

CUSTOMER SERVICE

311 Customer Service Center Inquiries by Agency

Top Inquiries	Total 2012	% of Inquiries in 2012	Rank in # of Calls in 2012	Total 2013	% of Inquiries in 2013	Rank in # of Calls in 2013
ACS						
Child Care Financial Assistance - Eligibility Information and Application By Mail	17,693	17%	1	13,301	16%	1
Child Care Financial Assistance - Children's Services Clients	10,602	10%	2	9,417	11%	2
Child Care Financial Assistance - Eligibility and Application In Person or By Phone	7,888	8%	4	6,794	8%	3
Child Care Financial Assistance - Eligibility and Application Online	8,345	8%	3	6,674	8%	4
Child Care Financial Assistance - Recertification	7,709	8%	5	6,268	8%	5
BIC						
Commercial Waste and Private Carters Information	1,066	57%	1	966	59%	1
Sanitation Complaint - Private Carter	640	34%	2	560	34%	2
Trade Waste License Registration	160	9%	3	98	6%	3
Staff Information Provided	NA	NA	NA	2	0%	4
BOE						
Election and Voting Information	7,530	48%	1	22,035	40%	1
Find a Poll Site	3,475	22%	2	13,667	25%	2
Check Voter Registration Status	1,061	7%	5	9,468	17%	3
Absentee Voting	569	4%	6	5,762	10%	4
Poll Worker Assistance	1,298	8%	3	1,391	3%	5
BPL						
Find a Library - Brooklyn	3,139	81%	1	2,759	79%	1
General Information - Brooklyn Public Library	382	10%	2	388	11%	2
Library Complaint - Brooklyn	115	3%	4	102	3%	3
Elementary School Student After School Program - Enrolled	115	3%	3	97	3%	4
Elementary School Student After School Program - Drop-In	62	2%	5	96	3%	5
CCHR						
Discrimination Complaint	8,049	97%	1	6,954	97%	1
Community Outreach - Human Rights Education	210	3%	2	187	3%	2
Staff Information Provided	7	0%	3	5	0%	3
CCRB						
Police Officer Misconduct	11,844	98%	1	10,537	99%	1
Civilian Complaint Mediation	243	2%	2	151	1%	2
CUNY						
Find a CUNY College	4,680	56%	1	4,970	58%	1
CUNY Admissions Services	1,302	15%	2	930	11%	2
Free GED Bridge Classes - LaGuardia Community College	681	8%	3	687	8%	3
CUNY Career PATH	97	1%	11	622	7%	4
College of Staten Island - Continuing Education Programs	170	2%	7	273	3%	5

CUSTOMER SERVICE

311 Customer Service Center Inquiries by Agency (cont.)

Top Inquiries	Total 2012	% of Inquiries in 2012	Rank in # of Calls in 2012	Total 2013	% of Inquiries in 2013	Rank in # of Calls in 2013
DCA						
Gas Station Complaint	1,142	1%	25	9,867	8%	1
Investigate a Business Licensed by DCA	10,131	8%	2	9,675	8%	2
Tax Preparation in Person - Free	10,401	9%	1	8,487	7%	3
Retail Store Complaint	4,637	4%	3	4,305	3%	4
Financial Empowerment Center	NA	NA	NA	4,217	3%	5
DCAS						
Civil Service Exam Information	24,238	65%	1	25,739	70%	1
NYC Careers	3,542	10%	2	3,521	10%	2
City Employment Verification	2,169	6%	3	2,205	6%	3
Real Estate and Lease Auctions	887	2%	6	829	2%	4
Surplus Auto Auction	1,233	3%	4	820	2%	5
DCLA						
Find a Zoo or Aquarium	2,979	47%	1	2,416	46%	1
Find a Museum	2,141	34%	2	1,638	31%	2
Find a Botanical Garden	712	11%	3	678	13%	3
Grants for Cultural Programs	167	3%	4	150	3%	4
Find a Performing Arts Venue	99	2%	5	72	1%	5
DCP						
Locate an Elected Official	26,533	89%	1	24,914	88%	1
Zoning Information Desk	3,000	10%	2	2,845	10%	2
Waterfront - Flood Zone Information	132	0%	4	175	1%	3
Purchase City Planning Maps and Books	140	0%	3	139	0%	4
City Planning - Hearings and Publications	54	0%	5	54	0%	5
DDC						
DDC Project Inquiries and Complaints	565	55%	1	425	69%	1
General Inquiries for the Department of Design and Construction	304	30%	2	164	27%	2
Bidding on DDC Projects	28	3%	4	16	3%	3
Construction Vendor Prequalification List	8	1%	5	8	1%	4
Sidewalk and Adjacent Curb or Street Damaged by Hurricane Irene	123	12%	3	5	1%	5
DEP						
Sewer Backup Complaint - Priority	15,444	5%	5	33,508	11%	1
Fire Hydrant Running Full	31,037	9%	2	22,209	7%	2
Noise from Construction After Hours	37,369	11%	1	16,435	5%	3
Catch Basin Clogged or Blocked	6,183	2%	15	15,313	5%	4
Cold Water Complaint - Dirty	22,650	7%	3	14,652	5%	5

