2011	% of Inquiries in 2011	Rank in # of Calls in 2011	Total 2012	% of Inquiries in 2012	Rank in # of Calls in 2012
DCA						
Tax Preparation in Person - Free	2,078	2%	12	10,401	9%	1
Investigate a Business Licensed by DCA	11,784	9%	2	10,131	8%	2
Retail Store Complaint	5,636	4%	3	4,637	4%	3
General Vendor License - Apply	4,778	4%	4	4,551	4%	4
Year-Round Food Cart Vendor License - Apply	4,449	3%	5	3,692	3%	5
DCAS						
Civil Service Exam Information	21,972	57%	1	24,238	65%	1
NYC Careers	699	2%	8	3,542	10%	2
City Employment Verification	2,833	7%	3	2,169	6%	3
Surplus Auto Auction	1,254	3%	5	1,233	3%	4
Buy a Parking Card Over the Phone	1,280	3%	4	1,230	3%	5
DCLA						
Find a Zoo or Aquarium	3,763	42%	1	2,979	47%	1
Find a Museum	3,317	37%	2	2,141	34%	2
Find a Botanical Garden	922	10%	3	712	11%	3
Grants for Cultural Programs	282	3%	4	167	3%	4
Find a Performing Arts Venue	185	2%	5	99	2%	5
DCP						
Locate an Elected Official	33,148	89%	1	26,533	89%	1
Zoning Information Desk	3,755	10%	2	3,000	10%	2
Purchase City Planning Maps and Books	168	0%	3	140	0%	3
Waterfront - Flood Zone Information	78	0%	5	132	0%	4
City Planning - Hearings and Publications	93	0%	4	54	0%	5
DDC						
DDC Project Inquiries and Complaints	482	39%	1	565	55%	1
General Inquiries for the Department of Design and Construction	362	29%	2	304	30%	2
Sidewalk and Adjacent Curb or Street Damaged by Hurricane Irene	NA	NA	NA	123	12%	3
Bidding on DDC Projects	58	5%	4	28	3%	4
Construction Vendor Prequalification List	14	1%	5	8	1%	5
DEP						
Noise from Construction	34,158	9%	2	37,369	11%	1
Fire Hydrant - Running Full	33,777	9%	3	31,037	9%	2
Water Complaint - Residential or Commercial Cold Water - Dirty	17,686	5%	5	22,650	7%	3
Fire Hydrant - Running or Leaking	24,064	6%	4	21,086	6%	4
Sewer Backup Complaint	35,103	9%	1	15,444	5%	5

Customer Service

311 Customer Service Center Inquiries by Agency (cont.)

Top Inquiries	Total 2011	% of Inquiries in 2011	Rank in # of Calls in 2011	Total 2012	% of Inquiries in 2012	Rank in # of Calls in 2012
DFTA						
HEAP - Seniors Only - Application	10,503	11%	1	8,034	10%	1
Housing Options - Senior - Low-Income	8,761	9%	3	7,835	10%	2
Lawyer Referral - For Seniors	7,178	7%	4	6,896	9%	3
Case Assistance for Seniors	9,293	9%	2	5,635	7%	4
Health Insurance for Seniors - Medicare and HIICAP-SHIP Program	3,939	4%	7	4,144	5%	5
DHS						
Advantage Program - Assistance for Enrolled Tenant	36,949	19%	1	20,510	16%	1
Homeless Shelter Intake for Single Adults	24,701	13%	2	19,867	15%	2
Homeless Shelter Intake for Families with Children	22,412	11%	4	18,005	14%	3
Advantage Program - Assistance for Landlord or Broker After Lease Signing	23,718	12%	3	13,007	10%	4
Homelessness Prevention through HomeBase	12,505	6%	6	12,964	10%	5
DOB						
Schedule a Plan Examiner Appointment	170,437	39%	1	153,779	37%	1
Cancel/Modify/Reschedule Plan Exam Appointments	49,156	11%	2	48,764	12%	2
Illegal Conversion or Occupancy of Residential Space	33,781	8%	3	30,871	7%	3
Building Construction Complaint - Illegal Construction	22,952	5%	4	22,941	6%	4
Defective or Uninspected Elevator or Escalator Complaint	17,991	4%	5	18,193	4%	5
DOC						
Rikers Island Inmate Property Pickup	34,936	33%	1	30,874	34%	1
Inmate Location and Information	NA	NA	NA	29,085	32%	2
Inmate Visit Schedule	13,822	13%	3	10,394	11%	3
Inmate Location if Not Found in City Jail Lookup	NA	NA	NA	3,630	4%	4
Inmate Information - Holding Location or Release Date	19,775	18%	2	2,685	3%	5
DOE						
Find a School	45,268	18%	1	30,403	17%	1
Public School Calendar	44,838	18%	2	23,502	13%	2
Find a School Zone - Brooklyn, Queens, Staten Island	NA	NA	NA	16,941	9%	3
Department of Education Worker or Agency Complaint or Compliment	12,476	5%	5	9,581	5%	4
Find a School District by Location	10,692	4%	4	9,564	5%	5

