

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 Mobile App](#), [311 Facebook](#), [311 on Twitter](#), text messaging at 311-NYC(692) 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 IN FISCAL 2016

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311 received approximately 33 million inquiries in Fiscal 2016. Calls to 311 decreased 11 percent, while online contacts increased 35 percent compared to Fiscal 2015. Almost 18.8 million contacts were made via telephone and over 13 million contacts were made through [311 Online](#). The [311 Mobile App](#) was used to contact 311 more than one million times and over 156,000 contacts were made via text at 311-NYC (692). 311's social media presence on [Twitter](#) and [Facebook](#) has a combined following of more than 258,000 people.

In Fiscal 2016, 311 exceeded its target of answering 80 percent of calls within 30 seconds. The average wait time to speak to a representative after the initial recorded messages was 16 seconds, a 30 percent decrease compared to Fiscal 2015.

The results of the 311 Customer Satisfaction Survey, which was conducted and published by CFI Group Inc., evaluated the experiences of 765 customers from August 3, 2015 through August 13, 2015. The total composite score of 85 for the August 2015 survey represents a seven percentage point improvement from the 2008 baseline.

Calls to 311 - Monthly Average (000)



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
★311 calls (000)	18,957	19,917	21,346	21,079	18,799	*	*	Neutral	Neutral
★311 Online site visits (000)	2,117	3,998	5,248	9,656	13,018	↑	↑	Up	Up
311 mobile app contacts (000)	NA	NA	NA	705	1,010	*	*	Up	NA
311-NYC (text) contacts (000)	NA	NA	234	175	156	*	*	Neutral	NA
Calls handled in languages other than English (%)	2.2%	2.1%	1.8%	2.5%	3.0%	*	*	Neutral	Up
★Average wait time (tier 1 calls) (minutes:seconds)	0:45	0:38	0:23	0:23	0:16	0:30	0:30	Down	Down
★Calls answered in 30 seconds (%)	71%	81%	83%	84%	89%	80%	80%	Up	Up
Call takers time occupied (%)	80%	78%	79%	77%	74%	*	*	Up	Neutral
Calls resolved at 311 without transfer to agency for resolution (%)	90%	91%	93%	94%	93%	*	*	Up	Neutral
Complaints about 311 per million calls	30.0	26.0	23.0	26.0	32.0	*	*	Down	Neutral

★ Critical Indicator "NA" - means Not Available in this report ↑↓ shows desired direction

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
Customer Experience									
Completed requests for interpretation	425,157	421,839	392,759	531,194	556,576	*	*	Neutral	Up
E-mails responded to in 14 days (%)	100%	100%	100%	100%	100%	*	*	Neutral	Neutral
Customer satisfaction index	82	84	83	84	85	*	*	Up	Neutral

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17	
Expenditures (\$000,000) ³	\$42.1	\$39.6	\$38.3	\$44.1	\$43.2	\$41.9	\$42.2	Neutral
Personnel	280	276	308	337	358	405	405	Up
Overtime paid (\$000)	\$297	\$239	\$248	\$224	\$239	\$239	\$239	Down

¹Actual financial amounts for the most current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at nyc.gov/mmr for details. ²Authorized Budget Level ³Expenditures include all funds
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

- 311 added two new indicators: '311 mobile app contacts (000)' and '311-NYC (text) contacts (000).'

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 Twitter:
<https://twitter.com/nyc311>
- 311 Mobile App:
<http://www1.nyc.gov/connect/applications.page>