CUSTOMER SERVICE

311 Customer Service Center Inquiries by Agency (cont.)

Top Inquiries	Total 2012	% of Inquiries in 2012	Rank in # of Calls in 2012	Total 2013	% of Inquiries in 2013	Rank in # of Calls in 2013
DFTA						
Housing Options - Senior - Low-Income	7,835	10%	2	8,421	14%	1
Lawyer Referral - For Seniors	6,896	9%	3	7,143	12%	2
Find a Senior Center	4,095	5%	6	3,716	6%	3
Case Assistance for Seniors	5,635	7%	4	3,568	6%	4
Housing Options - Senior - Frail, Disabled, or with Alzheimers or Dementia	3,082	4%	7	3,334	5%	5
DHS						
Homelessness Prevention through HomeBase	12,964	10%	5	38,557	38%	1
Homeless Shelter Intake for Single Adults	19,867	15%	2	17,966	18%	2
Homeless Shelter Intake for Families with Children	18,005	14%	3	15,377	15%	3
Homeless Shelter Complaint - Shelter Client	8,222	6%	7	8,876	9%	4
Homeless Person Assistance	7,227	6%	8	7,976	8%	5
DOB						
Schedule a Plan Examiner Appointment	153,779	37%	1	140,868	36%	1
Cancel/Modify/Reschedule Plan Exam Appointments	48,764	12%	2	44,757	11%	2
Illegal Conversion of Residential Space	30,871	7%	3	26,974	7%	3
Elevator or Escalator Defective or Without Permit	18,193	4%	5	16,886	4%	4
Building Construction Complaint - Illegal Construction	22,941	6%	4	13,329	3%	5
DOC						
Inmate Location and Information	29,085	32%	2	32,728	38%	1
Rikers Island Inmate Property Pickup	30,874	34%	1	27,574	32%	2
Inmate Visit Schedule	10,394	11%	3	7,299	9%	3
Jail System Complaint	246	0%	19	4,023	5%	4
Inmate Location if Not Found in City Jail Lookup	3,630	4%	4	3,656	4%	5
DOE						
Public School Calendar	23,502	13%	2	32,834	16%	1
Find a School	30,403	17%	1	26,869	14%	2
Temporary School Closing and Relocation Information	NA	NA	NA	11,700	6%	3
Find a School Zone	16,941	9%	3	11,030	6%	4
School Bus Strike	1,339	1%	27	7,916	4%	5

CUSTOMER SERVICE

311 Customer Service Center Inquiries by Agency (cont.)

Top Inquiries	Total 2012	% of Inquiries in 2012	Rank in # of Calls in 2012	Total 2013	% of Inquiries in 2013	Rank in # of Calls in 2013
DOF						
Parking Ticket Lookup - Ticket or Plate Number Known	175,009	15%	1	171,061	16%	1
Find a Towed Vehicle - Plate Number Known	121,588	11%	2	113,016	11%	2
Property Tax Account Assistance and Bill Information	96,344	8%	3	97,079	9%	3
Pay a Parking Ticket - By Phone	48,647	4%	5	49,244	5%	4
Parking Ticket Payment Problem or Penalty Adjustment	54,962	5%	4	47,805	4%	5
DOHMH						
Birth Certificate from 1910 to Present	64,101	13%	1	65,718	14%	1
Status of a Birth Certificate Order	22,544	4%	3	20,166	4%	2
Rat Complaint - Other Location	21,449	4%	4	19,858	4%	3
Animal - Injured or Sick - Stray Dog or Cat	16,959	3%	5	16,035	4%	4
Birth Certificate Correction or Change	14,796	3%	7	16,033	4%	5
DOI						
Contact or Locate a City Marshal	1,971	48%	1	2,129	51%	1
City Worker or Contractor Corruption or Misconduct	1,168	29%	2	1,254	30%	2
City Marshal Complaint	598	15%	3	536	13%	3
Fingerprinting - Center-Based Day Care or Pre-School	301	7%	4	258	6%	4
Become a City Marshal	40	1%	5	33	1%	5
DOITT						
ACCESS NYC	1,951	27%	1	1,627	22%	1
Cable Television Complaint - Service	1,291	18%	2	1,476	20%	2
Cable Television Complaint - General	1,178	16%	3	1,327	18%	3
Verizon City-Wide Cable TV Franchise	1,036	14%	5	1,087	15%	4
Pay Phone Complaint - Street	1,125	15%	4	849	12%	5
DOP						
Adult Probation Supervision - Brooklyn	415	28%	1	427	28%	1
Adult Probation Supervision - Bronx	204	14%	4	254	17%	2
Adult Probation Supervision - Manhattan	247	16%	2	220	15%	3
Adult Probation Supervision - Queens	208	14%	3	176	12%	4
Voting Rights for People with a Criminal Record	12	1%	17	80	5%	5
DORIS						
Death Certificate Before 1949	968	23%	1	812	26%	1
Birth Certificate Before 1910	662	16%	2	563	18%	2
Marriage Certificate Before 1930	645	16%	3	508	16%	3
Genealogy Research	420	10%	4	292	9%	4
Status of Request for Death Certificate from Before 1949	266	6%	7	244	8%	5

