

## 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 ( <a href="http://www.nyc.gov/311">www.nyc.gov/311</a> ).
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.
Indicator name:	Completed requests for interpretation
Description:	The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source:	311 Customer Service Center.
Indicator name:	Letters responded to in 14 days (%)
Description:	The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source:	311 Customer Service Center.
Indicator name:	E-mails responded to in 14 days (%)
Description:	The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source:	311 Customer Service Center.

## 311 CUSTOMER SERVICE CENTER

Indicator name:	Customer satisfaction index
Description:	An index of the customers surveyed who were satisfied with the service they received from 311. The survey is conducted and the index is calculated by CFI Group, Inc. for 311 using their patented American Customer Satisfaction Index (ACSI) methodology. The overall result reported is a comparison and weighted metric that triangulates the customer's view on ideal customer experience, desired customer experience and actual customer experience.
Source:	CFI Group, Inc./311 Customer Service Center.