Customer Service

311 Customer Service Center Inquiries by Agency (cont.)

Top Inquiries	Total 2011	% of Inquiries in 2011	Rank in # of Calls in 2011	Total 2012	% of Inquiries in 2012	Rank in # of Calls in 2012
DOF						
Parking Ticket Lookup - Ticket or Plate Number Known	181,290	16%	1	175,009	15%	1
Find a Towed Vehicle - Plate Number Known	123,302	11%	2	121,588	11%	2
Property Tax Account Assistance	80,375	7%	3	96,344	8%	3
Parking Ticket Payment Problem or Penalty Adjustment	66,882	6%	4	54,962	5%	4
Pay a Parking Ticket - By Phone	45,186	4%	5	48,647	4%	5
DOHMH						
Birth Certificate from 1910 to Present	51,368	11%	1	64,101	13%	1
NPG - Enroll	28,224	6%	2	27,859	6%	2
Status of a Birth Certificate Order	14,393	3%	5	22,544	4%	3
Rodent Complaint - Other Location	22,934	5%	3	21,449	4%	4
Animal - Injured or Sick - Stray Dog or Cat	8,158	2%	9	16,959	3%	5
DOI						
Contact or Locate a City Marshal	2,115	45%	1	1,971	48%	1
City Worker or Contractor Corruption or Misconduct	1,190	26%	2	1,168	29%	2
City Marshal Complaint	811	17%	3	598	15%	3
Fingerprinting - Center-Based Day Care or Pre-School	451	10%	4	301	7%	4
Become a City Marshal	80	2%	5	40	1%	5
DOITT						
ACCESS NYC	3,857	35%	1	1,951	27%	1
Cable Television Complaint - Service	1,893	17%	2	1,291	18%	2
Cable Television Complaint - General	1,610	15%	3	1,178	16%	3
Pay Phone Complaint - Street	1,384	13%	4	1,125	15%	4
Verizon City-Wide Cable TV Franchise	988	9%	5	1,036	14%	5
DOP						
Adult Probation Supervision - Brooklyn	475	24%	1	415	28%	1
Adult Probation Supervision - Manhattan	286	15%	4	247	16%	2
Adult Probation Supervision - Queens	293	15%	2	208	14%	3
Adult Probation Supervision - Bronx	292	15%	3	204	14%	4
Adult Probation Supervision - Staten Island	85	4%	6	81	5%	5
DORIS						
Death Certificate Before 1949	932	22%	1	968	23%	1
Birth Certificate Before 1910	750	18%	2	662	16%	2
Marriage Certificate Before 1930	648	16%	3	645	16%	3
Genealogy Research	344	8%	5	420	10%	4
Municipal Reference Research Assistance	381	9%	4	328	8%	5

