

CUSTOMER SERVICE

311 Customer Service Center Inquiries by Agency

	Total Jul-Oct FY13	% of Inquiries Jul-Oct FY13	Rank in # of Calls in Jul-Oct FY13	Total Jul-Oct FY14	% of Inquiries Jul-Oct FY14	Rank in # of Calls in Jul-Oct FY14
Top Inquiries						
ACS						
Child Care Financial Assistance - Eligibility Information and Application By Mail	6,311	17%	1	4,776	17%	1
Child Care Financial Assistance - Children's Services Clients	4,063	11%	2	3,023	11%	2
Child Care Financial Assistance - Eligibility and Application In Person or By Phone	3,012	8%	4	2,470	9%	3
Child Care Financial Assistance - Eligibility and Application Online	3,039	8%	3	2,426	9%	4
Child Care Financial Assistance - Voucher Information	2,492	7%	6	1,891	7%	5
BIC						
Commercial Waste and Private Carters Information	287	49%	1	430	64%	1
Sanitation Complaint - Private Carter	260	45%	2	216	32%	2
Trade Waste License Registration	35	6%	3	29	4%	3
BOE						
Find a Poll Site	7,951	20%	2	7,512	49%	1
Election and Voting Information	17,745	44%	1	3,937	26%	2
Absentee Voting	4,689	12%	4	1,153	7%	3
Check Voter Registration Status	7,314	18%	3	1,116	7%	4
Poll Worker Assistance	814	2%	6	614	4%	5
BPL						
Find a Library - Brooklyn	1,088	78%	1	806	79%	1
General Information - Brooklyn Public Library	142	10%	2	94	9%	2
Elementary School Student After School Program - Drop-In	33	2%	5	70	7%	3
Library Complaint - Brooklyn	44	3%	4	37	4%	4
High School Student After School Program - Drop-In	3	0%	11	8	1%	5
CCHR						
Discrimination Complaint	2,548	97%	1	2,576	97%	1
Human Rights Education and Community Outreach	72	3%	2	66	2%	2
Human Rights Commission Publications	NA	NA	NA	18	1%	3
Staff Information Provided	3	0%	3	1	0%	4
CCRB						
Police Officer Misconduct	3,788	98%	1	3,118	99%	1
Civilian Complaint Mediation	67	2%	2	36	1%	2
CUNY						
Find a CUNY College	1,769	57%	1	924	46%	1
CUNY Admissions Services	409	13%	2	229	11%	2
Free GED Bridge Classes - LaGuardia Community College	317	10%	3	204	10%	3
CUNY Career PATH	128	4%	4	142	7%	4
CUNY Prep Program	100	3%	7	121	6%	5

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Top Inquiries						
DCA						
Investigate a Business Licensed by DCA	3,408	10%	1	3,077	8%	1
Restaurant Permit - Renew or Status	400	1%	19	2,019	5%	2
Financial Empowerment Center	1,355	4%	4	1,509	4%	3
Retail Store Complaint	1,684	5%	2	1,491	4%	4
Home Improvement Contractor License - Renew or Status	1,024	3%	6	1,396	4%	5
DCAS						
Civil Service Exam Information	8,566	65%	1	10,230	76%	1
NYC Jobs	1,348	10%	2	915	7%	2
City Employment Verification	840	6%	3	756	6%	3
The Green Book 2012	185	1%	8	317	2%	4
Sale of City-owned real estate and Sales auctions	295	2%	7	302	2%	5
DCLA						
Find a Zoo or Aquarium	1,363	52%	1	928	49%	1
Find a Museum	758	29%	2	638	33%	2
Find a Botanical Garden	293	11%	3	225	12%	3
Grants for Cultural Programs	62	2%	4	37	2%	4
Non-Profit Assistance - Arts or Cultural Organization	24	1%	7	29	2%	5
DCP						
Locate an Elected Official	8,720	89%	1	7,640	86%	1
Zoning Information Desk	1,008	10%	2	1,105	12%	2
Waterfront - Flood Zone Information	33	0%	4	66	1%	3
Purchase City Planning Maps and Books	51	1%	3	53	1%	4
City Planning - Hearings and Publications	12	0%	6	22	0%	5
DDC						
DDC Project Inquiries and Complaints	160	69%	1	161	72%	1
General Inquiries for the Department of Design and Construction	62	27%	2	51	23%	2
Bidding on DDC Projects	4	2%	4	7	3%	3
Construction Vendor Prequalification List	NA	NA	NA	3	1%	4
Staff Information Provided	NA	NA	NA	1	0%	5
DEP						
Fire Hydrant Running Full	15,273	13%	1	13,608	13%	1
Noise from Construction After Hours	4,150	4%	8	7,751	8%	2
Fire Hydrant Running	5,741	5%	5	6,449	6%	3
Sewer Backup Complaint - Priority	10,744	9%	2	6,383	6%	4
Cold Water Complaint - Dirty	4,442	4%	7	4,497	4%	5

