

Customer Service

311 Customer Service Center Inquiries by Agency

Top Inquiries	Total Jul-Oct FY12	% of Inquiries Jul-Oct FY12	Rank in # of Calls in Jul-Oct FY12	Total Jul-Oct FY13	% of Inquiries Jul-Oct FY13	Rank in # of Calls in Jul-Oct FY13
ACS						
Eligibility Information and Application By Mail	6,889	18%	1	6,311	17%	1
Child Care Financial Assistance - Children's Services Clients	4,100	10%	2	4,063	11%	2
Child Care Financial Assistance - Eligibility and Application Online	3,347	9%	3	3,039	8%	3
Eligibility and Application In Person or By Phone	3,076	8%	4	3,012	8%	4
Child Care Financial Assistance - Recertification	2,809	7%	6	2,724	7%	5
BIC						
Commercial Waste and Private Carters Information	388	54%	1	287	49%	1
Sanitation Complaint - Private Carter	263	37%	2	260	45%	2
Trade Waste License Registration	67	9%	3	35	6%	3
Staff Information Provided	NA	NA	NA	2	0%	4
BOE						
Election and Voting Information	2,416	42%	1	17,745	44%	1
Find a Poll Site	1,333	23%	2	7,951	20%	2
Check Voter Registration Status	237	4%	6	7,314	18%	3
Absentee Voting	182	3%	7	4,689	12%	4
Become a Poll Worker	626	11%	3	1,174	3%	5
BPL						
Find a Library - Brooklyn	1,201	81%	1	1,088	78%	1
General Information - Brooklyn Public Library	139	9%	2	142	10%	2
Elementary School Student After School Program - Enrolled	56	4%	3	58	4%	3
Library Complaint - Brooklyn	42	3%	4	44	3%	4
Elementary School Student After School Program - Drop-In	17	1%	5	33	2%	5
CCHR						
Discrimination Complaint	2,747	98%	1	2,548	97%	1
Community Outreach - Human Rights Education	61	2%	2	72	3%	2
Staff Information Provided	3	0%	3	3	0%	3
CCRB						
Police Officer Misconduct	4,058	97%	1	3,788	98%	1
Civilian Complaint Mediation	108	3%	2	67	2%	2

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CUNY						
Find a CUNY College	1,769	57%	1	1,769	57%	1
CUNY Admissions Services	512	17%	2	409	13%	2
Free GED Bridge Classes - LaGuardia Community College	234	8%	3	317	10%	3
CUNY Career PATH	NA	NA	NA	128	4%	4
CUNY Continuing and Professional Education	87	3%	5	114	4%	5
DCA						
Investigate a Business Licensed by DCA	3,626	10%	1	3,408	10%	1
Retail Store Complaint	1,707	5%	2	1,684	5%	2
General Vendor License - Apply	1,551	4%	3	1,595	4%	3
Financial Empowerment Center	NA	NA	NA	1,355	4%	4
Year-Round Food Cart Vendor License - Apply	1,258	3%	4	1,147	3%	5
DCAS						
Civil Service Exam Information	9,649	72%	1	8,566	65%	1
NYC Careers	763	6%	2	1,348	10%	2
City Employment Verification	720	5%	3	840	6%	3
Buy a Parking Card Over the Phone	426	3%	4	399	3%	4
Surplus Auto Auction	310	2%	5	374	3%	5
DCLA						
Find a Zoo or Aquarium	1,552	55%	1	1,363	52%	1
Find a Museum	821	29%	2	758	29%	2
Find a Botanical Garden	270	10%	3	293	11%	3
Grants for Cultural Programs	51	2%	4	62	2%	4
Discovering Columbus	NA	NA	NA	45	2%	5
DCP						
Locate an Elected Official	9,579	88%	1	8,720	89%	1
Zoning Information Desk	1,066	10%	2	1,008	10%	2
Purchase City Planning Maps and Books	42	0%	4	51	1%	3
Waterfront - Flood Zone Information	98	1%	3	33	0%	4
Filing of Uniform Land Use Review Procedure Applications	7	0%	7	13	0%	5

