

# CUSTOMER SERVICE

## 311 Customer Service Center Inquiries by Agency

	Total Jul-Oct FY14	% of Inquiries Jul-Oct FY14	Rank in # of Calls in Jul-Oct FY14	Total Jul-Oct FY15	% of Inquiries Jul-Oct FY15	Rank in # of Calls in Jul-Oct FY15
<b>Top Inquiries</b>						
<b>ACS</b>						
Child Care Financial Assistance - Eligibility Information and Application By Mail	4,776	17%	1	3,502	14%	1
Child Care Financial Assistance - Children's Services Clients	3,023	11%	2	2,588	11%	2
Child Care Financial Assistance - Eligibility and Application In Person or By Phone	2,470	9%	3	2,165	9%	3
Child Care Financial Assistance - Eligibility and Application Online	2,426	9%	4	2,162	9%	4
Child Care Financial Assistance - Status of a Submitted Application	1,691	6%	7	1,678	7%	5
<b>BIC</b>						
Commercial Waste and Private Carters Information	430	64%	1	363	58%	1
Sanitation Complaint - Private Carter	216	32%	2	226	36%	2
Trade Waste License Registration	29	4%	3	39	6%	3
<b>BOE</b>						
Find a Poll Site	7,512	49%	1	1,047	35%	1
Election and Voting Information	3,937	26%	2	1,020	34%	2
Become a Poll Worker	564	4%	6	257	9%	3
Check Voter Registration Status	1,116	7%	4	201	7%	4
Absentee Voting	1,153	7%	3	193	6%	5
<b>BPL</b>						
Find a Library - Brooklyn	806	79%	1	717	79%	1
Program - Drop-In	1	0%	8	80	9%	2
General Information - Brooklyn Public Library	94	9%	2	70	8%	3
Library Complaint - Brooklyn	37	4%	4	25	3%	4
Middle School Student After School Program - Drop-In	3	0%	7	5	1%	5
<b>CCHR</b>						
Discrimination Complaint	2,576	97%	1	2,694	94%	1
Human Rights Education and Community Outreach	66	2%	2	78	3%	2
Human Rights Commission Publications	18	1%	3	73	3%	3
<b>CCRB</b>						
Police Officer Misconduct	3,118	99%	1	3,395	99%	1
Civilian Complaint Mediation	36	1%	2	35	1%	2
<b>CUNY</b>						
Find a CUNY College	924	46%	1	787	45%	1
Free GED Bridge Classes - LaGuardia Community College	204	10%	3	212	12%	2
CUNY Admissions Services	229	11%	2	176	10%	3
NYC College Line	118	6%	6	96	5%	4
CUNY Citizenship Now	NA	NA	NA	74	4%	5

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Top Inquiries						
DCA						
Employee Paid Sick Leave Information	NA	NA	NA	2,992	7%	1
Investigate a Business Licensed by DCA	3,077	8%	1	2,225	6%	2
Financial Empowerment Center	1,509	4%	3	2,199	5%	3
Retail Store Complaint	1,491	4%	4	1,610	4%	4
Restaurant Permit - Renew or Status	2,019	5%	2	1,490	4%	5
DCAS						
Civil Service Exam Information	10,230	76%	1	15,423	83%	1
NYC Jobs	915	7%	2	1,001	5%	2
City Employment Verification	756	6%	3	491	3%	3
Sale of City-Owned Real Estate and Sales Auctions	302	2%	5	249	1%	4
The Green Book	317	2%	4	178	1%	5
DCLA						
Find a Zoo or Aquarium	928	49%	1	491	48%	1
Find a Museum	638	33%	2	289	28%	2
Find a Botanical Garden	225	12%	3	88	9%	3
Grants for Cultural Programs	37	2%	4	71	7%	4
Find a Performing Arts Venue	24	1%	6	21	2%	5
DCP						
Locate an Elected Official	7,640	86%	1	7,522	87%	1
Zoning Information Desk	1,105	12%	2	1,022	12%	2
Purchase City Planning Maps and Books	53	1%	4	43	0%	3
Waterfront - Flood Zone Information	66	1%	3	38	0%	4
City Planning - Hearings and Publications	22	0%	5	20	0%	5
DDC						
DDC Project Inquiries and Complaints	161	72%	1	163	71%	1
General Inquiries for the Department of Design and Construction	51	23%	2	58	25%	2
Bidding on DDC Projects	7	3%	3	8	3%	3
Construction Vendor Prequalification List	3	1%	4	1	0%	4
DEP						
Noise from Construction After Hours	7,751	8%	2	10,657	12%	1
Fire Hydrant Running Full	13,608	13%	1	7,982	9%	2
Sewer Backup Complaint - Priority	6,383	6%	4	5,543	6%	3
Water and Sewer Bill Information	4,411	4%	6	4,650	5%	4
Fire Hydrant Running	6,449	6%	3	4,446	5%	5

