

# CUSTOMER SERVICE

## 311 Customer Service Center Inquiries by Agency

	Total Jul-Oct FY15	% of Inquiries Jul-Oct FY15	Rank in # of Calls in Jul-Oct FY15	Total Jul-Oct FY16	% of Inquiries Jul-Oct FY16	Rank in # of Calls in Jul-Oct FY16
<b>Top Inquiries</b>						
<b>ACS</b>						
Child Care Financial Assistance - Eligibility Information and Application By Mail	3,502	14%	1	3,134	13%	1
Child Care Financial Assistance - Voucher Information	1,642	7%	6	2,751	11%	2
Child Care Financial Assistance - Eligibility and Application Online	2,162	9%	4	2,059	8%	3
Child Care Financial Assistance - Status of a Submitted Application	1,678	7%	5	1,940	8%	4
Child Care Financial Assistance - Eligibility and Application In Person or By Phone	2,165	9%	3	1,926	8%	5
<b>BIC</b>						
Commercial Waste and Private Carters Information	363	58%	1	401	62%	1
Sanitation Complaint - Private Carter	226	36%	2	225	35%	2
Trade Waste License Registration	39	6%	3	25	4%	3
<b>BOE</b>						
Election and Voting Information	1,020	34%	2	1,191	45%	1
Find a Poll Site	1,047	35%	1	731	28%	2
Become a Poll Worker	257	9%	3	199	8%	3
Poll Site Complaint	46	2%	7	192	7%	4
Check Voter Registration Status	201	7%	4	135	5%	5
<b>BPL</b>						
Find a Library - Brooklyn	717	79%	1	742	79%	1
Elementary School Student After School Program - Drop-In	80	9%	2	79	8%	2
General Information - Brooklyn Public Library	70	8%	3	72	8%	3
Library Complaint - Brooklyn	25	3%	4	38	4%	4
Middle School Student After School Program - Drop-In	5	1%	5	5	1%	5
<b>CCHR</b>						
Discrimination Complaint	2,694	95%	1	3,256	86%	1
Disability Access Inadequate	NA	NA	NA	362	10%	2
Human Rights Education and Community Outreach	78	3%	2	95	3%	3
Human Rights Commission Publications	73	3%	3	85	2%	
<b>CCRB</b>						
Police Officer Misconduct	3,395	99%	1	3,004	98%	1
Civilian Complaint Mediation	35	1%	2	53	2%	2
<b>CUNY</b>						
Find a CUNY College	787	45%	1	776	44%	1
Free GED Bridge Classes - LaGuardia Community College	212	12%	2	197	11%	2
CUNY Admissions Services	176	10%	3	186	10%	3
NYC College Line	96	5%	4	101	6%	4
CUNY Citizenship Now	74	4%	5	96	5%	5

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<b>DCA</b>						
Retail Store Complaint	1,610	4%	4	1,715	5%	1
Investigate a Business Licensed by DCA	2,225	6%	2	1,691	5%	2
Financial Empowerment Center	2,199	5%	3	1,620	5%	3
Restaurant Permit - Renew or Status	1,490	4%	5	1,565	5%	4
NYC Online Licensing Service - Technical Assistance	958	2%	7	1,115	3%	5
<b>DCAS</b>						
Civil Service Exam Information	15,423	83%	1	8,722	74%	1
NYC Jobs	1,001	5%	2	961	8%	2
City Employment Verification	491	3%	3	478	4%	3
The Green Book	178	1%	5	301	3%	4
Sale of City-Owned Real Estate and Sales Auctions	249	1%	4	233	2%	5
<b>DCLA</b>						
Find a Zoo or Aquarium	491	48%	1	507	47%	1
Find a Museum	289	28%	2	331	31%	2
Find a Botanical Garden	88	9%	3	121	11%	3
Grants for Cultural Programs	71	7%	4	39	4%	4
Find a Performing Arts Venue	21	2%	6	21	2%	5
<b>DCP</b>						
Locate an Elected Official	7,522	87%	1	6,800	86%	1
Zoning Information Desk	1,022	12%	2	993	13%	2
Waterfront - Flood Zone Information	38	0%	4	65	1%	3
Purchase City Planning Maps and Books	43	0%	3	30	0%	4
City Planning - Hearings and Publications	20	0%	5	13	0%	5
<b>DDC</b>						
DDC Project Inquiries and Complaints	163	71%	1	255	86%	1
General Inquiries for the Department of Design and Construction	58	25%	2	35	12%	2
Bidding on DDC Projects	8	3%	3	4	1%	3
Construction Vendor Prequalification List	1	0%	4	2	1%	4
<b>DEP</b>						
Fire Hydrant Running Full	7,982	9%	2	8,518	11%	1
Noise from Construction After Hours	10,657	12%	1	7,594	10%	2
Fire Hydrant Running	4,446	5%	5	5,092	7%	3
Water and Sewer Bill Information	4,650	5%	4	4,534	6%	4
Sewer Backup Complaint - Priority	5,543	6%	3	4,125	5%	5