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Top Inquiries						
DFTA						
Housing Options - Senior - Low-Income	2,964	13%	1	2,930	15%	1
Lawyer Referral - For Seniors	2,349	11%	2	2,283	12%	2
Find a Senior Center	1,561	7%	3	1,261	7%	3
Housing Options - Senior - Frail, Disabled, or with Alzheimers or Dementia	1,225	5%	5	1,222	6%	4
Case Assistance for Seniors	1,290	6%	4	1,101	6%	5
DHS						
Homelessness Prevention through HomeBase	25,778	51%	1	6,056	23%	1
Homeless Shelter Intake for Single Adults	6,785	13%	2	5,720	22%	2
Homeless Shelter Intake for Families with Children	6,589	13%	3	4,519	17%	3
Homeless Shelter Complaint - Shelter Client	3,426	7%	4	3,000	11%	4
Homeless Person Assistance	3,041	6%	5	2,787	11%	5
DOB						
Schedule a Plan Examiner Appointment	51,305	37%	1	42,915	34%	1
Cancel/Modify/Reschedule Plan Exam Appointments	16,204	12%	2	14,905	12%	2
Illegal Conversion of Residential Space	10,422	7%	3	10,335	8%	3
Building Construction Without Permit	8,009	6%	4	8,008	6%	4
Elevator or Escalator Defective or Without Permit	5,404	4%	5	5,510	4%	5
DOC						
Inmate Location and Information	12,094	38%	1	9,883	37%	1
Rikers Island Inmate Property Pickup	9,999	31%	2	9,084	34%	2
Inmate Visit Schedule	3,079	10%	3	2,115	8%	3
Jail System Complaint	1,498	5%	4	1,430	5%	4
Inmate Location if Not Found in City Jail Lookup	1,312	4%	5	1,048	4%	5
DOE						
Public School Calendar	14,502	18%	1	8,622	14%	1
Find a School	12,116	15%	2	8,594	14%	2
Find a School Zone	5,021	6%	3	3,566	6%	3
Find a Summer Meal Program	2,885	4%	7	3,124	5%	4
Find a School District by Location	3,428	4%	4	2,849	5%	5

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Top Inquiries						
DOF						
Parking Ticket Lookup - Ticket or Plate Number Known	61,039	17%	1	66,316	19%	1
Find a Towed Vehicle - Plate Number Known	41,179	11%	2	25,659	7%	2
Property Tax Account Assistance and Bill Information	30,821	8%	3	24,717	7%	3
Parking Ticket Payment Problem or Penalty Adjustment	16,799	5%	5	16,554	5%	4
Pay a Parking Ticket - By Phone	17,770	5%	4	16,427	5%	5
DOHMH						
Birth Certificate from 1910 to Present	24,281	14%	1	23,462	15%	1
Rat Complaint - Other Location	8,245	5%	3	7,530	5%	2
Animal - Injured or Sick - Stray Dog or Cat	6,277	4%	4	5,751	4%	3
Birth Certificate Correction or Change	5,797	3%	5	5,425	3%	4
Status of a Birth Certificate Order	8,603	5%	2	4,812	3%	5
DOI						
Contact or Locate a City Marshal	783	50%	1	580	46%	1
City Worker or Contractor Corruption or Misconduct	435	28%	2	461	37%	2
Fingerprinting - Center-Based Day Care or Pre-School	113	7%	4	119	9%	3
City Marshal Complaint	209	13%	3	86	7%	4
Become a City Marshal	16	1%	5	12	1%	5
DOITT						
ACCESS NYC	605	21%	1	557	26%	1
Cable Television Complaint - General	463	16%	4	417	20%	2
Cable Television Complaint - Service	540	19%	2	365	17%	3
Verizon City-Wide Cable TV Franchise	368	13%	5	317	15%	4
Pay Phone Complaint - Street	515	18%	3	215	10%	5
DOP						
Adult Probation Supervision - Brooklyn	160	27%	1	106	29%	1
Adult Probation Supervision - Queens	64	11%	4	67	19%	2
Adult Probation Supervision - Manhattan	83	14%	3	63	17%	3
Adult Probation Supervision - Bronx	110	19%	2	62	17%	4
Adult Probation Supervision - Staten Island	19	3%	6	19	5%	5
DORIS						
Death Certificate Before 1949	311	25%	1	305	29%	1
Marriage Record Before 1930	203	16%	3	218	21%	2
Birth Certificate Before 1910	255	20%	2	165	16%	3
Genealogy Research	107	8%	5	87	8%	4
Status of Request for Death Certificate from Before 1949	117	9%	4	64	6%	5