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<b>Top Inquiries</b>						
<b>DFTA</b>						
Housing Options - Senior - Low-Income	2,930	15%	1	2,967	16%	1
Lawyer Referral for Seniors	2,283	12%	2	1,872	10%	2
Find a Senior Center	1,261	7%	3	1,268	7%	3
Case Assistance for Seniors	1,101	6%	5	1,098	6%	4
Housing Options - Senior - Frail, Disabled, or with Alzheimers or Dementia	1,222	6%	4	1,098	6%	5
<b>DHS</b>						
Homelessness Prevention through HomeBase	6,056	23%	1	8,460	30%	1
Homeless Shelter Intake for Single Adults	5,720	22%	2	5,550	20%	2
Homeless Shelter Intake for Families with Children	4,519	17%	3	4,103	14%	3
Homeless Shelter Complaint - Shelter Client	3,000	11%	4	3,024	11%	4
Homeless Person Outreach Assistance	2,787	11%	5	2,873	10%	5
<b>DOB</b>						
Schedule a Plan Examiner Appointment	42,915	34%	1	36,999	35%	1
Illegal Conversion of Residential Space	10,335	8%	3	8,957	8%	2
Building Construction Without Permit	8,008	6%	4	7,064	7%	3
Cancel/Modify/Reschedule PlanExamAppointments	14,905	12%	2	6,139	6%	4
Elevator or Escalator Defective or Without Permit	5,510	4%	5	5,274	5%	5
<b>DOC</b>						
Property Pickup for former Rikers Island Inmates	9,084	34%	2	9,547	37%	1
Inmate Location and Information	9,883	37%	1	9,442	37%	2
Inmate Visit Schedule	2,115	8%	3	1,890	7%	3
Jail System Complaint	1,430	5%	4	1,635	6%	4
Inmate Location if Not Found in City Jail Lookup	1,048	4%	5	808	3%	5
<b>DOE</b>						
Public School Calendar	8,622	14%	1	9,232	16%	1
Find a School	8,594	14%	2	7,457	13%	2
Pre-Kindergarten (UPK) School Information	2,216	4%	7	4,764	8%	3
Find a Summer Meal Program	3,124	5%	4	2,925	5%	4
Find a School Zone	3,566	6%	3	2,659	5%	5

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<b>Top Inquiries</b>						
<b>DOF</b>						
Parking Ticket Lookup - Ticket or Plate Number Known	66,316	19%	1	78,299	22%	1
Property Tax Account Assistance and Bill Information	24,717	7%	3	28,587	8%	2
Find a Towed Vehicle - Plate Number Known	25,659	7%	2	28,028	8%	3
Parking Ticket Payment Problem or Penalty Adjustment	16,554	5%	4	16,764	5%	4
Pay a Parking Ticket - Online	7,286	2%	9	12,697	4%	5
<b>DOHMH</b>						
Birth Certificate from 1910 to Present	23,462	15%	1	16,285	13%	1
Rodent Complaint - Other Location	7,530	5%	2	8,348	7%	2
LifeNet	3,696	2%	7	3,652	3%	3
Status of a Birth Certificate Order	4,812	3%	5	3,502	3%	4
Birth Certificate Correction or Change	5,425	3%	4	3,056	2%	5
<b>DOI</b>						
Contact or Locate a City Marshal	580	46%	1	500	44%	1
City Worker or Contractor Corruption or Misconduct	461	37%	2	481	42%	2
Fingerprinting - Center-Based Day Care or Pre-School	119	9%	3	85	7%	3
City Marshal Complaint	86	7%	4	75	7%	4
Become a City Marshal	12	1%	5	3	0%	5
<b>DOITT</b>						
ACCESS NYC Information	557	26%	1	426	25%	1
Cable Television Complaint - General	417	20%	2	325	19%	2
Cable Television Complaint - Service	365	17%	3	306	18%	3
Verizon City-Wide Cable TV Franchise	317	15%	4	217	13%	4
Pay Phone Complaint - Street	215	10%	5	211	12%	5
<b>DOP</b>						
Adult Probation Supervision - Brooklyn	106	29%	1	86	27%	1
Adult Probation Supervision - Manhattan	63	17%	3	71	22%	2
Adult Probation Supervision - Queens	67	19%	2	62	19%	3
Adult Probation Supervision - Bronx	62	17%	4	51	16%	4
Adult Probation Supervision - Staten Island	19	5%	5	16	5%	5
<b>DORIS</b>						
Death Certificate Before 1949	305	29%	1	344	27%	1
Birth Certificate Before 1910	165	16%	3	227	18%	2
Marriage Record Before 1930	218	21%	2	207	16%	3
Status of Request for Death Certificate from	64	6%	5	121	10%	4
Genealogy Research	87	8%	4	94	7%	5

