

311 CUSTOMER SERVICE CENTER

Indicator name:	311 calls (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 (000)
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 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:	Average wait time (tier 1 calls) (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 begins after initial prerecorded messages.
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:	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.

311 CUSTOMER SERVICE CENTER