Customer Service

311 Customer Service Center Inquiries by Agency (cont.)

Top Inquiries	Total 2011	% of Inquiries in 2011	Rank in # of Calls in 2011	Total 2012	% of Inquiries in 2012	Rank in # of Calls in 2012
DOT						
Alternate Side Parking Information	104,034	22%	1	37,197	11%	1
Streetlight Condition	42,123	9%	3	30,943	9%	2
Muni-Meter Defective or Damaged	26,766	6%	5	30,269	9%	3
Traffic or Pedestrian Signal Condition	34,382	7%	4	23,186	7%	4
Pothole on Street	49,388	10%	2	21,942	6%	5
DPR						
Removal of Large Branch or Entire Tree - City Tree or Property	28,023	13%	1	29,335	15%	1
Wood Disposal Chipping and Pickup - Manhattan Brooklyn Queens and Northwest Staten Island	25,385	12%	2	24,399	13%	2
Find a Park	16,009	8%	3	13,715	7%	3
Find a Public Swimming Pool	12,193	6%	4	9,375	5%	4
Standing Dead Tree Removal - City Tree	9,491	5%	5	8,956	5%	5
DSNY						
Bulk Item Disposal Information	82,345	12%	1	72,787	14%	1
Garbage Collection	59,374	8%	3	55,772	11%	2
Recycling and Trash Collection Schedules	58,813	8%	4	48,114	9%	3
CFC and Freon Removal - Appointment	45,373	6%	5	36,116	7%	4
Recycling Collection	22,460	3%	8	23,517	4%	5
DYCD						
Literacy and GED Instruction for Adults	4,355	17%	1	3,258	17%	1
Summer Jobs for Youth - General	3,523	14%	2	2,434	13%	2
Shelter and Assistance for Runaway or Homeless Youth	3,299	13%	3	2,093	11%	3
Literacy and GED Instruction for Non-English Speakers	2,507	10%	4	1,919	10%	4
Youth Services and Counseling - Youth Connect	2,249	9%	5	1,819	9%	5
FDNY						
Get a Job with FDNY	2,605	5%	6	13,637	25%	1
Fire Hazard Complaint	7,245	15%	1	6,613	12%	2
Ambulance Patient Locator	5,968	12%	2	4,920	9%	3
Locate a Firehouse - Brooklyn	3,989	8%	3	3,734	7%	4
Locate a Firehouse - Manhattan	3,236	7%	4	2,773	5%	5
HHC						
Find a Public Hospital	51,332	72%	1	39,851	69%	1
Find a Child Health Clinic	2,582	4%	2	1,879	3%	2
Become a Nurse	2,209	3%	4	1,646	3%	3
Quit Smoking Clinic	1,193	2%	7	1,380	2%	4
Immunization 19 and Older	2,372	3%	3	1,228	2%	5

Customer Service

311 Customer Service Center Inquiries by Agency (cont.)

Top Inquiries	Total 2011	% of Inquiries in 2011	Rank in # of Calls in 2011	Total 2012	% of Inquiries in 2012	Rank in # of Calls in 2012
HPD						
Landlord Complaint - Maintenance	194,147	33%	1	177,320	32%	1
Heat Complaint - Residential Building - Inadequate Heat	185,140	31%	2	156,084	28%	2
No Hot Water Complaint - Residential Building - From Tenant	26,858	5%	5	55,845	10%	3
Affordable Housing Information - English	25,567	4%	6	18,545	3%	4
Water Complaint - Residential Building - From Tenant	30,413	5%	3	16,515	3%	5
HRA						
Find a Food Stamp Center	56,154	13%	1	46,967	14%	1
Food Stamp Assistance	45,780	11%	3	42,432	13%	2
Public Assistance or Welfare Information	53,967	13%	2	41,546	12%	3
Medicaid - Existing Applicant or Enrollee	36,984	9%	4	21,558	6%	4
One Shot Deal - Short Term Emergency Assistance	24,731	6%	5	19,256	6%	5
LPC						
Landmark and Historic District Information	422	48%	1	324	45%	1
Landmark Building Alteration Permit	329	37%	2	296	41%	2
Apply for Landmark Status	69	8%	3	42	6%	3
Apply for Grant to Restore a Landmark	29	3%	5	30	4%	4
Landmark Building Alteration Complaint - Painting	35	4%	4	30	4%	5
NYCHA						
Public Housing Maintenance	26,386	22%	1	17,839	21%	1
Public Housing Application Information and Assistance	14,549	12%	3	12,779	15%	2
Public Housing Assistance Status - All Boroughs	15,069	13%	2	11,318	13%	3
NYCHA Section 8 Program Cuts	8,820	7%	5	7,801	9%	4
NYCHA Section 8 - Voucher Holder Information	4,692	4%	9	5,754	7%	5
NYPD						
Noise from Neighbor	127,635	15%	1	129,192	15%	1
Hot Transfer 911	61,725	7%	5	94,079	11%	2
Find a Police Precinct or PSA by Location	101,323	12%	2	92,590	11%	3
Blocked Driveway - Vehicle	65,891	8%	3	59,706	7%	4
Find a Police Precinct or PSA by Name	63,529	7%	4	56,460	7%	5