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<b>Top Inquiries</b>						
<b>DOT</b>						
Alternate Side Parking or Street Cleaning Information	3,511	4%	5	13,801	12%	1
Muni-Meter Defective or Damaged	13,903	15%	1	13,471	12%	2
Streetlight Condition	8,829	9%	2	11,327	10%	3
Traffic or Pedestrian Signal Condition	5,608	6%	3	6,842	6%	4
Pothole on Street	3,355	4%	6	5,585	5%	5
<b>DPR</b>						
Removal of Large Branch or Entire Tree - City Tree or Property	6,017	9%	2	8,627	13%	1
Wood Disposal, Chipping, and Pickup - Brooklyn and Queens	7,720	12%	1	6,733	10%	2
Find a Park	4,870	8%	3	5,263	8%	3
Standing Dead Tree Removal - City Tree	3,474	5%	6	4,198	6%	4
Park Maintenance Complaint	3,478	5%	5	3,578	5%	5
<b>DSNY</b>						
Bulk Item Disposal Information	21,763	13%	1	19,345	12%	1
Missed Garbage Collection	14,893	9%	2	17,615	11%	2
Recycling and Trash Collection Schedules	11,862	7%	4	14,839	9%	3
CFC and Freon Removal - Appointment	12,801	8%	3	11,949	7%	4
Illegal Dumping - Past	7,594	5%	5	8,071	5%	5
<b>DYCD</b>						
Literacy and GED or TASC Instruction for Non-English Speakers	686	13%	2	639	13%	1
Literacy and GED or TASC Instruction for Adults	942	18%	1	628	12%	2
Immigration Assistance from Community-Based Organizations	610	12%	3	562	11%	3
Summer Jobs for Youth - General	425	8%	5	466	9%	4
Elementary School Student After School Program - Enrolled	369	7%	7	442	9%	5
<b>FDNY</b>						
Fire Hazard Complaint	2,095	14%	1	2,246	17%	1
Ambulance Patient Locator	1,492	10%	3	1,418	11%	2
Locate a Firehouse - Brooklyn	1,056	7%	5	831	6%	3
Fireworks Display Information	1,183	8%	4	812	6%	4
Locate a Firehouse - Manhattan	746	5%	6	698	5%	5
<b>HHC</b>						
Find a Public Hospital	9,895	65%	1	9,103	67%	1
Adult Immunization Clinic	967	6%	2	1,036	8%	2
Find a Child Health Clinic	477	3%	3	469	3%	3
Immunization Multiple Individuals	350	2%	6	305	2%	4
Immunization 4 to 18 School Health	376	2%	4	298	2%	5