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<b>Top Inquiries</b>						
<b>DFTA</b>						
Housing Options - Senior - Low-Income	2,967	16%	1	3,067	17%	1
Lawyer Referral for Seniors	1,872	10%	2	2,082	12%	2
Find a Senior Center	1,268	7%	3	1,206	7%	3
Health Insurance for Seniors - Medicare and HIICAP-SHIP Program	950	5%	6	1,200	7%	4
Housing Options - Senior - Frail, Disabled, or with Alzheimers or Dementia	1,098	6%	5	1,121	6%	5
<b>DHS</b>						
Homelessness Prevention through HomeBase	8,460	30%	1	5,841	21%	1
Homeless Shelter Intake for Single Adults	5,550	20%	2	4,920	17%	2
Homeless Person Outreach Assistance	2,873	10%	5	4,904	17%	3
Homeless Shelter Complaint - Shelter Client	3,024	11%	4	4,586	16%	4
Homeless Shelter Intake for Families with Children	4,103	14%	3	3,572	13%	5
<b>DOB</b>						
Schedule a Plan Examiner Appointment	36,999	35%	1	35,753	37%	1
Illegal Conversion of Residential Space	8,957	8%	2	7,078	7%	2
Building Construction Without Permit	7,064	7%	3	6,858	7%	3
Elevator or Escalator Defective or Without Permit	5,274	5%	5	4,800	5%	4
Building Unstable - Priority	2,296	2%	6	1,976	2%	5
<b>DOC</b>						
Inmate Location and Information	9,442	37%	2	8,053	37%	1
Property Pickup for Former Rikers Island Inmates	9,547	37%	1	5,638	26%	2
Jail System Complaint	1,635	6%	4	3,155	15%	3
Inmate Visit Schedule	1,890	7%	3	1,630	8%	4
Department of Correction Facilities	NA	NA	NA	673	3%	5
<b>DOE</b>						
Public School Calendar	9,232	16%	1	12,598	21%	1
Find a School	7,457	13%	2	6,461	11%	2
Pre-Kindergarten (UPK) General Information	4,764	8%	3	2,872	5%	3
Find a School Zone	2,659	5%	5	2,313	4%	4
Student Record Request - Former Student	1,666	3%	10	2,103	4%	5

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Top Inquiries						
DOF						
Parking Ticket Lookup - Ticket or Plate Number Known	78,299	22%	1	70,654	22%	1
Find a Towed Vehicle - Plate Number Known	28,028	8%	3	30,889	10%	2
Property Tax Account Assistance and Bill Information	28,587	8%	2	26,353	8%	3
Find a Towed Vehicle - Plate Number Unknown - NYPD	11,232	3%	6	13,280	4%	4
Parking Ticket Payment Problem or Penalty Adjustment	16,764	5%	4	12,665	4%	5
DOHMH						
Birth Certificate from 1910 to Present	16,285	13%	1	16,849	12%	1
Rodent Complaint - Other Location	8,348	7%	2	8,743	6%	2
Animal - Injured or Sick - Stray Dog or Cat	3,056	2%	5	6,046	4%	3
Animal - Injured or Sick - Large Wildlife, Large or Unusual Bird, or Endangered Species	949	1%	34	4,555	3%	4
LifeNet	3,652	3%	3	4,100	3%	5
DOI						
Contact or Locate a City Marshal	500	44%	1	533	44%	1
City Worker or Contractor Corruption or Misconduct	481	42%	2	518	43%	2
City Marshal Complaint	75	7%	4	88	7%	3
Fingerprinting - Center-Based Day Care or Pre-School	85	7%	3	65	5%	4
Become a City Marshal	3	0%	5	10	1%	5
DOITT						
Cable Television Complaint - Service	306	18%	3	428	30%	1
Cable Television Complaint - General	325	19%	2	292	21%	2
Verizon City-Wide Cable TV Franchise	217	13%	4	218	15%	3
Pay Phone Complaint - Street	211	12%	5	209	15%	4
NYC Radio and Television - Information and Complaint	130	8%	6	129	9%	5
DOP						
Adult Probation Supervision - Brooklyn	86	27%	1	71	24%	1
Adult Probation Supervision - Manhattan	71	22%	2	70	23%	2
Adult Probation Supervision - Bronx	51	16%	4	56	19%	3
Adult Probation Supervision - Queens	62	19%	3	46	15%	4
Probation Warrant Enforcement	14	4%	6	16	5%	5
DORIS						
Death Certificate Before 1949	344	27%	1	304	28%	1
Birth Certificate Before 1910	227	18%	2	237	22%	2
Marriage Record Before 1930	207	16%	3	151	14%	3
Status of Request for Death Certificate from Before 1949	121	10%	4	93	9%	4
Genealogy Research	94	7%	5	75	7%	5