Customer Service

311 Customer Service Center Inquiries by Agency (cont.)

Top Inquiries	Total 2011	% of Inquiries in 2011	Rank in # of Calls in 2011	Total 2012	% of Inquiries in 2012	Rank in # of Calls in 2012
NYPL						
Find a Library - Bronx - Manhattan - Staten Island	6,843	85%	1	4,312	86%	1
General Information - New York Public Library	627	8%	2	437	9%	2
Library Complaint – Bronx – Manhattan – Staten Island	186	2%	4	160	3%	3
Elementary School Student After School Program - Enrolled	39	0%	6	37	1%	4
Elementary School Student After School Program - Drop-In	205	3%	3	18	0%	5
OATH						
ECB Violation - Request Status or Copy	NA	NA	NA	3,621	28%	1
ECB Violation - Information	NA	NA	NA	2,466	19%	2
Hearing on Taxi Limousine Commission Violation	NA	NA	NA	1,289	10%	3
ECB Borough Office Locations	NA	NA	NA	1,177	9%	4
Notice of Health Violation - General Information	NA	NA	NA	1,023	8%	5
OCME						
Death Inquiries	1,277	64%	1	1,340	64%	1
Proof of Death	262	13%	3	384	18%	2
Autopsy Report	303	15%	2	263	13%	3
Cremation Inquiries	125	6%	4	104	5%	4
World Trade Center DNA Samples	26	1%	5	13	1%	5
OEM						
Hurricane Evacuation Zone Lookup	252	2%	9	22,840	62%	1
Hurricane Evacuation for New York City Residents	1	0%	46	4,222	11%	2
Cooling Center Locations	6,265	46%	1	3,879	10%	3
Hurricane Evacuation Center	NA	NA	NA	1,208	3%	4
Ready New York Guide - Hurricanes	129	1%	12	1,061	3%	5
QPL						
Find a Library - Queens	2,374	79%	1	1,559	75%	1
General Information - Queens Public Library	239	8%	2	168	8%	2
Find a Summer Meal Program	66	2%	5	98	5%	3
Elementary School Student After School Program - Enrolled	47	2%	6	90	4%	4
Library Complaint - Queens	103	3%	4	81	4%	5

Customer Service

311 Customer Service Center Inquiries by Agency (cont.)

Top Inquiries	Total 2011	% of Inquiries in 2011	Rank in # of Calls in 2011	Total 2012	% of Inquiries in 2012	Rank in # of Calls in 2012
SBS						
Find a Workforce1 Career Center	8,570	34%	1	6,030	29%	1
Help Starting a Small Business	6,332	25%	2	5,898	28%	2
Find a NYC Business Solutions Center	2,864	11%	3	2,276	11%	3
NYC Business Express Website - General Information	2,337	9%	4	2,190	10%	4
Job Seeker Assistance	2,147	8%	5	1,590	8%	5
SCA						
School Construction Complaint	1,195	86%	1	1,195	87%	1
School Construction Information	189	14%	2	189	14%	2
Staff Information Provided	NA	NA	NA	7	1%	3
TLC						
Lost Property in a Taxi - Medallion Number Unknown	16,990	11%	2	43,962	32%	1
Lost Property in a Taxi - Medallion Number Known	14,237	10%	3	37,478	27%	2
Lost Property in a Taxi - Medallion Number Not Found by 311	3,534	2%	9	9,505	7%	3
Taxi Complaint - Pick-Up Refused	6,306	4%	4	6,094	4%	4
Taxi Driver License	5,795	4%	5	4,895	4%	5