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My Fellow New Yorkers:

In March 2003, the City of New York embarked on an ambitious endeavor that forever changed the relationship between New Yorkers and their city. With the creation of NYC311, one easy-to-remember phone number replaced layers of municipal bureaucracy, and made it simple to ask a question, file a complaint, or submit a request for service.

NYC311 triumphs because it meets New Yorkers where they are. What started as a phone number has evolved into a website, a mobile app, text-to-311, Link NYC kiosks, and social media platforms, all providing a direct connection to New York City government. Managed by a team of dedicated public servants, these channels have proved to be an invaluable resource for New Yorkers living through blizzards, hurricanes, a recession, and a pandemic, among countless other trying moments in our history. Perhaps just as important, however, they have provided the sort of day-to-day service – such as information on trash pick-ups, school closures, or street cleaning – that makes life in New York City a bit easier.

Understanding NYC311’s critical position in New York City government, one of the first things I did in my administration was to align the service within the new Office of Technology and Innovation (OTI), calling on the consolidated agency to find new ways to use technology to serve the needs of New Yorkers. The collective OTI team continues to reimagine ways government and residents interact with the creation of MyCity and other digital services.

In many ways, the New York City of today looks unrecognizable from the New York City of 2003. But what’s constant amid our city’s broader evolution is the daily hard work and dedication of the people behind NYC311 who provide trusted information day-in and day-out, amassing more than 525 million contacts since the service began.

Here’s to the next two decades of NYC311 and a continuously more connected New York City!

Mayor Eric Adams
City of New York
# All-Time Contacts

<table>
<thead>
<tr>
<th>Total Contacts</th>
<th>311 Phone</th>
<th>311 Online</th>
<th>311 Mobile App</th>
<th>311 Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>525,000,000+</td>
<td>359,000,000+</td>
<td>147,000,000+</td>
<td>16,000,000+</td>
<td>3,000,000+</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>311 Chat</th>
<th>311 Social Media</th>
<th>Avg Contacts Per Day</th>
<th>% Phone</th>
<th>% Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>650,000+</td>
<td>150,000+</td>
<td>71,000+</td>
<td>68%</td>
<td>32%</td>
</tr>
</tbody>
</table>

## ANNUAL CONTACTS

<table>
<thead>
<tr>
<th>Year</th>
<th>MILESTONE</th>
<th>TOTAL CONTACTS</th>
<th>AVG PER DAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>2003</td>
<td>First Year</td>
<td>4,516,512</td>
<td>15,133</td>
</tr>
<tr>
<td>2013</td>
<td>10th Year</td>
<td>21,716,387</td>
<td>62,265</td>
</tr>
<tr>
<td>2022</td>
<td>19th Year</td>
<td>35,037,317</td>
<td>95,993</td>
</tr>
<tr>
<td>2023</td>
<td>Jan, 2023</td>
<td>3,038,877</td>
<td>98,028</td>
</tr>
</tbody>
</table>

## All-Time Calls to 311

2003 – 2023

- **MTA Strike**
- **Great Recession**
- **Blizzard**
- **Sandy**
- **Irene**
- **Winter Storms**
- **COVID**
- **Recovery**
Then & Now

Comparing top inquiries and service requests from NYC311’s first and latest full year of reporting.

2004

**TOP 5 INQUIRIES**

**Inquiry Name**
- CFC and Freon Removal
- Parking Ticket
- Noise - Residential
- Heat Complaint - Residential Building
- Apartment Maintenance Complaint

**TOP 5 SERVICE REQUESTS**

**Service Request**
- CFC Recovery
- Noise – Residential
- Literature Request
- Heat Complaint - Residential Building
- Water System

2022

**TOP 5 INQUIRIES**

**Inquiry Name**
- Parking Ticket or Camera Violation
- Apartment Maintenance Complaint
- Illegal Parking
- Towed Vehicle
- Heat Complaint - Residential Building

**TOP 5 SERVICE REQUESTS**

**Service Request**
- Illegal Parking
- Apartment Maintenance Complaint
- Noise – Residential
- Heat Complaint – Residential Building
- Blocked Driveway
Digital Channels

Digital Channels

<table>
<thead>
<tr>
<th>DIGITAL CHANNELS</th>
<th>LAUNCH DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>311 Online</td>
<td>3/24/2009</td>
</tr>
<tr>
<td>Twitter</td>
<td>5/4/2009</td>
</tr>
<tr>
<td>NYC311 Mobile App</td>
<td>10/23/2009</td>
</tr>
<tr>
<td>Instagram</td>
<td>1/13/2014</td>
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</table>

311 Mobile App Downloads

<table>
<thead>
<tr>
<th>Year</th>
<th>Downloads</th>
<th>iPhone</th>
<th>Android</th>
</tr>
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<tbody>
<tr>
<td>2015</td>
<td>150,730</td>
<td>54%</td>
<td>46%</td>
</tr>
<tr>
<td>2016</td>
<td>136,619</td>
<td>49%</td>
<td>51%</td>
</tr>
<tr>
<td>2017</td>
<td>168,432</td>
<td>53%</td>
<td>47%</td>
</tr>
<tr>
<td>2018</td>
<td>173,754</td>
<td>55%</td>
<td>45%</td>
</tr>
<tr>
<td>2019</td>
<td>143,520</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>2020</td>
<td>185,304</td>
<td>44%</td>
<td>56%</td>
</tr>
<tr>
<td>2021</td>
<td>82,977</td>
<td>68%</td>
<td>32%</td>
</tr>
<tr>
<td>2022</td>
<td>79,217</td>
<td>67%</td>
<td>33%</td>
</tr>
<tr>
<td>2023</td>
<td>6,260</td>
<td>69%</td>
<td>31%</td>
</tr>
<tr>
<td>Grand Total</td>
<td>1,120,553</td>
<td>53%</td>
<td>47%</td>
</tr>
</tbody>
</table>
Calls to Remember

311 customer service representatives, managers, and executives list their twenty most memorable calls, questions, complaints, and service requests since 2003.

1. A cat is terrorizing someone through a screen door. (2003)
2. I’d like to file a noise complaint against my refrigerator. (2004)
3. Can you tell me the steps for boiling a live chicken? (2005)
8. Can you check if my boyfriend is married? (2009)
9. Is there a law limiting how many times you can flush the toilet? (2013)
10. What is the best pizza near me? (Multiple years)
11. When does Santa land in Manhattan? (Multiple years)
12. A raccoon is eating lasagna on my porch. (2014)
13. Do dogs see in black & white or in color? (2015)
17. A goat is tied to the stairwell in my building. (2016)
18. If a couple is divorced, can they still live in the same house but in different rooms? (2019)
19. Can someone spray the trees so the leaves stop falling? (2022)
20. Can you transfer me to a “UFO-ologist”? (2023)
Acknowledgements

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NYC Office of Technology and Innovation Team
NYC311 Team (Past and Present)

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Gamble  Ramona Mcguire
Nicholas Burriesci  Todora Millington
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