CUSTOMER SERVICE

311 Customer Service Center Inquiries by Agency (cont.)

Top Inquiries	Total 2012	% of Inquiries in 2012	Rank in # of Calls in 2012	Total 2013	% of Inquiries in 2013	Rank in # of Calls in 2013
DOT						
Muni-Meter Defective or Damaged	30,269	9%	3	46,659	14%	1
Alternate Side Parking Information	37,197	11%	1	32,258	9%	2
Streetlight Condition	30,943	9%	2	29,995	9%	3
Traffic or Pedestrian Signal Condition	23,186	7%	4	25,486	7%	4
Pothole on Street	21,942	6%	5	17,269	5%	5
DPR						
Removal of Large Branch or Entire Tree - City Tree or Property	29,335	15%	1	42,487	21%	1
Wood Disposal, Chipping, and Pickup - Brooklyn and Queens	24,399	13%	2	24,455	12%	2
Find a Park	13,715	7%	3	12,010	6%	3
Trees and Sidewalk Repair for 1, 2 and 3 Family Residential Property	7,744	4%	7	9,095	5%	4
Park Maintenance Complaint	8,038	4%	6	8,060	4%	5
DSNY						
Bulk Item Disposal Information	72,787	14%	1	61,395	12%	1
Recycling and Trash Collection Schedules	48,114	9%	3	55,021	11%	2
Garbage Collection	55,772	11%	2	43,589	9%	3
CFC and Freon Removal - Appointment	36,116	7%	4	31,263	6%	4
Illegal Dumping - Past	20,910	4%	7	19,428	4%	5
DYCD						
Summer Jobs for Youth - General	2,434	9%	2	3,143	18%	1
Literacy and GED Instruction for Adults	3,258	13%	1	2,784	16%	2
Immigration Assistance from Community-Based Organizations	1,788	7%	6	2,150	12%	3
Literacy and GED Instruction for Non-English Speakers	1,919	7%	4	1,794	10%	4
Shelter and Assistance for Runaway or Homeless Youth	2,093	8%	3	1,674	9%	5
FDNY						
Fire Hazard Complaint	6,613	12%	2	5,789	15%	1
Ambulance Patient Locator	4,920	9%	3	4,842	13%	2
Locate a Firehouse - Brooklyn	3,734	7%	4	2,818	7%	3
Locate a Firehouse - Manhattan	2,773	5%	5	2,096	6%	4
Get a Job with FDNY	13,637	25%	1	2,088	6%	5
HHC						
Find a Public Hospital	39,851	69%	1	36,099	69%	1
Adult Immunization Clinic	1,196	2%	6	2,504	5%	2
Find a Child Health Clinic	1,879	3%	2	1,618	3%	3
Become a Nurse	1,646	3%	3	1,444	3%	4
MetroPlus Health Plan	1,003	2%	10	1,050	2%	5

