

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, more commonly referred to as 311, 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). 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 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 text service options to include the 10 designated citywide languages.

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

- During the first four months of Fiscal 2025, NYC311 received 11.4 million contacts from New Yorkers across its call center, website, mobile app, text, and social media channels. Approximately 5.3 million contacts were served through 311’s website. Visits to 311’s website decreased by 20 percent during the first four months of Fiscal 2025, following a one-time surge in helicopter noise complaints during the same period last year.
- NYC311 received 5.2 million calls and around 832,000 contacts via the 311 mobile application, text, and social media. Mobile application contacts increased by 13 percent across comparative reporting periods driven by the release of an updated NYC311 Mobile App in Fiscal 2024. Text inquiries decreased by 16 percent.
- The average wait time to speak with a Tier 1 agent was 29 seconds over the reporting period, an almost 28 percent decrease compared to the same period in Fiscal 2024. The percentage of calls answered in 30 seconds or less, increased by more than 10 percent during this period, reflecting improvements in call center efficiencies.
- Inquiries from customers increased by almost 24 percent, reaching more than 11 million, during the first four months of Fiscal 2025 compared to the same period last year, signaling increased engagement with 311 as a resource for accessing city programs and obtaining essential information.

SERVICE 1 Provide public access to City government.

Goal 1a Increase public access to government information.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
★ 311 calls (000)	18,231	17,886	17,458	*	*	5,438	5,216
311 Spanish language calls (000)	529	598	575	*	*	189	178
311 calls in languages other than English or Spanish (000)	85	75	91	*	*	31	29
311 mobile app contacts (000)	2,187	2,157	2,165	*	*	653	740
311-NYC (text) contacts (000)	311	303	308	*	*	109	92
★ 311 Online site visits (000)	13,472	15,007	18,182	↑	↑	6,690	5,337
★ 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	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
★ Calls answered within 30 seconds (%)	83%	85%	74%	80%	80%	68%	79%
★ Average wait time (tier 1 calls) (minutes:seconds)	0:29	0:17	0:31	0:30	0:30	0:40	0:29
★ 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	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Completed service requests (000)	3,558	3,404	3,600	*	*	1,229	1,283
Inquiries from customers (000)	17,406	19,413	27,508	*	*	8,959	11,102
★ Critical Indicator 🌟 Equity Indicator “NA” Not Available ↑↓ Directional Target * None							

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
E-mails responded to within 14 days (%)	100%	100%	100%	*	*	100%	100%
Customer satisfaction index (311 only)	92%	94%	93%	*	*	NA	NA

★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2024 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY22	FY23	FY24	FY25	FY25 ¹	FY26 ¹	FY24	FY25
Expenditures (\$000,000) ²	\$71.3	\$65.3	\$61.7	\$65.6	\$66.3	\$24.4	\$65.8	\$66.3
Personnel	352	342	376	396	395	364	395	395
Overtime paid (\$000)	\$239	\$125	\$264	\$239	\$239	\$207	\$239	\$239

¹ January 2025 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

- Preceding the Fiscal 2025 Preliminary Mayor's Management Report, the Mayor's Office of Operations continued to standardize indicator names, implementing changes in the Customer Experience section. Indicator definitions and historic data were not changed.
- Previously published Fiscal 2024 figure for 'Personnel' was corrected from 379 to 376.

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>