

# CUSTOMER SERVICE

## 311 Customer Service Center Inquiries by Agency

Top Inquiries	Total 2013	% of Inquiries in 2013	Rank in # of Calls in 2013	Total 2014	% of Inquiries in 2014	Rank in # of Calls in 2014
<b>ACS</b>						
Child Care Financial Assistance - Eligibility Information and Application By Mail	13,301	16%	1	10,800	16%	1
Child Care Financial Assistance - Children's Services Clients	9,417	11%	2	7,220	11%	2
Child Care Financial Assistance - Eligibility and Application In Person or By Phone	6,794	8%	3	5,842	9%	3
Child Care Financial Assistance - Eligibility and Application Online	6,674	8%	4	5,714	8%	4
Child Care Financial Assistance - General Information	4,357	5%	8	4,520	7%	5
<b>BIC</b>						
Commercial Waste and Private Carters Information	966	59%	1	1,137	64%	1
Sanitation Complaint - Private Carter	560	34%	2	554	31%	2
Trade Waste License Registration	98	6%	3	80	5%	3
<b>BOE</b>						
Find a Poll Site	13,667	25%	2	12,998	55%	1
Election and Voting Information	22,035	40%	1	5,382	23%	2
Check Voter Registration Status	9468	17%	3	1786	8%	3
Absentee Voting	5,762	10%	4	1,305	5%	4
Poll Worker Assistance	1,391	3%	5	848	4%	5
<b>BPL</b>						
Find a Library - Brooklyn	2,759	79%	1	2,215	81%	1
General Information - Brooklyn Public Library	388	11%	2	237	9%	2
Elementary School Student After School Program - Drop-In	96	3%	5	148	5%	3
Library Complaint - Brooklyn	102	3%	3	90	3%	4
High School Student After School Program - Drop-In	6	0%	11	15	1%	5
<b>CCHR</b>						
Discrimination Complaint	6954	97%	1	7,569	96%	1
Human Rights Education and Community Outreach	187	3%	2	168	2%	2
Human Rights Commission Publications	NA	NA	NA	149	2%	3
Staff Information Provided	5	0%	3	2	0%	4
<b>CCRB</b>						
Police Officer Misconduct	10,537	99%	1	9,226	99%	1
Civilian Complaint Mediation	151	1%	2	100	1%	2
<b>CUNY</b>						
Find a CUNY College	4,970	58%	1	3,154	53%	1
CUNY Admissions Services	930	11%	2	587	10%	2
Free GED Bridge Classes - LaGuardia Community College	687	8%	3	507	9%	3
CUNY Career PATH	622	7%	4	309	5%	4
NYC College Line	85	1%	10	265	4%	5

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<b>DCA</b>						
Tax Preparation in Person - Free	8,487	7%	3	8,281	7%	1
Investigate a Business Licensed by DCA	9,675	8%	2	7,943	6%	2
Restaurant Permit - Renew or Status	2,330	2%	13	5,881	5%	3
Financial Empowerment Center	4,217	3%	5	4,456	4%	4
Retail Store Complaint	4,305	3%	4	4,435	3%	5
<b>DCAS</b>						
Civil Service Exam Information	25,739	70%	1	25,349	73%	1
NYC Jobs	3,521	10%	2	2,794	8%	2
City Employment Verification	2,205	6%	3	1,744	5%	3
Sale of City-owned real estate and Sales auctions	829	2%	4	845	2%	4
The Green Book 2012	585	2%	6	841	2%	5
<b>DCLA</b>						
Find a Zoo or Aquarium	2,416	46%	1	1,444	43%	1
Find a Museum	1,638	31%	2	1,158	34%	2
Find a Botanical Garden	678	13%	3	457	13%	3
Grants for Cultural Programs	150	3%	4	120	4%	4
Non-Profit Assistance - Arts or Cultural Organization	69	1%	6	68	2%	5
<b>DCP</b>						
Locate an Elected Official	24,914	88%	1	22,426	87%	1
Zoning Information Desk	2,845	10%	2	3,006	12%	2
Waterfront - Flood Zone Information	175	1%	3	155	1%	3
Purchase City Planning Maps and Books	139	0%	4	147	1%	4
City Planning - Hearings and Publications	54	0%	5	53	0%	5
<b>DDC</b>						
DDC Project Inquiries and Complaints	425	69%	1	471	69%	1
General Inquiries for the Department of Design and Construction	164	27%	2	172	25%	2
Bidding on DDC Projects	16	3%	3	29	4%	3
Construction Vendor Prequalification List	8	1%	4	10	1%	4
Staff Information Provided	NA	NA	NA	1	0%	5
<b>DEP</b>						
Noise from Construction After Hours	16,435	5%	3	27,379	9%	1
Sewer Backup Complaint - Priority	33,508	11%	1	24,122	8%	2
Fire Hydrant Running Full	22,209	7%	2	18,750	6%	3
Water and Sewer Bill Information	14,586	5%	6	14,785	5%	4
Cold Water Complaint - Dirty	14,652	5%	5	12,972	4%	5