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<b>Top Inquiries</b>						
<b>DOT</b>						
Alternate Side Parking or Street Cleaning Information	13,801	12%	1	14,202	12%	1
Streetlight Condition	11,327	10%	3	13,447	12%	2
Muni-Meter Defective or Damaged	13,471	12%	2	8,497	7%	3
Traffic or Pedestrian Signal Condition	6,842	6%	4	6,701	6%	4
Pothole on Street	5,585	5%	5	6,501	6%	5
<b>DPR</b>						
Removal of Large Branch or Entire Tree - City Tree or Property	8,627	13%	2	8,040	12%	1
Wood Disposal, Chipping, and Pickup - Brooklyn and Queens	6,733	10%	1	5,524	8%	2
Find a Park	5,263	8%	3	5,019	8%	3
Standing Dead Tree Removal - City Tree	4,198	6%	6	4,279	7%	4
Park Maintenance Complaint	3,578	5%	5	4,220	6%	5
<b>DSNY</b>						
Bulk Item Disposal Information	19,345	12%	1	23,445	12%	1
CFC and Freon Removal - Appointment	11,949	7%	4	18,083	9%	2
Recycling and Trash Collection Schedules	14,839	9%	3	16,010	8%	3
Missed Garbage Collection	17,615	11%	2	14,651	8%	4
Electronic Recycling	985	1%	36	14,377	7%	5
<b>DYCD</b>						
Literacy and GED or TASC Instruction for Non-English Speakers	639	13%	1	713	12%	1
Literacy and GED or TASC Instruction for Adults	628	12%	2	645	11%	2
Summer Jobs for Youth - General	466	9%	4	592	10%	3
Immigration Assistance from Community-Based Organizations	562	11%	3	552	9%	4
Cooling Tower Inspections for Building Owners and Managers	NA	NA	NA	517	8%	5
<b>FDNY</b>						
Fire Hazard Complaint	2,246	17%	1	1,920	15%	1
Ambulance Patient Locator	1,418	11%	2	1,607	12%	2
Locate a Firehouse - Brooklyn	831	6%	3	901	7%	3
Fire Hydrant Recreational Use	354	3%	15	696	5%	4
Locate a Firehouse - Manhattan	698	5%	5	694	5%	5
<b>NYC H + H</b>						
Find a Public Hospital	9,103	67%	1	8,264	68%	1
Adult Immunization Clinic	1,036	8%	2	680	6%	2
Health Department Low to No-Cost Confidential Clinics	NA	NA	NA	497	4%	3
Become a Nurse	266	2%	7	308	3%	4
Find a Child Health Clinic	469	3%	3	287	2%	5