CUSTOMER SERVICE

311 Customer Service Center Inquiries by Agency (cont.)

Top Inquiries	Total 2012	% of Inquiries in 2012	Rank in # of Calls in 2012	Total 2013	% of Inquiries in 2013	Rank in # of Calls in 2013
HPD						
Heat Complaint - Residential Building - Inadequate Heat	156,084	28%	2	176,937	32%	1
Landlord Complaint - Maintenance	177,320	32%	1	150,911	28%	2
No Hot Water Complaint - Residential Building - From Tenant	55,845	10%	3	60,294	11%	3
Bed Bug Complaint - Residence, Hotel or Single Room Occupancy	14,019	3%	7	19,309	4%	4
Affordable Housing Information - English	18,545	3%	4	15,956	3%	5
HRA						
Food Stamp Center	46,967	14%	1	39,172	13%	1
Food Stamp Assistance	42,432	13%	2	39,040	12%	2
Public Assistance or Welfare Information	41,546	12%	3	36,111	12%	3
One Shot Deal - Short Term Emergency Assistance	19,256	6%	5	18,547	6%	4
Medicaid - Existing Applicant or Enrollee	21,558	6%	4	18,089	6%	5
LPC						
Landmark and Historic District Information	324	45%	1	279	47%	1
Landmark Building Alteration Permit	296	41%	2	226	38%	2
Landmark Status Application	42	6%	3	59	10%	3
Landmark Building Painting Complaint	30	4%	5	19	3%	4
Landmark Restoration Grant Application	30	4%	4	17	3%	5
NYCHA						
Public Housing Maintenance	17,839	21%	1	16,120	22%	1
Public Housing Application Information and Assistance	12,779	15%	2	10,540	14%	2
Public Housing Assistance Status - All Boroughs	11,318	13%	3	7,903	11%	3
Heat Complaint - NYCHA	4,801	6%	7	6,997	9%	4
NYCHA Section 8 Program Cuts	7,801	9%	4	5,420	7%	5
NYPD						
Noise from Neighbor	129,192	15%	1	118,256	15%	1
Hot Transfer 911	94,079	11%	2	93,640	12%	2
Find a Police Precinct or PSA by Location	92,590	11%	3	88,232	11%	3
Blocked Driveway - Vehicle	59,706	7%	4	63,793	8%	4
Find a Police Precinct or PSA by Name	56,460	7%	5	52,002	6%	5

CUSTOMER SERVICE

311 Customer Service Center Inquiries by Agency (cont.)

Top Inquiries	Total 2012	% of Inquiries in 2012	Rank in # of Calls in 2012	Total 2013	% of Inquiries in 2013	Rank in # of Calls in 2013
NYPL						
Find a Library - Bronx, Manhattan, Staten Island	4,312	86%	1	3,556	87%	1
General Information - New York Public Library	437	9%	2	380	9%	2
Library Complaint - Bronx - Manhattan - Staten Island	160	3%	3	137	3%	3
Find a Library - Brooklyn	14	0%	6	10	0%	4
Find a Library - Queens	8	0%	7	8	0%	5
OATH						
ECB Violation - Request Status or Copy	3,621	28%	1	4,968	28%	1
ECB Violation - Information	2,466	19%	2	3,988	22%	2
ECB Borough Office Locations	1,177	9%	4	2,125	12%	3
ECB Violation - Online Ticket Finder	NA	NA	NA	1,172	7%	4
Settling a Food Service Establishment Health Violation	822	6%	6	919	5%	5
OCME						
Death Inquiries	1,340	64%	1	1,202	61%	1
Proof of Death	384	18%	2	387	20%	2
Autopsy Report	263	13%	3	264	14%	3
Cremation Inquiries	104	5%	4	88	5%	4
World Trade Center DNA Samples	13	1%	5	12	1%	5
OEM						
Hurricane Evacuation Zone Lookup	22,840	62%	1	16,051	49%	1
Shelter for Hurricane Victims without Heat	NA	NA	NA	6,844	21%	2
Donate Goods or Services	NA	NA	NA	2,200	7%	3
Cooling Center Locations	3,879	10%	3	1,759	5%	4
Hurricane Sandy Property Damage Survey	NA	NA	NA	842	3%	5
QPL						
Find a Library - Queens	1,559	75%	1	1,252	68%	1
General Information - Queens Public Library	168	8%	2	182	10%	2
Find a Summer Meal Program	98	5%	3	114	6%	3
Library Complaint - Queens	81	4%	5	114	6%	4
Elementary School Student After School Program - Enrolled	90	4%	4	92	5%	5

CUSTOMER SERVICE

311 Customer Service Center Inquiries by Agency (cont.)

Top Inquiries	Total 2012	% of Inquiries in 2012	Rank in # of Calls in 2012	Total 2013	% of Inquiries in 2013	Rank in # of Calls in 2013
SBS						
Find a Workforce1 Career Center	6,030	29%	1	7,468	32%	1
Help Starting a Small Business	5,898	28%	2	4,830	21%	2
Find a NYC Business Solutions Center	2,276	11%	3	1,977	9%	3
Job Seeker Assistance	1,590	8%	5	1,267	5%	4
Get a Professional License	253	1%	9	1,159	5%	5
SCA						
School Construction Complaint	1,218	89%	1	914	91%	1
School Construction Information	144	11%	2	81	8%	2
Staff Information Provided	7	1%	3	4	0%	3
TLC						
Lost Property in a Taxi - Medallion Number Unknown	43,962	32%	1	32,895	30%	1
Lost Property in a Taxi - Medallion Number Known	37,478	27%	2	31,196	28%	2
Lost Property in a Taxi - Medallion Number Not Found by 311	9,505	7%	3	8,075	7%	3
Taxi Complaint - Pick-Up Refused	6,094	4%	4	4,103	4%	4
Yellow Taxi Fare Information	3,018	2%	8	3,145	3%	5