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<b>HPD</b>						
Apartment Maintenance Complaint	47,185	39%	1	43,734	31%	1
Heat or Hot Water Complaint in Entire Residential Building	13,988	12%	2	12,408	9%	2
Residential Public Area Maintenance Complaint	NA	NA	NA	10,446	8%	3
Heat or Hot Water Complaint in Apartment	NA	NA	NA	9,889	7%	4
Bed Bug Complaint - Apartment, Hotel or Single Room Occupancy	7,462	6%	4	7,954	6%	5
<b>HRA</b>						
Food Stamp Assistance	11,694	13%	1	10,655	15%	1
Public Assistance or Welfare Information	11,249	12%	2	7,673	11%	2
Food Stamp Center	11,048	12%	3	6,364	9%	3
Food Stamp Complaint	4,244	5%	6	5,181	8%	4
One Shot Deal - Short Term Emergency Assistance	6,322	7%	4	4,532	7%	5
<b>LPC</b>						
Landmark and Historic District Information	87	49%	1	97	44%	1
Landmark Building Alteration Permit	68	38%	2	83	38%	2
Landmark Status Application	10	6%	3	23	11%	3
Landmark Building Painting Complaint	7	4%	4	8	4%	4
Landmark Restoration Grant Application	5	3%	5	7	3%	5
<b>NYCHA</b>						
Public Housing Maintenance	4,321	23%	1	5,817	30%	1
Public Housing Application Information and Assistance	3,016	16%	2	2,164	11%	2
Public Housing Assistance Status - All Boroughs	2,196	12%	3	1,866	10%	3
NYCHA Section 8 Program Cuts	1,424	8%	4	1,574	8%	4
Public Housing Inquiries - Brooklyn	1,284	7%	5	1,090	6%	5
<b>NYPD</b>						
Noise from Neighbor	33,207	13%	1	42,312	14%	1
Find a Police Precinct or PSA by Location	28,204	11%	2	29,463	10%	2
Vehicle Blocking Driveway Complaint	21,969	8%	4	25,922	9%	3
Illegal Parking Complaint	16,295	6%	6	19,455	6%	4
Find a Police Precinct or PSA by Name	17,856	7%	5	18,443	6%	5

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Top Inquiries						
NYPL						
Find a Library - Bronx, Manhattan, Staten Island	1,025	88%	1	922	87%	1
General Information - New York Public Library	81	7%	2	72	7%	2
Library Complaint - Bronx - Manhattan - Staten Island	51	4%	3	58	5%	3
Find a Library - Brooklyn	4	0%	4	4	0%	4
Find a Library - Queens	3	0%	5	1	0%	5
OATH						
ECB Violation - Information	1,547	25%	2	3,392	41%	1
ECB Violation - Request Status or Copy	1,643	26%	1	1,193	14%	2
ECB Violations - DOB Issued	NA	NA	NA	789	10%	3
ECB Violation - Online Ticket Finder	524	8%	4	737	9%	4
ECB Borough Office Locations	606	10%	3	431	5%	5
OCME						
Death Inquiries	388	61%	1	380	60%	1
Proof of Death	137	22%	2	115	18%	2
Autopsy Report	70	11%	3	81	13%	3
Reflection Room at the World Trade Center Memorial	NA	NA	NA	32	5%	4
Cremation Inquiries	38	6%	4	23	4%	5
OEM						
Know Your Zone - Hurricane Evacuation Lookup	593	14%	2	267	19%	1
Ready New York Guide	91	2%	7	241	17%	2
Ready New York Guide - Hurricanes	500	11%	3	175	12%	3
Ready New York - My Emergency Plan	176	4%	5	100	7%	4
Cooling Center Locations	2,146	49%	1	89	6%	5
QPL						
Find a Library - Queens	368	70%	1	350	71%	1
Elementary School Student After School Program - Drop-In	59	11%	2	66	13%	2
General Information - Queens Public Library	47	9%	3	43	9%	3
Library Complaint - Queens	29	6%	4	26	5%	4
Elementary School Student After School Program - Enrolled	7	1%	5	6	1%	5

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Top Inquiries						
SBS						
Help Starting a Small Business	807	17%	2	963	22%	1
Find a Workforce1 Career Center	197	4%	7	924	21%	2
Job Seeker Assistance - Employment Programs	1,004	21%	1	487	11%	3
NYC Business Express Website - General Information	709	15%	3	389	9%	4
Food Service Establishment Pre-Operational Inspection	NA	NA	NA	248	6%	5
SCA						
School Construction Complaint	398	91%	1	320	89%	1
School Construction Information	39	9%	2	38	11%	2
TLC						
Lost Property in a Taxi - Medallion Number Unknown	10,653	26%	1	6,364	20%	1
Lost Property in a Taxi - Medallion Number Known	10,265	25%	2	6,363	20%	2
Lost Property in a Taxi - Medallion Number Not Found by 311	2,813	7%	4	1,813	6%	3
Taxi Inquiry or Complaint from Taxi Driver or Taxi Licensee	1,344	3%	5	1,438	5%	4
Accessible Taxi Dispatch for Passenger in a Wheelchair	1,110	3%	7	1,126	4%	5