



311 CUSTOMER SERVICE CENTER

Joseph Morrisroe, Executive Director

Key Public Service Area

- ✓ Provide access to City government.

Scope of Agency Operations

The 311 Customer Service Center provides the public with quick, easy access to non-emergency government services and information through the call center, [311 Online](#), [311 on Twitter](#), and text messaging at [311-NYC](#). Information and assistance is available 24 hours a day, 7 days a week in more than 180 languages.

Critical Objectives

- Increase the public’s access to non-emergency government services.

Preliminary Performance Highlights

- 311 received over 7.7 million inquiries during the first four months of Fiscal 2012. More than 6.9 million contacts were made via telephone, 753,000 contacts were made via 311 Online and 60,000 were made via text. This represents a 20 percent increase in calls and a 184 percent increase in online contacts compared to the first four months of Fiscal 2011.
- Due to a 23 percent reduction in staffing and a 20 percent increase in calls, there was a 69 second increase in average wait time and a 35 percentage point decrease in calls answered within 30 seconds compared to the first four months of Fiscal 2011.
- During the reporting period a customer satisfaction survey, conducted by CFI Group Inc., assessed the experiences of 764 callers. As part of the survey, CFI compared the City’s 311 results with other government and private sector industries and concluded: “311 outperforms all recent government measures and is on par with the top scoring private industry-wide mark” in customer satisfaction.

Top 10 Citywide 311 Calls:	Total	% of All
Noise (all inquiries)	87,497	1.3%
Landlord Complaint - Maintenance	70,891	1.0%
Parking Ticket Lookup - Ticket or Plate Number Known	53,810	0.8%
Find a Police Precinct or Police Service Area (PSA)	49,994	0.7%
Schedule a Plan Examiner Appointment	47,602	0.7%
Find a Towed Vehicle - Plate Number Known	35,518	0.5%
Bus or Subway Information	34,348	0.5%
Bulk Item Disposal Information	26,629	0.4%
Hurricane Evacuation Zone Lookup	22,755	0.3%
Property Tax Account Assistance	22,567	0.3%



Performance Report

✓ Provide access to City government

Performance Statistics	A c t u a l			T a r g e t		4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11	Updated			
	FY12	FY13	FY12	FY13	FY11	FY12	
★ Calls made to 311 (000)	18,363.1	18,642.6	21,730.0	*	*	5,791.4	6,928.8
311 Online site visits (000)	NA	740.5	1,328.8	*	*	265.7	753.5
★ Calls answered in 30 seconds or less (%)	88%	82%	78%	80%	80%	87%	51%
Call takers time occupied (%)	69%	78%	80%	*	*	77%	84%
★ Average wait time for tier 1 calls (311 Siebel system) (minutes:seconds)	0:12	0:22	0:31	0:30	0:30	0:19	1:28
★ Average wait time for tier 2 calls (agency legacy systems at 311) (minutes:seconds)	0:25	1:04	2:03	*	*	1:39	3:00
★ Calls resolved at 311 without transfer to agency for resolution (%)	84%	86%	89%	*	*	85%	91%
Calls handled in languages other than English (%)	3.6%	3.4%	2.7%	*	*	3.8%	2.2%
Complaints against 311 per million calls	32.7	29.2	24.9	*	*	30.0	34.0

★ Critical Indicator "NA" - means Not Available in this report

Agency Customer Service

The 311 Customer Service Center provides service to its customers through its website and correspondence.

Indicator	311 Jul-Oct FY11	Citywide Jul-Oct FY11	311 Jul-Oct FY12	Citywide Jul-Oct FY12	311 Change Jul-Oct FY11 to FY12	Citywide Change Jul-Oct FY11 to FY12
Average call wait time (min:sec)	0:19	1:38	1:28	1:47	363%	10%
Average response time for email correspondence (days)	8	5	1	8	-88%	60%
Average response time for letters/mail correspondence (days)	3	11	1	9	-67%	-18%

Agency Resources

Agency Resources	A c t u a l			September 2011 MMR FY12	Updated FY12 ¹	FY13 ¹	4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11					
Expenditures (\$ millions) ²	\$52.4	\$46.5	\$45.0	\$40.9	\$41.7	\$40.9	\$22.2	\$18.4
Personnel	473	397	347	325	321	317	400	307
Overtime paid (\$000)	\$317	\$221	\$297	*	*	*	\$100	\$96

¹ January 2012 Financial Plan "NA" - Not Available in this report

² Expenditures include all funds. January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2012 budget.

The figures shown in the table above are subtotals of the Department of Information Technology and Telecommunications totals that appear in the preceding chapter of this Report.



Noteworthy Changes, Additions or Deletions

None

For more information please visit the website at: www.nyc.gov/311