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Top Inquiries						
DOT						
Muni-Meter Defective or Damaged	13,632	12%	1	13,903	15%	1
Streetlight Condition	8,196	7%	3	8,829	9%	2
Traffic or Pedestrian Signal Condition	6,230	5%	4	5,608	6%	3
Parking Permit - Disabled or Handicapped - General Information and Application Status	3,043	3%	6	4,349	5%	4
Alternate Side Parking Information	11,754	10%	2	3,511	4%	5
DPR						
Wood Disposal, Chipping, and Pickup - Brooklyn and Queens	8,079	10%	2	7,720	12%	1
Removal of Large Branch or Entire Tree - City Tree or Property	16,995	20%	1	6,017	9%	2
Find a Park	5,540	7%	3	4,870	8%	3
Trees and Sidewalk Repair for 1, 2 and 3 Family Residential Property	3,848	5%	6	3,643	6%	4
Park Maintenance Complaint	4,167	5%	5	3,478	5%	5
DSNY						
Bulk Item Disposal Information	21,951	13%	1	21,763	13%	1
Garbage Collection	16,006	9%	2	14,893	9%	2
CFC and Freon Removal - Appointment	13,906	8%	4	12,801	8%	3
Recycling and Trash Collection Schedules	14,530	9%	3	11,862	7%	4
Illegal Dumping - Past	7,565	4%	5	7,594	5%	5
DYCD						
Literacy and GED Instruction for Adults	1,212	19%	1	942	18%	1
Literacy and GED Instruction for Non-English Speakers	747	12%	4	686	13%	2
Immigration Assistance from Community-Based Organizations	834	13%	2	610	12%	3
Shelter and Assistance for Runaway or Homeless Youth	750	12%	3	431	8%	4
Summer Jobs for Youth - General	242	4%	8	425	8%	5
FDNY						
Fire Hazard Complaint	2,168	14%	1	2,095	14%	1
Fire Hydrant Recreational Use	1,173	7%	5	1,541	11%	2
Ambulance Patient Locator	1,824	11%	2	1,492	10%	3
Upcoming Fireworks Displays	1,258	8%	4	1,183	8%	4
Locate a Firehouse - Brooklyn	1,326	8%	3	1,056	7%	5
HHC						
Find a Public Hospital	13,411	67%	1	9,895	65%	1
Adult Immunization Clinic	1,070	5%	2	967	6%	2
Find a Child Health Clinic	794	4%	3	477	3%	3
Immunization 4 to 18 School Health	401	2%	5	376	2%	4
Become a Nurse	632	3%	4	363	2%	5

