

# CUSTOMER SERVICE

## 311 Customer Service Center Inquiries by Agency

Top Inquiries	Total 2015	% of Inquiries in 2015	Rank in # of Calls in 2015	Total 2016	% of Inquiries in 2016	Rank in # of Calls in 2016
<b>ACS</b>						
Child Care Financial Assistance - Eligibility Information and Application By Mail	8,524	14%	1	6,806	12%	1
Child Care Financial Assistance - Voucher Information	5,135	8%	3	6,120	11%	2
Child Care Financial Assistance - Eligibility and Application Online	4,988	8%	5	4,614	8%	3
Child Care Financial Assistance - Eligibility and Application In Person or By Phone	5,062	8%	4	4,573	8%	4
Child Care Financial Assistance - Children's Services Clients	5,844	10%	2	4,420	8%	5
<b>BIC</b>						
Commercial Waste and Private Carters Information	1,137	68%	1	1,114	62%	1
Sanitation Complaint - Private Carter	554	33%	2	597	33%	2
Trade Waste License Registration	80	5%	3	76	4%	3
<b>BOE</b>						
Find a Poll Site	5,207	55%	1	9,359	40%	1
Election and Voting Information	2,234	24%	2	7,898	34%	2
Check Voter Registration Status	825	9%	3	3,661	16%	3
Presidential Primary and Special Election	NA	NA	NA	664	3%	4
Absentee Voting	309	3%	6	661	3%	5
<b>BPL</b>						
Find a Library - Brooklyn	1,951	82%	1	1,965	81%	1
General Information - Brooklyn Public Library	150	6%	3	164	7%	2
Elementary School Student After School Program - Drop-In	155	7%	2	154	6%	3
Library Complaint - Brooklyn	80	3%	4	95	4%	4
Middle School Student After School Program - Drop-In	10	0%	6	18	1%	5
<b>CCHR</b>						
Discrimination Complaint	7,527	94%	1	9,957	87%	1
Disability Access Inadequate	101	1%	4	1,084	9%	2
Human Rights Education and Community Outreach	185	2%	2	251	2%	3
Human Rights Commission Publications	171	2%	3%	213	2%	4
Staff Information Provided	NA	NA	NA	1	0%	5
<b>CCRB</b>						
Police Officer Misconduct	8,665	99%	1	8,177	99%	1
Civilian Complaint Mediation	93	1%	2	105	1%	2
<b>CUNY</b>						
Find a CUNY College	2,459	48%	1	1,989	43%	1
CUNY Admissions Services	465	9%	3	485	10%	2
Free GED Bridge Classes - LaGuardia Community College	537	11%	2	467	10%	3
CUNY Citizenship Now	271	5%	4	328	7%	4
NYC College Line	237	5%	5	251	5%	5

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<b>DCA</b>						
Free Tax Preparation - In Person	14,380	11%	1	16,065	14%	1
Financial Empowerment Center	5,191	4%	4	4,941	4%	2
Restaurant Permit - Renew or Status	4,875	4%	5	4,901	4%	3
Retail Store Complaint	4,711	4%	6	4,749	4%	4
Investigate a Business Licensed by DCA	5,990	5%	3	4,607	4%	5
<b>DCAS</b>						
Civil Service Exam Information	35,522	81%	1	19,361	70%	1
NYC Jobs	2,596	6%	2	2,276	8%	2
City Employment Verification	1,311	3%	3	1,250	5%	3
The Green Book	588	1%	5	864	3%	4
Sale of City-Owned Real Estate and Sales Auctions	828	2%	4	754	3%	5
<b>DCLA</b>						
Find a Zoo or Aquarium	907	40%	1	1,104	40%	1
Find a Museum	723	32%	2	906	33%	2
Find a Botanical Garden	278	12%	3	421	15%	3
Grants for Cultural Programs	148	7%	4	120	4%	4
Non-Profit Assistance - Arts or Cultural Organization	44	2%	6	59	2%	5
<b>DCP</b>						
Locate an Elected Official	20,325	87%	1	18,357	86%	1
Zoning Information Desk	2,743	12%	2	2,741	13%	2
Waterfront - Flood Zone Information	92	0%	4	120	1%	3
Purchase City Planning Maps and Books	114	0%	3	68	0%	4
City Planning - Hearings and Publications	55	0%	5	48	0%	5
<b>DDC</b>						
DDC Project Inquiries and Complaints	590	76%	1	802	85%	1
General Inquiries for the Department of Design and Construction	168	22%	2	127	13%	2
Bidding on DDC Projects	18	2%	3	12	1%	3
Construction Vendor Prequalification List	2	0%	4	5	1%	4
<b>DEP</b>						
Noise from Construction After Hours	26,534	10%	1	22,408	10%	1
Water and Sewer Bill Information	14,457	6%	3	14,565	7%	2
Cold Water Complaint - Dirty	9,936	4%	8	13,209	6%	3
Sewer Backup Complaint - Priority	17,408	7%	2	12,769	6%	4
Fire Hydrant Running Full	12,730	5%	4	12,525	6%	5

