

OFFICE OF TECHNOLOGY AND INNOVATION

311 CUSTOMER SERVICE CENTER



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.

Always striving to provide equitable service, 311 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.
-

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 2026, NYC311 received 11 million contacts from New Yorkers across its call center, website, mobile app, text, and social media channels. 932,000 contacts were served through the mobile app, text, and social media. Contacts via the mobile app increased by 12 percent when compared to the same period in Fiscal 2025, continuing the upward trend following the updated NYC311 Mobile App release in Fiscal 2024.
- The average wait time to speak with a Tier 1 agent was 42 seconds through October of Fiscal 2026, a 45 percent increase compared to the same period in Fiscal 2025 when it was 29 seconds. The Tier 1 agents handle the Tier 1 calls, which are the high-volume calls. The average wait time was higher than the target of 30 seconds due to staffing constraints in July and August 2025, which were resolved by the end of the reporting period.
- Inquiries from customers decreased 34 percent during the first four months of Fiscal 2026 compared to the same period last year, with the variance driven by a one-time increase in automated inquiries associated with the MyCity project during the Fiscal 2024 reporting period. The MyCity portal—a centralized online portal and one-stop shop designed to make it easier for New Yorkers to discover, apply for, and manage city services, benefits, and business resources, fully launched in September 2023, and led to an influx of inquiries to 311 through the first four months of Fiscal 2025, before settling over this reporting period.

SERVICE 1 Provide public access to City government.

Goal 1a Increase public access to government information.

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
311 calls (000)	17,886	17,458	17,377	*	*	5,216	4,929
311 Spanish language calls (000)	1,254	706	1,709	*	*	492	463
311 calls in languages other than English or Spanish (000)	165	264	243	*	*	66	72
311 mobile app contacts (000)	2,157	2,165	2,525	*	*	740	832
311-NYC (text) contacts (000)	303	308	270	*	*	92	100
311 Online site visits (000)	15,007	18,182	16,890	*	*	5,337	5,170
★ 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ Calls answered within 30 seconds (%)	85%	74%	80%	80%	80%	79%	76%
★ Average wait time (tier 1 calls) (minutes:seconds)	0:17	0:31	0:25	0:30	0:30	0:29	0:42
★ 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Completed service requests (000)	3,404	3,600	3,766	*	*	1,283	1,257
Inquiries from customers (000)	19,413	27,508	31,672	*	*	11,102	7,314
★ Critical Indicator 🌟 Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None							

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
E-mails responded to within 14 days (%)	100%	100%	100%	*	*	100%	100%
Customer satisfaction index (311 only)	94%	93%	93%	*	*	NA	NA
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None							

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2025 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY23	FY24	FY25	FY26	FY26¹	FY27¹	FY25	FY26
Expenditures (\$000,000)²	\$65.3	\$61.7	\$62.2	\$66.5	\$66.3	\$66.5	\$66.3	\$19.4
Personnel	342	376	342	398	394	394	364	338
Overtime paid (\$000)	\$125	\$264	\$293	\$239	\$239	\$239	\$239	\$186
¹February 2026 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

- All previously published figures for Goal 1a indicator ‘311 Spanish language calls (000)’ have been updated to capture the full volume of Spanish language calls resolved by automated messaging in the IVR, bilingual agents, and agents using a language translation service.
- All previously published figures for Goal 1a indicator ‘311 Calls in languages other than English or Spanish (000)’ have been updated to capture the full volume of calls in languages other than English and Spanish resolved by automated messaging in the IVR and by agents using a language translation service.

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>