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HPD						
Landlord Complaint - Maintenance	53,042	39%	1	47,185	39%	1
Heat Complaint - Residential Building - Inadequate Heat	14,914	11%	2	13,988	12%	2
No Hot Water Complaint - Residential Building - From Tenant	11,721	9%	3	9,460	8%	3
Bed Bug Complaint - Residence, Hotel or Single Room Occupancy	9,342	7%	4	7,462	6%	4
Affordable Housing Information - English	5,978	4%	5	5,546	5%	5
HRA						
Food Stamp Assistance	14,070	13%	2	11,694	13%	1
Public Assistance or Welfare Information	13,746	13%	3	11,249	12%	2
Food Stamp Center	14,320	13%	1	11,048	12%	3
One Shot Deal - Short Term Emergency Assistance	8,103	7%	4	6,322	7%	4
Medicaid - Existing Applicant or Enrollee	6,500	6%	5	5,630	6%	5
LPC						
Landmark and Historic District Information	108	47%	1	87	49%	1
Landmark Building Alteration Permit	91	39%	2	68	38%	2
Landmark Status Application	15	6%	3	10	6%	3
Landmark Building Painting Complaint	8	3%	5	7	4%	4
Landmark Restoration Grant Application	10	4%	4	5	3%	5
NYCHA						
Public Housing Maintenance	6,468	24%	1	4,321	23%	1
Public Housing Application Information and Assistance	4,340	16%	2	3,016	16%	2
Public Housing Assistance Status - All Boroughs	3,464	13%	3	2,196	12%	3
NYCHA Section 8 Program Cuts	2,161	8%	4	1,424	8%	4
Public Housing Inquiries - Brooklyn	1,660	6%	5	1,284	7%	5
NYPD						
Noise from Neighbor	45,584	15%	1	33,207	13%	1
Find a Police Precinct or PSA by Location	32,961	11%	3	28,204	11%	2
Hot Transfer 911	36,413	12%	2	27,469	11%	3
Blocked Driveway - Vehicle	20,871	7%	4	21,969	8%	4
Find a Police Precinct or PSA by Name	20,227	7%	5	17,856	7%	5

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Top Inquiries						
NYPL						
Find a Library - Bronx, Manhattan, Staten Island	1,422	88%	1	1,025	88%	1
General Information - New York Public Library	138	9%	2	81	7%	2
Library Complaint - Bronx - Manhattan - Staten Island	46	3%	3	51	4%	3
Find a Library - Brooklyn	4	0%	4	4	0%	4
Find a Library - Queens	2	0%	5	3	0%	5
OATH						
ECB Violation - Request Status or Copy	1,673	30%	1	1,643	26%	1
ECB Violation - Information	1,301	23%	2	1,547	25%	2
ECB Borough Office Locations	617	11%	3	606	10%	3
ECB Violation - Online Ticket Finder	265	5%	5	524	8%	4
Settling a Food Service Establishment Health Violation	239	4%	7	465	7%	5
OCME						
Death Inquiries	441	63%	1	388	61%	1
Proof of Death	137	20%	2	137	22%	2
Autopsy Report	82	12%	3	70	11%	3
Cremation Inquiries	31	4%	4	38	6%	4
World Trade Center DNA Samples	7	1%	5	3	0%	5
OEM						
Cooling Center Locations	1,496	8%	3	2,146	49%	1
Hurricane Evacuation Zone Lookup	13,976	72%	1	593	14%	2
Ready New York Guide - Hurricanes	496	3%	4	500	11%	3
Ready New York Guide - Hidden	108	1%	9	216	5%	4
Ready New York - My Emergency Plan	112	1%	8	176	4%	5
QPL						
Find a Library - Queens	460	61%	1	368	70%	1
Elementary School Student After School Program - Drop-In	12	2%	6	59	11%	2
General Information - Queens Public Library	57	8%	3	47	9%	3
Library Complaint - Queens	43	6%	5	29	6%	4
Elementary School Student After School Program - Enrolled	55	7%	4	7	1%	5

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Top Inquiries						
SBS						
Job Seeker Assistance - Employment Programs	531	7%	4	1,004	21%	1
Help Starting a Small Business	1,804	24%	2	807	17%	2
NYC Business Express Website - General Information	383	5%	6	709	15%	3
Get a Professional License	489	6%	5	262	6%	4
Business Classes - Information and Registration	NA	NA	NA	228	5%	5
SCA						
School Construction Complaint	305	90%	1	398	91%	1
School Construction Information	33	10%	2	39	9%	2
TLC						
Lost Property in a Taxi - Medallion Number Unknown	12,069	30%	1	10,653	26%	1
Lost Property in a Taxi - Medallion Number Known	11,328	28%	2	10,265	25%	2
Street Hail Livery - Appointment Request for Permit Application - Licensees	NA	NA	NA	3,697	9%	3
Lost Property in a Taxi - Medallion Number Not Found by 311	2,916	7%	3	2,813	7%	4
Taxi Inquiry or Complaint from Taxi Driver or Taxi Licensee	918	2%	8	1,344	3%	5