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DDC						
DDC Project Inquiries and Complaints	225	50%	1	160	69%	1
General Inquiries for the Department of Design and Construction	121	27%	2	62	27%	2
Sidewalk and Adjacent Curb or Street Damaged by Hurricane Irene	88	20%	3	5	2%	3
Bidding on DDC Projects	15	3%	4	4	2%	4
DEP						
Fire Hydrant Running Full	17,735	13%	1	15,273	13%	1
Sewer Backup Complaint	10,858	8%	3	10,744	9%	2
Noise from Construction	12,777	10%	2	6,831	6%	3
Catch Basin Clogged or Blocked	7,457	6%	5	6,552	6%	4
Fire Hydrant - Running or Leaking	10,135	8%	4	5,741	5%	5
DFTA						
Housing Options - Senior - Low-Income	2,761	10%	1	2,964	13%	1
Lawyer Referral - For Seniors	2,235	8%	3	2,349	11%	2
Find a Senior Center	1,518	6%	5	1,561	7%	3
Case Assistance for Seniors	2,508	9%	2	1,290	6%	4
Housing Options - Senior - Frail, Disabled, or with Alzheimers or Dementia	1,048	4%	9	1,225	5%	5
DHS						
Homelessness Prevention through HomeBase	3,459	7%	6	25,778	51%	1
Homeless Shelter Intake for Single Adults	7,276	14%	2	6,785	13%	2
Homeless Shelter Intake for Families with Children	7,096	14%	3	6,589	13%	3
Homeless Shelter Complaint - Shelter Client	2,706	5%	8	3,426	7%	4
Homeless Person Assistance	2,725	5%	7	3,041	6%	5
DOB						
Schedule a Plan Examiner Appointment	47,602	35%	1	51,305	37%	1
Cancel/Modify/Reschedule Plan Exam Appointments	15,617	11%	2	16,204	12%	2
Illegal Conversion or Occupancy of Residential Space	11,217	8%	3	10,422	7%	3
Building Construction Complaint - Illegal Construction	7,959	6%	4	8,009	6%	4
Defective or Uninspected Elevator or Escalator Complaint	6,516	5%	5	5,404	4%	5

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DOC						
Inmate Location and Information	6,012	20%	2	12,094	38%	1
Rikers Island Inmate Property Pickup	9,860	33%	1	9,999	31%	2
Inmate Visit Schedule	4,318	15%	3	3,079	10%	3
Jail System Complaint	NA	NA	NA	1,498	5%	4
Inmate Location if Not Found in City Jail Lookup	724	2%	6	1,312	4%	5
DOE						
Public School Calendar	7,981	11%	2	14,502	18%	1
Find a School	12,474	17%	1	12,116	15%	2
Find a School Zone	7,950	11%	3	5,021	6%	3
Find a School District by Location	3,849	5%	4	3,428	4%	4
Pre-Kindergarten (UPK) School Information	3,203	4%	5	3,239	4%	5
DOF						
Parking Ticket Lookup - Ticket or Plate Number Known	53,810	16%	1	61,039	17%	1
Find a Towed Vehicle - Plate Number Known	35,518	11%	2	41,179	11%	2
Property Tax Account Assistance	22,567	7%	3	30,821	8%	3
Pay a Parking Ticket - By Phone	12,041	4%	6	17,770	5%	4
Parking Ticket Payment Problem or Penalty Adjustment	16,295	5%	4	16,799	5%	5
DOHMH						
Birth Certificate from 1910 to Present	17,091	10%	1	24,281	14%	1
Status of a Birth Certificate Order	5,752	4%	4	8,603	5%	2
Rat Complaint - Other Location	8,588	5%	2	8,245	5%	3
Animal - Injured or Sick - Stray Dog or Cat	6,849	4%	3	6,277	4%	4
Birth Certificate Correction or Change	3,901	2%	9	5,797	3%	5
DOI						
Contact or Locate a City Marshal	582	45%	1	783	50%	1
City Worker or Contractor Corruption or Misconduct	356	28%	2	435	28%	2
City Marshal Complaint	228	18%	3	209	13%	3
Fingerprinting - Center-Based Day Care or Pre-School	113	9%	4	113	7%	4
Become a City Marshal	14	1%	5	16	1%	5

