

311 CUSTOMER SERVICE CENTER

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WHAT WE DO

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 Facebook](#), [311 on Twitter](#), text messaging at 311-NYC(692), [311 mobile app](#) and 311 TTY at (212) 504-4115. Information and assistance are also available by Skyping "NYC311" or using a Video Relay Service at (212) NEW-YORK (212-639-9675). 311 is available 24 hours a day, seven days a week in more than 180 languages.

FOCUS ON EQUITY

311 is committed to serving the public interest of all New York City residents, business owners and visitors by providing equitable service delivery to all customers. 311 provides access to government resources while maintaining the highest possible level of quality service for all. Ongoing enhancement efforts have strengthened the focus on availability and customer experience through a diverse range of access points to ensure fair delivery and quality service. 311 continues to promote ease of access and transparency in making government services more available to non-English speakers and effectively serving the needs of all New Yorkers and visitors.

OUR SERVICES AND GOALS

SERVICE 1 Provide public access to City government.

Goal 1a Increase public access to non-emergency government services.

HOW WE PERFORMED

- 311 received over 10 million inquiries during the first four months of Fiscal 2016. More than six million contacts were made via telephone, nearly four million contacts were through 311 Online, and 37,000 contacts were made via text. 311 has continued to increase its social media presence on Twitter and Facebook with a combined following of more than 195,000 people.
- During the reporting period the average wait time to speak to 311 representatives was 14 seconds. 311 continued to exceed its target of answering 80 percent of calls within 30 seconds.
- The results of the 311 Customer Satisfaction Survey, which was conducted and published by CFI Group Inc., in October 2015, evaluated the experiences of 765 callers. The October 2015 total composite score of 85 is well above the federal government and private sector averages for call centers, is on par with the best performers in the private sector, and shows a seven-point improvement from the 2008 baseline score.

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Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
★311 calls (000)	19,917	21,346	21,079	*	*	5,836	6,089
★311 Online site visits (000)	3,998	5,248	9,656	↑	↑	2,431	3,985
Calls handled in languages other than English (%)	2.1%	1.8%	2.5%	*	*	2.3%	3.2%
★Average wait time (tier 1 calls) (minutes:seconds)	0:38	0:23	0:23	0:30	0:30	0:13	0:14
★Calls answered in 30 seconds (%)	81%	83%	84%	80%	80%	91%	90%
Call takers time occupied (%)	78%	79%	77%	*	*	75%	76%
Calls resolved at 311 without transfer to agency for resolution (%)	91%	93%	94%	*	*	92%	92%
Complaints about 311 per million calls	26.0	23.0	26.0	*	*	30.0	34.0

★ Critical Indicator "NA" - means Not Available in this report * No Target ↓↑ shows desired direction

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Customer Experience							
Completed requests for interpretation	421,839	392,759	531,194	*	*	132,791	191,959
Letters responded to in 14 days (%)	100%	NA	NA	*	*	NA	NA
E-mails responded to in 14 days (%)	100%	100%	100%	*	*	100%	100%
Customer satisfaction index	84	83	84	*	*	NA	85

"NA" - means Not Available in this report * No Target

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2015 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY13	FY14	FY15	FY16	FY16 ¹	FY17 ¹	FY15	FY16
Expenditures (\$000,000) ²	\$39.6	\$38.3	\$44.1	\$42.6	\$41.9	\$41.9	\$17.6	\$21.2
Personnel	276	308	337	405	405	405	303	342
Overtime paid (\$000)	\$239	\$248	\$224	\$239	\$239	\$239	\$45	\$68

¹January 2016 Financial Plan ²Expenditures include all funds *NA* - Not Available in this report
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

None.

ADDITIONAL RESOURCES

For additional information on items referenced in the narrative, go to:

- 311 Online:
<http://www.nyc.gov/311>
- 311 Facebook:
<https://www.facebook.com/NYC-311-84372567650>
- 311 on Twitter:
<https://twitter.com/nyc311>
- 311 Mobile App:
<http://www1.nyc.gov/connect/applications.page>

For more information on the agency, please visit: www.nyc.gov/311.