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<b>DFTA</b>						
Housing Options - Senior - Low-Income	8,235	16%	1	8,732	17%	1
Lawyer Referral for Seniors	5,533	11%	2	5,739	11%	2
Health Insurance for Seniors - Medicare and HIICAP-SHIP Program	3,076	6%	5	3,400	7%	3
Housing Options - Senior - Frail, Disabled, or with Alzheimers or Dementia	3,106	6%	4	3,014	6%	4
Find a Senior Center	3,177	6%	3	2,950	6%	5
<b>DHS</b>						
Homelessness Prevention through HomeBase	21,858	27%	1	18,997	23%	1
Homeless Shelter Complaint - Shelter Client	10,514	13%	3	15,262	18%	2
Homeless Person Outreach Assistance	10,320	13%	4	14,384	17%	3
Homeless Shelter Intake for Single Adults	15,085	19%	2	14,142	17%	4
Homeless Shelter Intake for Families with Children	10,047	13%	5	9,255	11%	5
<b>DOB</b>						
Schedule a Plan Examiner Appointment	106,116	37%	1	109,663	40%	1
Illegal Conversion of Residential Space	22,701	8%	3	18,717	7%	2
Building Construction Without Permit	18,671	7%	4	18,194	7%	3
Elevator or Escalator Defective or Without Permit	14,429	5%	5	14,333	5%	4
Building Unstable - Priority	6,664	2%	6	5,751	2%	5
<b>DOC</b>						
Inmate Location and Information	23,937	36%	1	23,423	33%	1
Property Pickup for Former Rikers Island Inmates	23,090	35%	2	16,865	24%	2
Jail System Complaint	5,184	8%	3	15,927	23%	3
Inmate Visit Schedule	4,708	7%	4	4,385	6%	4
Department of Correction Facilities	943	1%	9	1,890	3%	5
<b>DOE</b>						
Public School Calendar	29,729	19%	1	33,976	24%	1
Find a School	15,907	10%	2	12,888	9%	2
Pre-Kindergarten - General Information	3,372	2%	12	7,763	5%	3
Department of Education Worker or Agency Complaint or Compliment	6,374	4%	5	5,908	4%	4
Find a School Zone	5,454	4%	6	4,666	3%	5

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<b>DOF</b>						
Parking Ticket Lookup - Ticket or Plate Number Known	218,823	21%	1	196,449	20%	1
Find a Towed Vehicle - Plate Number Known	79,203	8%	3	92,279	10%	2
Property Tax Account Assistance and Bill Information	90,907	9%	2	88,375	9%	3
Find a Towed Vehicle - Plate Number Unknown - NYPD	33,252	3%	6	37,629	4%	4
Parking Ticket Payment Problem or Penalty Adjustment	47,118	4%	4	33,955	4%	5
<b>DOHMH</b>						
Birth Certificate from 1910 to Present	45,091	13%	1	46,079	12%	1
Rodent Complaint - Other Location	19,945	6%	2	21,281	6%	2
Status of a Birth Certificate Order	9,418	3%	5	13,966	4%	3
Animal - Injured or Sick - Stray Dog or Cat	9,805	3%	4	12,429	3%	4
LifeNet	10,939	3%	3	11,249	3%	5
<b>DOI</b>						
City Worker or Contractor Corruption or Misconduct	1,330	41%	2	1,566	44%	1
Contact or Locate a City Marshal	1,494	46%	1	1,518	43%	2
City Marshal Complaint	210	7%	3	254	7%	3
Fingerprinting - Center-Based Day Care or Pre-School	160	5%	4	163	5%	4
Become a City Marshal	19	1%	5	24	1%	5
<b>DOITT</b>						
Cable Complaint - Service	868	20%	3	1,283	29%	1
Cable Complaint - Billing	NA	NA	NA	843	19%	2
Verizon City-Wide Cable TV Franchise	607	14%	4	604	14%	3
Pay Phone Complaint - Street	511	12%	5	467	11%	4
Cable Phone and Internet Service Complaint	NA	NA	NA	335	8%	5
<b>DOP</b>						
Adult Probation Supervision - Brooklyn	244	27%	1	229	27%	1
Adult Probation Supervision - Manhattan	202	22%	2	197	23%	2
Adult Probation Supervision - Bronx	142	16%	4	164	19%	3
Adult Probation Supervision - Queens	171	19%	3	114	13%	4
Probation Warrant Enforcement	35	4%	6	46	5%	5
<b>DORIS</b>						
Death Certificate Before 1949	930	26%	1	850	26%	1
Birth Certificate Before 1910	602	17%	2	614	19%	2
Marriage Record Before 1930	573	16%	3	543	17%	3
Status of Request for Death Certificate from Before 1949	399	11%	4	298	9%	4
Genealogy Research	253	7%	5	220	7%	5