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<b>DFTA</b>						
Housing Options - Senior - Low-Income	8,421	14%	1	8,081	15%	1
Lawyer Referral for Seniors	7,143	12%	2	6,389	12%	2
Find a Senior Center	3,716	6%	3	3,852	7%	3
Housing Options - Senior - Frail, Disabled, or with Alzheimers or Dementia	3,334	5%	5	3,290	6%	4
Case Assistance for Seniors	3,568	6%	4	3,110	6%	5
<b>DHS</b>						
Homeless Shelter Intake for Single Adults	17,966	18%	2	15,952	22%	1
Homelessness Prevention through HomeBase	38,557	38%	1	15,609	22%	2
Homeless Shelter Intake for Families with Children	15,377	15%	3	11,144	15%	3
Homeless Person Outreach Assistance	7,976	8%	5	8,939	12%	4
Homeless Shelter Complaint - Shelter Client	8,876	9%	4	8,887	12%	5
<b>DOB</b>						
Schedule a Plan Examiner Appointment	140,868	36%	1	117,815	33%	1
Cancel/Modify/Reschedule Plan Exam Appointments	44,757	11%	2	44,776	13%	2
Illegal Conversion of Residential Space	26,974	7%	3	26,716	8%	3
Building Construction Without Permit	7,063	2%	6	20,612	6%	4
Elevator or Escalator Defective or Without Permit	16,886	4%	4	15,785	4%	5
<b>DOC</b>						
Rikers Island Inmate Property Pickup	27,574	32%	2	32,879	39%	1
Inmate Location and Information	32,728	38%	1	28,577	34%	2
Inmate Visit Schedule	7,299	9%	3	5,903	7%	3
Jail System Complaint	4,023	5%	4	4,235	5%	4
Inmate Location if Not Found in City Jail Lookup	3,656	4%	5	2,897	3%	5
<b>DOE</b>						
Public School Calendar	32,834	16%	1	33,881	20%	1
Find a School	26,869	14%	2	20,231	12%	2
School Closing and Delay Information	2,499	1%	18	15,169	9%	3
Pre-Kindergarten (UPK) School Information	7,062	4%	8	9,615	6%	4
Department of Education Worker or Agency Complaint or Compliment	7,671	4%	7	7,796	5%	5

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<b>DOF</b>						
Parking Ticket Lookup - Ticket or Plate Number Known	171,061	16%	1	199,240	18%	1
Property Tax Account Assistance and Bill Information	97,079	9%	3	84,913	8%	2
Find a Towed Vehicle - Plate Number Known	28,897	3%	7	74,423	7%	3
Parking Ticket Payment Problem or Penalty Adjustment	47,805	4%	5	48,724	4%	4
Property Tax Assistance - School Tax Relief (STAR)	16,974	2%	10	47,568	4%	5
<b>DOHMH</b>						
Birth Certificate from 1910 to Present	65,718	14%	1	59,211	15%	1
Rodent Complaint - Other Location	19,858	4%	3	18,870	5%	2
Birth Certificate Correction or Change	16,033	4%	5	12,901	3%	3
Status of a Birth Certificate Order	20,166	4%	2	12,698	3%	4
Animal - Injured or Sick - Stray Dog or Cat	16,035	4%	4	10,406	3%	5
<b>DOI</b>						
Contact or Locate a City Marshal	2,129	51%	1	1,753	46%	1
City Worker or Contractor Corruption or Misconduct	1,254	30%	2	1,490	39%	2
City Marshal Complaint	536	13%	3	280	7%	3
Fingerprinting - Center-Based Day Care or Pre-School	258	6%	4	237	6%	4
Become a City Marshal	33	1%	5	26	1%	5
<b>DOITT</b>						
ACCESS NYC	1,627	22%	1	1,574	27%	1
Cable Television Complaint - General	1,327	18%	3	1,108	19%	2
Cable Television Complaint - Service	1,476	20%	2	1,009	18%	3
Verizon City-Wide Cable TV Franchise	1,087	15%	4	744	13%	4
Pay Phone Complaint - Street	849	12%	5	560	10%	5
<b>DOP</b>						
Adult Probation Supervision - Brooklyn	427	28%	1	288	28%	1
Adult Probation Supervision - Manhattan	220	15%	3	205	20%	2
Adult Probation Supervision - Queens	176	12%	4	181	18%	3
Adult Probation Supervision - Bronx	254	17%	2	172	17%	4
Adult Probation Supervision - Staten Island	56	4%	6	45	4%	5
<b>DORIS</b>						
Death Certificate Before 1949	812	26%	1	777	27%	1
Marriage Record Before 1930	508	16%	3	607	21%	2
Birth Certificate Before 1910	563	18%	2	481	17%	3
Genealogy Research	292	9%	4	221	8%	4
Status of Request for Death Certificate from Before 1949	244	8%	5	206	7%	5

