

OFFICE OF TECHNOLOGY AND INNOVATION 311 CUSTOMER SERVICE CENTER

Joe Morrisroe, Deputy Commissioner



WHAT WE DO

The 311 Customer Service Center delivers fast and easy access to government services and information to all New Yorkers. NYC311 can be reached via the call center, 311 Online, 311 Mobile App, 311 Facebook, 311 on Twitter, 311 on Instagram, 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). NYC 311’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 the public interest of all New York City residents, business owners and visitors. With so many New Yorkers accessing government resources through 311, its work is inherently tied to fair and transparent service delivery, particularly for non-English speakers, who it aims to serve in their preferred language. Historically underserved communities rely on 311 for support and easy access to government services and information. To ensure that 311 provided prompt service to underserved communities, 311 expanded its automated messaging options to 10 designated citywide languages.

OUR SERVICES AND GOALS

SERVICE 1 Provide public access to City government.

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

SERVICE 2 Provide information to the public.

- Goal 2a Deliver requested information to the public.

HOW WE PERFORMED

- During the first four months of Fiscal 2024, 311 received 12.9 million contacts from New Yorkers across its call center, website, mobile, text and social media channels. Approximately 6.7 million contacts came through 311's website, which represents a 49 percent increase over the first four months of Fiscal 2023. This can be attributed to the ongoing promotion of 311 Online through other 311 channels, most notably the phone system and on social media.
- NYC311 received 5.4 million calls and 762,000 contacts via the 311 mobile application, text and social media. Calls in languages other than English or Spanish increased by 29 percent in the reported four months this year compared to the same four months last year, following an expansion in the phone system to offer automated messaging in ten designated citywide languages.
- The average wait time to speak with a Tier 1 agent was 63 seconds during peak hours and 30 seconds outside of those hours. These wait times represent increases from the same four months in Fiscal 2023 when the average wait times were 25 seconds and 8 seconds, respectively. The percentage of calls answered in 30 seconds or less decreased by 21 percent during this fiscal four-month period when compared to the same period last year. The increase in wait time to reach an agent was driven by an increase in more complex customer inquiries.

SERVICE 1 Provide public access to City government.

Goal 1a Increase public access to government information.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
311 calls (000)	21,715	18,231	17,886	*	*	5,509	5,438
311 Spanish language calls (000)	648	529	598	*	*	169	189
311 calls in languages other than English or Spanish (000)	112	85	75	*	*	24	31
311 mobile app contacts (000)	2,227	2,187	2,157	*	*	685	653
311-NYC (text) contacts (000)	356	311	303	*	*	109	109
311 Online site visits (000)	13,415	13,472	15,007	*	*	4,487	6,690
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None							

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
★ Calls answered in 30 seconds (%)	79%	83%	85%	80%	80%	89%	68%
★ Average wait time (tier 1 calls) peak hours (minutes:seconds)	1:10	1:05	0:28	0:30	0:30	0:25	1:03
★ Average wait time (tier 1 calls) off-peak hours (minutes:seconds)	0:18	0:12	0:12	0:30	0:30	0:08	0:30
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Completed service requests (000)	3,461	3,558	3,404	*	*	1,209	1,229
Inquiries from customers (000)	25,371	17,406	19,413	*	*	5,556	8,959
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None							

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
E-mails responded to in 14 days (%)	100%	100%	100%	*	*	100%	100%
Customer satisfaction index (311 only)	92%	92%	94%	*	*	NA	NA
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None							

AGENCY RESOURCES	Actual			Sept. 2023 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY21	FY22	FY23	FY24	FY24¹	FY25¹	FY23	FY24
Resource Indicators								
Expenditures (\$000,000)²	\$53.7	\$71.3	\$65.3	\$56.0	\$56.7	\$58.7	\$26.5	\$25.8
Personnel	387	352	342	391	396	396	350	361
Overtime paid (\$000)	\$255	\$239	\$125	\$239	\$239	\$239	\$32	\$55
¹January 2024 Financial Plan. ²Expenditures include all funds "NA" - Not Available The figures shown in the table above are subtotals of the Department of Information Technology and Telecommunications totals that appear in the DoITT chapter of this report.								

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Goal 1a ‘Increase public access to government services and information’ was renamed ‘Increase public access to government information’ to better specify the effort.
- ‘Improve the efficiency of public access to government services’ was added to Service 1 as Goal 1b.
- A new service ‘Provide information to the public’ was added as Service 2.
- A new Goal ‘Deliver requested information to the public’ was added to Service 2 as Goal 2a.
- The indicator ‘Knowledge articles accessed (000)’ was removed ahead of Fiscal 2023 Mayor’s Management Report and replaced by the indicator ‘Inquiries from customers (000)’ which was added to Goal 2a to capture the same performance data.
- Preceding the Fiscal 2024 Preliminary Mayor’s Management Report, the Mayor’s Office of Operations implemented updated standards for indicator names. Minimal stylistic changes, such as the use of em-dashes, percent symbols and acronyms, were made to the names of previously published indicators here within. Substantive name changes for indicators that clarify what is being measured are otherwise noted above.

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