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<b>DOT</b>						
Streetlight Condition	36,823	10%	2	37,031	11%	1
Alternate Side Parking or Street Cleaning Information	51,431	14%	1	35,590	11%	2
Muni-Meter Defective or Damaged	35,649	10%	3	34,741	11%	3
Pothole on Street	30,646	8%	4	19,253	6%	4
Traffic or Pedestrian Signal Condition	28,518	8%	5	18,953	6%	5
<b>DPR</b>						
Removal of Large Branch or Entire Tree - City Tree or Property	16,936	12%	1	18,098	13%	1
Wood Disposal, Chipping, and Pickup - Brooklyn and Queens	14,346	10%	2	13,011	9%	2
Find a Park	10,899	8%	3	10,298	7%	3
Trees and Sidewalk Repair for 1, 2 and 3 Family Residential Property	8,402	6%	5	9,319	7%	4
Park Maintenance Complaint	7,592	5%	6	9,110	6%	5
<b>DSNY</b>						
Bulk Item Disposal Information	57,158	11%	1	76,263	13%	1
Recycling and Trash Collection Schedules	52,412	10%	2	53,614	9%	2
CFC and Freon Removal - Appointment	29,783	6%	4	51,811	9%	3
Missed Garbage Collection	44,697	8%	3	46,638	8%	4
Electronic Disposal Information	5,281	1%	23	41,043	7%	5
<b>DYCD</b>						
Summer Jobs for Youth - General	2,546	17%	1	2,352	15%	1
Literacy and GED or TASC Instruction for Non-English Speakers	1,618	11%	3	1,853	12%	2
Immigration Assistance from Community-Based Organizations	1,526	10%	4	1,711	11%	3
Literacy and GED or TASC Instruction for Adults	1,651	11%	2	1,585	10%	4
Summer Camp - Department of Youth and Community Development	1,154	7%	5	1,400	9%	5
<b>FDNY</b>						
Fire Hazard Complaint	6,086	17%	1	5,829	15%	1
Ambulance Patient Locator	4,001	11%	2	4,320	11%	2
Smoke Alarm Giveaway	NA	NA	NA	3,977	11%	3
Locate a Firehouse - Brooklyn	2,339	7%	3	2,079	6%	4
Fire or Ambulance Report	1,609	5%	7	1,713	5%	5
<b>HHC</b>						
Find a Public Hospital	24,371	68%	1	22,124	66%	1
Adult Immunization Clinic	2,325	7%	2	1,483	4%	2
Health Department Low to No-Cost Confidential Clinics	362	1%	11	1,406	4%	3
Inmate Health and Mental Health Complaints and Concerns	NA	NA	NA	1,252	4%	4
MetroPlus Health Plan	1,172	3%	3	1,061	3%	5