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DOITT						
ACCESS NYC	976	34%	1	605	21%	1
Cable Television Complaint - Service	529	18%	2	540	19%	2
Pay Phone Complaint - Street	397	14%	3	515	18%	3
Cable Television Complaint - General	365	13%	5	463	16%	4
Verizon City-Wide Cable TV Franchise	368	13%	4	368	13%	5
DOP						
Adult Probation Supervision - Brooklyn	131	27%	1	160	27%	1
Adult Probation Supervision - Bronx	78	16%	3	110	19%	2
Adult Probation Supervision - Manhattan	87	18%	2	83	14%	3
Adult Probation Supervision - Queens	62	13%	4	64	11%	4
Voting Rights for People with a Criminal Record	NA	NA	NA	54	9%	5
DORIS						
Death Certificate Before 1949	275	22%	1	311	25%	1
Birth Certificate Before 1910	207	16%	2	255	20%	2
Marriage Certificate Before 1930	202	16%	3	203	16%	3
Status of Request for Death Certificate from Before 1949	84	7%	6	117	9%	4
Genealogy Research	134	11%	4	107	8%	5
DOT						
Muni-Meter Defective or Damaged	10,072	8%	3	13,632	12%	1
Alternate Side Parking Information	16,429	13%	1	11,754	10%	2
Streetlight Condition	15,590	12%	2	8,196	7%	3
Traffic or Pedestrian Signal Condition	8,938	7%	4	6,230	5%	4
Pothole on Street	8,917	7%	5	5,776	5%	5
DPR						
Removal of Large Branch or Entire Tree - City Tree or Property	19,517	21%	1	16,995	20%	1
Wood Disposal Chipping and Pickup - Manhattan Brooklyn Queens and Northwest Staten Island	11,598	12%	2	8,079	10%	2
Find a Park	6,262	7%	3	5,540	7%	3
Find a Public Swimming Pool	5,174	5%	4	4,188	5%	4
Park Maintenance Complaint	3,652	4%	7	4,167	5%	5

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DSNY						
Bulk Item Disposal Information	26,629	14%	1	21,951	13%	1
Garbage Collection	19,816	11%	2	16,006	9%	2
Recycling and Trash Collection Schedules	13,232	7%	4	14,530	9%	3
CFC and Freon Removal - Appointment	16,494	9%	3	13,906	8%	4
Illegal Dumping - Past	7,885	4%	6	7,565	4%	5
DYCD						
Literacy and GED Instruction for Adults	1,299	20%	1	1,212	19%	1
Immigration Assistance from Community-Based Organizations	553	9%	5	834	13%	2
Shelter and Assistance for Runaway or Homeless Youth	771	12%	2	750	12%	3
Literacy and GED Instruction for Non-English Speakers	731	12%	3	747	12%	4
Youth Services and Counseling - Youth Connect	579	9%	4	479	7%	5
FDNY						
Fire Hazard Complaint	2,387	9%	2	2,168	14%	1
Ambulance Patient Locator	1,617	6%	3	1,824	11%	2
Locate a Firehouse - Brooklyn	1,573	6%	5	1,326	8%	3
Upcoming Fireworks Displays	1,190	4%	6	1,258	8%	4
Fire Hydrant Recreational Use	1,597	6%	4	1,173	7%	5
HHC						
Find a Public Hospital	13,549	67%	1	13,411	67%	1
Adult Immunization Clinic	NA	NA	NA	1,070	5%	2
Find a Child Health Clinic	774	4%	2	794	4%	3
Become a Nurse	581	3%	4	632	3%	4
Immunization 4 to 18 School Health	557	3%	6	401	2%	5
HPD						
Landlord Complaint - Maintenance	70,891	44%	1	53,042	39%	1
Heat Complaint - Residential Building - Inadequate Heat	21,121	13%	2	14,914	11%	2
No Hot Water Complaint - Residential Building - From Tenant	11,753	7%	3	11,721	9%	3
Bed Bug Complaint - Residence, Hotel or Single Room Occupancy	9,322	6%	4	9,342	7%	4
Affordable Housing Information - English	6,669	4%	5	5,978	4%	5