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<b>DOT</b>						
Muni-Meter Defective or Damaged	46,659	14%	1	40,051	12%	1
Alternate Side Parking Information	32,258	9%	2	37,209	11%	2
Streetlight Condition	29,995	9%	3	29,731	9%	3
Pothole on Street	17,269	5%	5	26,601	8%	4
Traffic or Pedestrian Signal Condition	25,486	7%	4	24,641	7%	5
<b>DPR</b>						
Wood Disposal, Chipping, and Pickup - Brooklyn and Queens	24,455	12%	2	17,275	12%	1
Removal of Large Branch or Entire Tree - City Tree or Property	42,487	21%	1	13,565	9%	2
Find a Park	12,010	6%	3	10,908	8%	3
Trees and Sidewalk Repair for 1, 2 and 3 Family Residential Property	9,095	5%	4	8,377	6%	4
Standing Dead Tree Removal - City Tree	7,949	4%	6	7,983	6%	5
<b>DSNY</b>						
Bulk Item Disposal Information	61,395	12%	1	56,791	11%	1
Recycling and Trash Collection Schedules	55,021	11%	2	56,309	11%	2
Garbage Collection	43,589	9%	3	51,508	10%	3
CFC and Freon Removal - Appointment	31,263	6%	4	27,644	5%	4
Recycling Collection	17,648	4%	8	23,167	4%	5
<b>DYCD</b>						
Summer Jobs for Youth - General	3,143	18%	1	2,204	15%	1
Literacy and GED or TASC Instruction for Adults	2,784	16%	2	2,050	14%	2
Immigration Assistance from Community-Based Organizations	2,150	12%	3	1,712	12%	3
Literacy and GED or TASC Instruction for Non-English Speakers	1,794	10%	4	1,622	11%	4
Youth Services and Counseling - Youth Connect	1,450	8%	6	1,150	8%	5
<b>FDNY</b>						
Fire Hazard Complaint	5,789	15%	1	6,030	16%	1
Ambulance Patient Locator	4,842	13%	2	4,196	11%	2
Locate a Firehouse - Brooklyn	2,818	7%	3	2,592	7%	3
Locate a Firehouse - Manhattan	2,096	6%	4	2,179	6%	4
Fire or Ambulance Report	1,513	4%	9	1,764	5%	5
<b>HHC</b>						
Find a Public Hospital	36,099	69%	1	27,273	68%	1
Adult Immunization Clinic	2,504	5%	2	2,460	6%	2
Find a Child Health Clinic	1,618	3%	3	1,205	3%	3
Become a Nurse	1,444	3%	4	912	2%	4
MetroPlus Health Plan	1,050	2%	5	899	2%	5

