

Agency Top 5 - 311 Service Requests For July 1 - October 31, 2009

* Data is forthcoming for cells marked and will be available in the coming months on the NYCStat website, www.nyc.gov/nycstat.

Top Five 311 Service Requests for DCA

Service Requests (SRs)	# of SRs	Expected Days to Action	Average Days to Action	% of SRs Meeting Time to Action
Consumer Complaint - Exchange/Refund/Return	1,079	4	1	99%
DCA / DOHMH New License Application Request - General Street Vendor License	821	1	1	57%
Consumer Complaint - Non-Delivery Goods/Services	808	4	1	99%
Consumer Complaint - False Advertising	529	4	1	98%
Consumer Complaint - Overcharge	439	4	1	98%

Top Five 311 Service Requests for DEP

Service Requests (SRs)	# of SRs	Expected Hours to Action	Average Hours to Action	% of SRs Meeting Time to Action
Water Maintenance - Hydrant Running Full	5,881	24	*	*
Sewer Maintenance - Sewer Backup	4,214	6	*	*
Sewer Maintenance - Street Cave-In	2,466	360	*	*
Sewer Maintenance - Catch Basin Clogged	3,465	144	*	*
Water Maintenance - Leak	2,186	16	*	*

Top Five 311 Service Requests for DFTA

Service Requests (SRs)	# of SRs	Expected Days to Action	Average Days to Action	% of SRs Meeting Time to Action
Housing Options	1,591	14	9	25%
Elder Abuse	533	5	16	64%
Home Repair	488	14	2	100%
Weatherization	169	14	2	100%
Eviction	142	3	2	76%

Top Five 311 Service Requests for DOB

Service Requests (SRs)	# of SRs	Expected Days to Action	Average Days to Action	% of SRs Meeting Time to Action
Illegal Conversion of Residential Building/Space	8,914	60	34	62%
No Permit - Construction, Plumbing, Cranes & Derricks, Building/Use, Elevator	2,614	60	10	85%
Elevator - Defective/Not Working	2,589	60	38	66%
General Construction/Plumbing - Contrary/Beyond Approved Plans/Permits	2,538	60	14	95%
General Construction/Plumbing - Failure To Maintain	2,150	60	11	92%

Top Five 311 Service Requests for DOHMH

Service Requests (SRs)	# of SRs	Expected Days to Action	Average Days to Action	% of SRs Meeting Time to Action
Nicotine Patch Giveaway	*	4	*	*
Rodent	*	45	*	*
Food Establishment	*	45	*	*
Food Poisoning	*	45	*	*
Indoor Air Quality	*	45	*	*

Top Five 311 Service Requests for DoITT

Service Requests (SRs)	# of SRs	Expected Days to Action	Average Days to Action	% of SRs Meeting Time to Action
Cable Complaint - Service	423	15	12	80%
Public Payphone Complaint - Damaged Telephone	145	30	17	94%
Cable Complaint - Billing	129	30	20	90%
Cable Complaint - Miscellaneous	124	30	17	93%
Public Payphone Complaint - Lost Coin	101	44	21	100%

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Top Five 311 Service Requests for DOT

Service Requests (SRs)	# of SRs	Expected Hours to Action	Average Hours to Action	% of SRs Meeting Time to Action
Street Light Condition - Street Light Out	20,837	240	20	99%
Street Condition - Pothole	11,877	720	171	98%
Traffic Signal Condition - Controller	11,140	2	1	81%
Street Condition - Failed Street Repair	4,116	240	85	92%
Broken Muni Meter - No Receipt	2,956	336	194	77%

Top Five 311 Service Requests for DPR

Service Requests (SRs)	# of SRs	Expected Days to Action	Average Days to Action	% of SRs Meeting Time to Action
Damaged Tree - Branch or Limb Has Fallen Down	3,872	8	2	93%
Dead Tree - Dead/Dying Tree	2,942	7	5	82%
Overgrown Tree/Branches - Hitting Building	1,576	30	3	97%
Root/Sewer/Sidewalk Condition - Trees and Sidewalks Program	1,226	30	9	89%
New Tree Request - For One Address	558	180	7	100%

Top Five 311 Service Requests for DSNY

Service Requests (SRs)	# of SRs	Expected Hours to Action	Average Hours to Action	% of SRs Meeting Time to Action
CFC Recovery - CFC Appliance	36,261	NA	102	NA
Sanitation Condition - Street Cond/Dump-Out/Drop-Off	8,132	120	30	98%
Literature Request - Blue Recycling Decals	6,503	168	10	100%
Literature Request - Green Mixed Paper Recycling Decals	6,372	168	10	100%
Dirty Conditions - Illegal Postering	3,699	168	77	93%

Top Five 311 Service Requests for HPD

Service Requests (SRs)	# of SRs	Expected Days to Action	Average Days to Action	% of SRs Meeting Time to Action
Heating	18,188	3	*	*
Non-Construction - Vermin	5,913	3	*	*
Paint/Plaster - Ceiling	5,475	3	*	*
Paint/Plaster - Walls	4,692	3	*	*
Plumbing - Water-Leaks	4,045	3	*	*

Top Five 311 Service Requests for NYPD

Service Requests (SRs)	# of SRs	Expected Hours to Action	Average Hours to Action	% of SRs Meeting Time to Action
Residential Noise - Loud Music/Party	35,533	8	2	97%
Noise - Street/Sidewalk	13,309	8	2	97%
Blocked Driveway - No Access	13,196	8	3	95%
Residential Noise - Banging/Pounding	9,889	8	3	95%
Commercial Noise	8,334	8	2	97%

Top Five 311 Service Requests for TLC

Service Requests (SRs)	# of SRs	Expected Days to Action	Average Days to Action	% of SRs Meeting Time to Action
Lost Property	22,179	7	2	93%
Taxi Complaint	6,326	14	3	99%
For Hire Vehicle Complaint	651	14	5	96%
Request for Information	348	14	17	52%
Miscellaneous Comments	65	14	14	69%