

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, or by text messaging at 311-NYC (692). People connecting through 711, teletypewriter (TTY), Video Relay Service (VRS), or another relay provider can have their relay operator call 212-NEW-YORK (212-639-9675) to reach NYC311. 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 providing inclusive, reliable, and transparent access to City services and information. As the City's front door to information and services, 311 works to reduce barriers related to language, disability, income, neighborhood, connectivity, and device access. By giving residents a single place to identify benefits, programs, and services, 311 supports affordability in a practical way by helping New Yorkers locate resources that address essential needs without having to navigate City government on their own.

In Fiscal 2026, NYC311 continued to provide multiple pathways to City government, including its 24/7 multilingual call center, website, mobile app, text, social media, and video relay options. Maintaining both human-assisted and digital channels allows residents to choose the method that best fits their circumstances and helps ensure that modernization does not create new barriers. Through this core service delivery, NYC311 advances equitable access to essential services while upholding strong standards for accessibility, privacy, and public trust.

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.

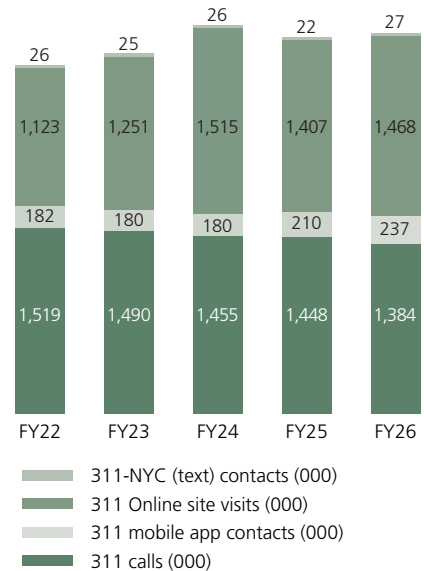
HOW WE PERFORMED IN FISCAL 2026

SERVICE 1 Provide public access to City government.

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

Although total contacts have increased, 311 call volume has declined each year since Fiscal 2022, falling nearly nine percent from 18.2 million to 16.6 million in Fiscal 2026, as more New Yorkers have shifted toward digital channels to reach 311. This trend continued in Fiscal 2026: 311's online channels (mobile app contacts, text contacts, and site visits) increased six percent, overall, from Fiscal 2025 to Fiscal 2026, going from 19.7 million to 20.8 million. Text contacts increased 21 percent and mobile app contacts increased 13 percent, while online site visits increased four percent, from 16.9 million to 17.6 million, over the same period. These gains reflect 311's sustained investment in digital access over the past several years, including continued enhancements to the mobile app and expanded outreach for text-based service, which together have made digital channels an increasingly central part of how New Yorkers reach 311.

Contacts to 311 — Monthly Average (000)



Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
311 calls (000)	18,231	17,886	17,458	17,377	16,609	*	*	Neutral	*
311 Spanish language calls (000)	529	1,254	706	1,709	1,672	*	*	Up	*
311 calls in languages other than English or Spanish (000)	168	165	264	243	260	*	*	Up	*
311 mobile app contacts (000)	2,187	2,157	2,165	2,525	2,841	*	*	Up	Up
311-NYC (text) contacts (000)	311	303	308	270	326	*	*	Neutral	*
311 Online site visits (000)	13,472	15,007	18,182	16,890	17,614	*	*	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 2026, NYC311 answered 75 percent of Tier 1, or high volume, calls within 30 seconds, below the target of 80 percent. The average wait time was 43 seconds, above the target of 30 seconds and greater than the 25 seconds achieved in Fiscal 2025. The extended period of severe winter weather generated sustained increases in call volume, 161,000 more Tier 1 calls in the first three months of Calendar 2026 compared to the same period in Calendar 2025, which included sharp surges during peak periods, contributing to longer customer wait times and lower service levels.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
★ Calls answered within 30 seconds (%)	83%	85%	74%	80%	75%	80%	80%	Down	Up
★ Average wait time (tier 1 calls) (minutes:seconds)	0:29	0:17	0:31	0:25	0:43	0:30	0:30	Up	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.

In Fiscal 2026, inquiries from customers decreased 33 percent, from 31.7 million in Fiscal 2025 to 21.4 million. This decline largely reflects a one-time increase in automated MyCity-related inquiries in Fiscal 2025, rather than a broader decline in customer demand.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Completed service requests (000)	3,558	3,404	3,600	3,766	4,107	*	*	Up	*
Inquiries from customers (000)	17,406	19,413	27,508	31,672	21,361	*	*	Up	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
E-mails responded to within 14 days (%)	100%	100%	100%	100%	100%	*	*	Neutral	*
Customer satisfaction index (311 only)	92%	94%	93%	93%	92%	*	*	Neutral	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	
Expenditures (\$000,000) ³	\$71.3	\$65.3	\$61.7	\$62.2	\$64.2	\$66.3	\$64.5	Up
Personnel	352	342	376	342	309	394	394	Neutral
Overtime paid (\$000)	\$239	\$125	\$264	\$293	\$239	\$239	\$239	Neutral
¹ Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Annual Comprehensive Financial Reports, 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 The figures shown in the table above are subtotals of the Office of Technology and Innovation totals that appear in the OTI chapter of this report.								

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Joe Morrisroe continues to serve as Deputy Commissioner for the Office of Technology and Innovation and the 311 Customer Service Center.

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:
<https://www.X.com/nyc311>
- 311 Mobile App:
<http://www1.nyc.gov/connect/applications.page>