

OFFICE OF TECHNOLOGY AND INNOVATION

311 CUSTOMER SERVICE CENTER

Joe Morrisroe, Deputy Commissioner



WHAT WE DO

The 311 Customer Service Center (referred to as NYC311, or more commonly, 311) delivers fast and easy access to government services and information to all New Yorkers. 311 can be reached via the call center, 311 Online, 311 Mobile App, 311 on X, Instagram, and Facebook, text messaging at 311-NYC (692) and 311 TTY at (212) 504-4115. Information and assistance are also accessible by Skyping “NYC311” or by using a video relay service at (212)-NEWYORK (212-639-9675). NYC311’s services are available via phone in 175 languages, 24 hours a day, seven days a week, 365 days a year.

FOCUS ON EQUITY

NYC311 is committed to equitably serving all New Yorkers by ensuring inclusive, transparent access to City services, while recognizing its vital role as a trusted connection point for historically underserved communities. As the City’s central information hub, 311 works to remove barriers to information and government services such as language, income, and neighborhood, to ensure all New Yorkers are connected to affordable and essential services.

To ensure that 311 provides equitable service, it continues to enhance language access through phone, text, and digital tools, expanding support for non-English speakers and New Yorkers with limited digital access due to cost, connectivity, or device limitations. Recent enhancements, including texting in the 10 designated citywide languages and an upgrade that prioritized improving the experience on mobile devices, reflect 311’s commitment to accessibility while upholding strong standards for privacy and public trust in every interaction.

OUR SERVICES AND GOALS

SERVICE 1 Provide public access to City government.

- Goal 1a Increase public access to government services and information.
 - Goal 1b Improve the efficiency of public access to government services.
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SERVICE 2 Provide information to the public.

- Goal 2a Deliver requested information to the public.

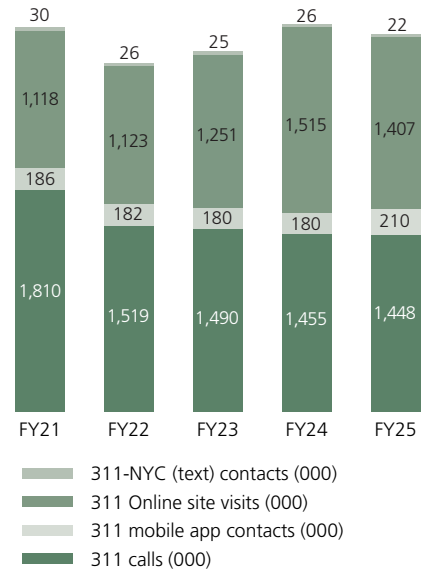
HOW WE PERFORMED IN FISCAL 2025

SERVICE 1 Provide public access to City government.

Goal 1a Increase public access to government services and information.

New Yorkers contacted 311 through its call center, website, mobile app, and text more than 37.1 million times during Fiscal 2025. The mobile app posted the largest year-over-year gain of any channel, with a 17 percent increase in contacts between Fiscal 2024 and Fiscal 2025—a potential driver of text contacts decreasing 12 percent over that time. Spanish language calls and calls in languages other than English or Spanish both decreased, 16 percent and eight percent, respectively, from Fiscal 2024.

Contacts to 311 — Monthly Average (000)



Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
311 calls (000)	21,715	18,231	17,886	17,458	17,377	*	*	Down	*
311 Spanish language calls (000)	648	529	598	575	484	*	*	Down	*
311 calls in languages other than English or Spanish (000)	112	85	75	91	84	*	*	Down	*
311 mobile app contacts (000)	2,227	2,187	2,157	2,165	2,525	*	*	Up	Up
311-NYC (text) contacts (000)	356	311	303	308	270	*	*	Down	*
311 Online site visits (000)	13,415	13,472	15,007	18,182	16,890	*	*	Up	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

Goal 1b Improve the efficiency of public access to government services.

In Fiscal 2025, 311 met its customer service targets by answering 80 percent of all calls within 30 seconds. Furthermore, the average wait time before reaching a Tier 1 agent reached a low of 25 seconds, outperforming the 30 second target and a 19 percent improvement over Fiscal 2024.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Calls answered within 30 seconds (%)	79%	83%	85%	74%	80%	80%	80%	Neutral	Up
★ Average wait time (tier 1 calls) (minutes:seconds)	0:34	0:29	0:17	0:31	0:25	0:30	0:30	Down	Down
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

SERVICE 2 Provide information to the public.

Goal 2a Deliver requested information to the public.

During Fiscal 2025, inquiries from customers increased 15 percent compared to Fiscal 2024, marking three consecutive years of annual increases. Completed service requests also rose by five percent during this same reporting period.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Completed service requests (000)	3,461	3,558	3,404	3,600	3,766	*	*	Neutral	*
Inquiries from customers (000)	25,371	17,406	19,413	27,508	31,672	*	*	Up	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
E-mails responded to within 14 days (%)	100%	100%	100%	100%	100%	*	*	Neutral	*
Customer satisfaction index (311 only)	92%	92%	94%	93%	93%	*	*	Neutral	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	
Expenditures (\$000,000) ³	\$53.7	\$71.3	\$65.3	\$61.7	\$68.3	\$66.3	\$66.5	Up
Personnel	387	352	342	376	342	395	398	Neutral
Overtime paid (\$000)	\$255	\$239	\$125	\$264	\$239	\$239	\$239	Neutral
¹ Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at nyc.gov/mmr for details. ² Authorized Budget Level ³ Expenditures include all funds "NA" - Not Available * None								

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

None.

ADDITIONAL RESOURCES

For additional information on items referenced in the narrative, go to:

- 311 Online:
<http://www.nyc.gov/311>
- 311 Facebook:
<http://www.facebook.com/pages/NYC-311/84372567650>
- 311 on X (formerly Twitter):
<https://www.X.com/nyc311>
- 311 Mobile App:
<http://www1.nyc.gov/connect/applications.page>