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<b>Top Inquiries</b>						
<b>HPD</b>						
Apartment Maintenance Complaint	43,734	31%	1	45,038	30%	1
Heat or Hot Water Complaint in Entire Residential Building	12,408	9%	2	15,981	11%	2
Heat or Hot Water Complaint in Apartment	9,889	7%	4	11,819	8%	3
Residential Public Area Maintenance Complaint	10,446	8%	3	10,374	7%	4
Bed Bug Complaint - Apartment, Hotel or Single Room Occupancy	7,954	6%	4	7,095	5%	5
<b>HRA</b>						
IDNYC - Make an Appointment	NA	NA	NA	64,845	29%	1
Documents Required to Apply for IDNYC	NA	NA	NA	31,691	14%	2
IDNYC Complaints, Status, and Inquiries	NA	NA	NA	17,611	8%	3
Food Stamp Assistance	10,655	15%	1	13,535	6%	4
IDNYC - Change or Look Up Appointment	NA	NA	NA	11,161	5%	5
<b>LAW</b>						
Laws of the City of New York	437	100%	1	408	100%	1
<b>LPC</b>						
Landmark Building Alteration Permit	83	38%	2	85	46%	1
Landmark and Historic District Information	97	44%	1	73	40%	2
Landmark Status Application	23	11%	3	13	7%	3
Landmark Building Painting Complaint	8	4%	4	8	4%	4
Landmark Restoration Grant Application	7	3%	5	5	3%	5
<b>NYCEM</b>						
NYCEM - Cooling Center Locations	89	6%	5	1,060	37%	1
NYCEM - Know Your Zone - Hurricane Evacuation Lookup	267	19%	1	908	31%	2
NYCEM - Ready New York Guide	241	17%	2	203	7%	3
NYCEM - Notify NYC - Telephone Registration	55	4%	7	148	5%	4
NYCEM - Ready New York Guide - Hurricanes	175	12%	3	118	4%	5
<b>NYCHA</b>						
Public Housing Maintenance	5,817	30%	1	6,976	32%	1
Heat Complaint in NYCHA Building	945	5%	8	2,272	10%	2
Public Housing Application Information and Assistance	2,164	11%	2	1,936	9%	3
Public Housing Assistance Status - All Boroughs	1,866	10%	3	1,728	8%	4
Water Complaint - NYCHA	1,002	5%	7	1,468	7%	5
<b>NYPD</b>						
Noise from Neighbor	42,312	14%	1	40,848	13%	1
Vehicle Blocking Driveway Complaint	25,922	9%	3	31,328	10%	2
Find a Police Precinct or PSA by Location	29,463	10%	2	28,479	9%	3
Illegal Parking Complaint	19,455	6%	4	23,756	8%	4
Find a Police Precinct or PSA by Name	18,443	6%	5	17,805	6%	5

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<b>NYPL</b>						
Find a Library - Bronx, Manhattan, Staten Island	922	87%	1	1,122	90%	1
General Information - New York Public Library	72	7%	2	77	6%	2
Library Complaint - Bronx - Manhattan - Staten Island	58	5%	3	43	3%	3
Find a Library - Brooklyn	4	0%	4	4	0%	4
Find a Library - Queens	1	0%	5	3	0%	5
<b>OATH</b>						
ECB Violation - Information	3,392	41%	1	3,700	45%	1
ECB Violation - Request Status or Copy	1,193	14%	2	938	11%	2
ECB Violations - DOB Issued	789	10%	3	804	10%	3
ECB Violation - Online Ticket Finder	737	9%	4	697	9%	4
ECB Borough Office Locations	431	5%	5	432	5%	5
<b>OCME</b>						
Death Inquiries	380	60%	1	342	57%	1
Proof of Death	115	18%	2	99	17%	2
Autopsy Report	81	13%	3	91	15%	3
Cremation Inquiries	23	4%	5	38	6%	4
Reflection Room at the World Trade Center Memorial	32	5%	4	27	5%	5
<b>QPL</b>						
Find a Library - Queens	350	71%	1	417	70%	1
Elementary School Student After School Program - Drop-In	66	13%	2	60	10%	2
Free Mobile Hotspot Lending	NA	NA	NA	45	8%	3
Library Complaint - Queens	26	5%	4	39	7%	4
General Information - Queens Public Library	43	9%	3	29	5%	5
<b>SBS</b>						
Help Starting a Small Business	963	22%	1	1,081	28%	1
Find a Workforce1 Career Center	924	21%	2	944	24%	2
Job Seeker Assistance - Employment Programs	487	11%	3	427	11%	3
Get a Professional License	204	5%	6	206	5%	4
NYC Business Express Website - General Information	389	9%	4	184	5%	5
<b>SCA</b>						
School Construction Complaint	320	89%	1	222	84%	1
School Construction Information	38	11%	2	41	16%	2
<b>TLC</b>						
Lost Property in a Taxi - Medallion Number Known	6,363	20%	2	7,356	21%	1
Lost Property in a Taxi - Medallion Number Unknown	6,364	20%	1	5,909	17%	2
Lost Property in a Taxi - Medallion Number Not Found by 311	1,813	6%	3	2,512	7%	3
Taxi Complaint - Pick-Up Refused	1,045	3%	8	2,055	6%	4
Taxi Inquiry or Complaint from Taxi Driver or Taxi Licensee	1,438	5%	4	1,790	5%	5

"NA" - means Not Available in this report