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<b>HPD</b>						
Apartment Maintenance Complaint	129,805	24%	1	116,878	25%	1
Heat or Hot Water Complaint in Entire Residential Building	111,591	21%	2	92,766	20%	2
Heat or Hot Water Complaint in Apartment	82,991	15%	3	66,446	14%	3
Residential Public Area Maintenance Complaint	31,458	6%	4	27,434	6%	4
Residential Building-Wide Maintenance Complaint	16,078	3%	7	15,495	3%	5
<b>HRA</b>						
IDNYC - Make an Appointment	63,324	15%	1	119,557	25%	1
Documents Required to Apply for IDNYC	44,997	11%	2	59,561	12%	2
IDNYC Complaints, Status, and Inquiries	11,865	3%	10	35,295	7%	3
Food Stamp Assistance	35,082	9%	3	34,611	7%	4
IDNYC - Change or Look Up Appointment	10,458	3%	11	19,670	4%	5
<b>LAW</b>						
Laws of the City of New York	1,196	100%	1	1,276	100%	1
<b>LPC</b>						
Landmark Building Alteration Permit	226	41%	2	246	47%	1
Landmark and Historic District Information	242	43%	1	213	40%	2
Landmark Status Application	53	9%	3	36	7%	3
Landmark Building Painting Complaint	21	4%	4	21	4%	4
Landmark Restoration Grant Application	16	3%	5	12	2%	5
<b>NYCEM</b>						
Know Your Zone - Hurricane Evacuation Lookup	498	14%	1	1,201	23%	1
Cooling Center Locations	133	4%	8	1,114	21%	2
Snow or Ice on Roadway - Plow NYC Tracker	456	13%	3	926	18%	3
Ready New York Guide	466	13%	2	428	8%	4
Notify NYC - Telephone Registration	180	5%	7	262	5%	5
<b>NYCHA</b>						
Public Housing Maintenance	17,846	26%	1	18,972	27%	1
Heat Complaint in NYCHA Building	15,323	22%	2	14,594	21%	2
Public Housing Application Information and Assistance	5,516	8%	3	5,275	7%	3
Water Complaint - NYCHA	4,292	6%	5	4,635	7%	4
NYCHA Borough Management Office - Manhattan	NA	NA	NA	4,630	7%	5
<b>NYPD</b>						
Noise from Neighbor	119,561	14%	1	117,965	13%	1
Vehicle Blocking Driveway Complaint	86,247	10%	2	98,404	11%	2
Find a Police Precinct or PSA by Location	79,791	9%	3	78,038	9%	3
Illegal Parking Complaint	58,931	7%	4	70,109	8%	4
Dangerous Location or Situation	47,207	6%	6	50,115	6%	5

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<b>NYPL</b>						
Find a Library - Bronx, Manhattan, Staten Island	2,779	89%	1	3,162	89%	1
General Information - New York Public Library	192	6%	2	194	5%	2
Library Complaint - Bronx - Manhattan - Staten Island	134	4%	3	160	5%	3
Find a Library - Brooklyn	12	0%	4	12	0%	4
Find a Library - Queens	4	0%	5	8	0%	5
<b>OATH</b>						
ECB Hearing Summons - Information	10,743	43%	1	10,897	48%	1
ECB Hearing Summons - Request Status or Copy	3,350	13%	2	2,441	11%	2
ECB Hearing Summons - Online Ticket Finder	2,172	9%	4	1,960	9%	3
ECB Hearing Summons - DOB Issued	2,272	9%	3	1,718	8%	4
ECB Borough Office Locations	1,325	5%	5	1,272	6%	5
<b>OCME</b>						
Death Inquiries	1,043	60%	1	987	57%	1
Proof of Death	342	20%	2	330	19%	2
Autopsy Report	207	12%	3	266	15%	3
Cremation Inquiries	80	5%	4	84	5%	4
Reflection Room at the World Trade Center Memorial	67	4%	5	40	2%	5
<b>QPL</b>						
Find a Library - Queens	1,120	76%	1	1,124	72%	1
Elementary School Student After School Program - Drop-In	135	9%	2	122	8%	2
Library Complaint - Queens	71	5%	4	102	7%	3
Free Mobile Hotspot Lending	45	3%	5	101	6%	4
General Information - Queens Public Library	84	6%	3	79	5%	5
<b>SBS</b>						
Help Starting a Small Business	3,272	27%	1	3,075	29%	1
Find a Workforce1 Career Center	2,614	22%	2	2,361	22%	2
Job Seeker Assistance - Employment Programs	1,272	11%	3	1,167	11%	3
NYC Business Express Website - General Information	748	6%	4	543	5%	4
Get a Professional License	496	4%	7	542	5%	5
<b>SCA</b>						
School Construction Complaint	884	90%	1	593	86%	1
School Construction Information	94	10%	2	95	14%	2
<b>TLC</b>						
Lost Property in a Taxi - Medallion Number Known	19,414	21%	2	20,948	21%	1
Lost Property in a Taxi - Medallion Number Unknown	17,869	20%	1	17,405	18%	2
Lost Property in a Taxi - Medallion Number Not Found by 311	6,003	7%	4	7,657	8%	3
Taxi Inquiry or Complaint from Taxi Driver or Taxi Licensee	4,390	5%	5	5,328	5%	4
Taxi Complaint - Pick-Up Refused	3,279	4%	6	4,429	5%	5