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HRA						
Food Stamp Center	17,755	14%	1	14,320	13%	1
Food Stamp Assistance	15,109	12%	3	14,070	13%	2
Public Assistance or Welfare Information	15,454	13%	2	13,746	13%	3
One Shot Deal - Short Term Emergency Assistance	7,628	6%	4	8,103	7%	4
Medicaid - Existing Applicant or Enrollee	7,522	6%	5	6,500	6%	5
LPC						
Landmark and Historic District Information	107	43%	1	108	47%	1
Landmark Building Alteration Permit	102	41%	2	91	39%	2
Apply for Landmark Status	12	5%	5	15	6%	3
Apply for Grant to Restore a Landmark	14	6%	3	10	4%	4
Landmark Building Alteration Complaint - Painting	14	6%	4	8	3%	5
NYCHA						
Public Housing Maintenance	7,252	24%	1	6,468	24%	1
Public Housing Application Information and Assistance	4,391	14%	2	4,340	16%	2
Public Housing Assistance Status - All Boroughs	3,896	13%	3	3,464	13%	3
NYCHA Section 8 Program Cuts	2,757	9%	4	2,161	8%	4
Public Housing Inquiries - Brooklyn	1,677	6%	6	1,660	6%	5
NYPD						
Noise from Neighbor	40,223	14%	1	45,584	15%	1
Hot Transfer 911	33,681	11%	2	36,413	12%	2
Find a Police Precinct or PSA by Location	31,047	10%	3	32,961	11%	3
Blocked Driveway - Vehicle	18,675	6%	5	20,871	7%	4
Find a Police Precinct or PSA by Name	18,947	6%	4	20,227	7%	5
NYPL						
Find a Library - Bronx - Manhattan - Staten Island	1,646	85%	1	1,422	88%	1
General Information - New York Public Library	157	8%	2	138	9%	2
Library Complaint - Bronx - Manhattan - Staten Island	63	3%	3	46	3%	3
Find a Library - Brooklyn	6	0%	6	4	0%	4
Find a Library - Queens	4	0%	8	2	0%	5

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OATH						
ECB Violation - Request Status or Copy	NA	NA	NA	1,673	30%	1
ECB Violation - Information	NA	NA	NA	1,301	23%	2
ECB Borough Office Locations	NA	NA	NA	617	11%	3
Hearing on Taxi Limousine Commission Violation	273	22%	2	266	5%	4
ECB Violation - Online Ticket Finder	NA	NA	NA	265	5%	5
OCME						
Death Inquiries	432	64%	1	441	63%	1
Proof of Death	124	18%	2	137	20%	2
Autopsy Report	73	11%	3	82	12%	3
Cremation Inquiries	45	7%	4	31	4%	4
World Trade Center DNA Samples	5	1%	5	7	1%	5
OEM						
Hurricane Evacuation Zone Lookup	22,755	66%	1	13,976	72%	1
Hurricane Evacuation Centers	1,208	4%	4	1,639	8%	2
Cooling Center Locations	2,722	8%	3	1,496	8%	3
Ready New York Guide - Hurricanes	960	3%	6	496	3%	4
Notify NYC - Telephone Registration	227	1%	7	374	2%	5
QPL						
Find a Library - Queens	648	22%	1	460	51%	1
Find a Summer Meal Program	61	2%	2	114	13%	2
General Information - Queens Public Library	61	2%	3	57	6%	3
Elementary School Student After School Program - Enrolled	43	1%	5	55	6%	4
Library Complaint - Queens	45	1%	4	43	5%	5
SBS						
Find a Workforce1 Career Center	2,187	29%	1	2,506	36%	1
Help Starting a Small Business	1,827	24%	2	1,804	26%	2
Find a NYC Business Solutions Center	750	10%	3	709	10%	3
Job Seeker Assistance	576	8%	5	531	8%	4
Get a Professional License	NA	NA	NA	489	7%	5
SCA						
School Construction Complaint	464	90%	1	305	89%	1
School Construction Information	47	9%	2	33	10%	2
Staff Information Provided	2	1%	3	2	1%	3

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TLC						
Lost Property in a Taxi - Medallion Number Unknown	14,496	32%	1	12,069	30%	1
Lost Property in a Taxi - Medallion Number Known	12,828	28%	2	11,328	28%	2
Lost Property in a Taxi - Medallion Number Not Found by 311	3,127	7%	3	2,916	7%	3
Taxi Complaint - Pick-Up Refused	2,325	5%	4	1,553	4%	4
Yellow Taxi Fare Information	1,046	2%	7	1,291	3%	5