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<b>HPD</b>						
Apartment Maintenance Complaint	NA	NA	NA	77,809	15%	1
Heat or Hot Water Complaint in Entire Residential Building	NA	NA	NA	72,519	14%	2
Landlord Complaint - Maintenance	150,911	28%	2	62,318	12%	3
Heat or Hot Water Complaint in Apartment	NA	NA	NA	57,056	11%	4
Heat Complaint - Residential Building - Inadequate Heat	176,937	32%	1	51,955	10%	5
<b>HRA</b>						
Food Stamp Assistance	39,040	12%	2	29,687	12%	1
Public Assistance or Welfare Information	36,111	12%	3	26,555	11%	2
Food Stamp Center	39,172	13%	1	25,534	11%	3
One Shot Deal - Short Term Emergency Assistance	18,547	6%	4	13,922	6%	4
Medicaid - Existing Applicant or Enrollee	18,089	6%	5	13,910	6%	5
<b>LPC</b>						
Landmark and Historic District Information	279	47%	1	243	46%	1
Landmark Building Alteration Permit	226	38%	2	212	40%	2
Landmark Status Application	59	10%	3	40	8%	3
Landmark Building Painting Complaint	19	3%	4	18	3%	4
Landmark Restoration Grant Application	17	3%	5	12	2%	5
<b>NYCHA</b>						
Public Housing Maintenance	16,120	22%	1	14,017	24%	1
Heat Complaint in NYCHA Building	6,997	9%	4	7,927	13%	2
Public Housing Application Information and Assistance	10,540	14%	2	7,325	12%	3
Public Housing Assistance Status - All Boroughs	7,903	11%	3	5,469	9%	4
Public Housing Inquiries - Brooklyn	4,911	7%	6	3,905	7%	5
<b>NYPD</b>						
Noise from Neighbor	118,256	15%	1	109,858	14%	1
Hot Transfer 911	93,640	12%	2	94,322	12%	2
Find a Police Precinct or PSA by Location	88,232	11%	3	79,914	10%	3
Blocked Driveway - Vehicle	63,793	8%	4	73,232	9%	4
Find a Police Precinct or PSA by Name	52,002	6%	5	51,052	6%	5

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<b>NYPL</b>						
Find a Library - Bronx, Manhattan, Staten Island	3,556	87%	1	2,868	88%	1
General Information - New York Public Library	380	9%	2	238	7%	2
Library Complaint - Bronx - Manhattan - Staten Island	137	3%	3	136	4%	3
Find a Library - Brooklyn	10	0%	4	7	0%	4
Find a Library - Queens	8	0%	5	6	0%	5
<b>OATH</b>						
ECB Violation - Information	3,988	22%	1	5,422	27%	1
ECB Violation - Request Status or Copy	4,968	28%	2	4,947	24%	2
ECB Borough Office Locations	2,125	12%	3	1,671	8%	3
ECB Violation - Online Ticket Finder	1,172	7%	4	1,591	8%	4
Settling a Food Service Establishment Health Violation	919	5%	5	1,584	8%	5
<b>OCME</b>						
Death Inquiries	1,202	61%	1	1,143	60%	1
Proof of Death	387	20%	2	341	18%	2
Autopsy Report	264	14%	3	224	12%	3
Cremation Inquiries	88	5%	4	97	5%	4
Reflection Room at the World Trade Center Memorial	NA	NA	NA	92	5%	5
<b>OEM</b>						
Cooling Center Locations	1,759	5%	4	2,181	27%	1
Snow or Ice on Roadway - Plow NYC Tracker	366	1%	10	993	12%	2
Know Your Zone - Hurricane Evacuation Lookup	16,051	49%	1	960	12%	3
Ready New York Guide - Hurricanes	646	2%	6	716	9%	4
Report Damage Caused by April 30 Storm	NA	NA	NA	615	8%	5
<b>QPL</b>						
Find a Library - Queens	1,252	68%	1	1,054	73%	1
Elementary School Student After School Program - Drop-In	58	3%	6	137	9%	2
General Information - Queens Public Library	182	10%	2	106	7%	3
Library Complaint - Queens	114	6%	4	102	7%	4
Elementary School Student After School Program - Enrolled	92	5%	5	19	1%	5

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<b>SBS</b>						
Help Starting a Small Business	4,830	21%	2	2,312	18%	1
Job Seeker Assistance - Employment Programs	1,267	5%	4	2,118	16%	2
NYC Business Express Website - General Information	1,126	5%	6	1,962	15%	3
Find a Workforce1 Career Center	7,468	32%	1	1,511	12%	4
Get a Professional License	1,159	5%	5	641	5%	5
<b>SCA</b>						
School Construction Complaint	914	91%	1	1,149	92%	1
School Construction Information	81	6%	2	105	8%	2
<b>TLC</b>						
Lost Property in a Taxi - Medallion Number Unknown	32,895	30%	1	28,171	24%	1
Lost Property in a Taxi - Medallion Number Known	31,196	28%	2	26,639	23%	2
Street Hail Livery - Appointment Request for Permit Application - Licensees	1,317	1%	15	7,910	7%	3
Lost Property in a Taxi - Medallion Number Not Found by 311	8,075	7%	3	7,448	6%	4
Taxi Inquiry or Complaint from Taxi Driver or Taxi Licensee	2,900	3%	6	5,157	4%	5