

State of NYC311

20th Anniversary Report

March 2003 – March 2023



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Welcome



My Fellow New Yorkers:

In March 2003, the City of New York embarked on an ambitious endeavor that forever changed the relationship between New Yorkers and their city. With the creation of NYC311, one easy-to-remember phone number replaced layers of municipal bureaucracy, and made it simple to ask a question, file a complaint, or submit a request for service.

NYC311 triumphs because it meets New Yorkers where they are. What started as a phone number has evolved into a website, a mobile app, text-to-311, Link NYC kiosks, and social media platforms, all providing a direct connection to New York City government. Managed by a team of dedicated public servants, these channels have proved to be an invaluable resource for New Yorkers living through blizzards, hurricanes, a recession, and a pandemic, among countless other trying moments in our history. Perhaps just as important, however, they have provided the sort of day-to-day service – such as information on trash pick-ups, school closures, or street cleaning – that makes life in New York City a bit easier.

Understanding NYC311's critical position in New York City government, one of the first things I did in my administration was to align the service within the new Office of Technology and Innovation (OTI), calling on the consolidated agency to find new ways to use technology to serve the needs of New Yorkers. The collective OTI team continues to reimagine ways government and residents interact with the creation of MyCity and other digital services.

In many ways, the New York City of today looks unrecognizable from the New York City of 2003. But what's constant amid our city's broader evolution is the daily hard work and dedication of the people behind NYC311 who provide trusted information day-in and day-out, amassing more than 525 million contacts since the service began.

Here's to the next two decades of NYC311 and a continuously more connected New York City!

A handwritten signature in black ink that reads "Eric Adams". The signature is fluid and cursive, with the first letters of "Eric" and "Adams" being larger and more prominent.

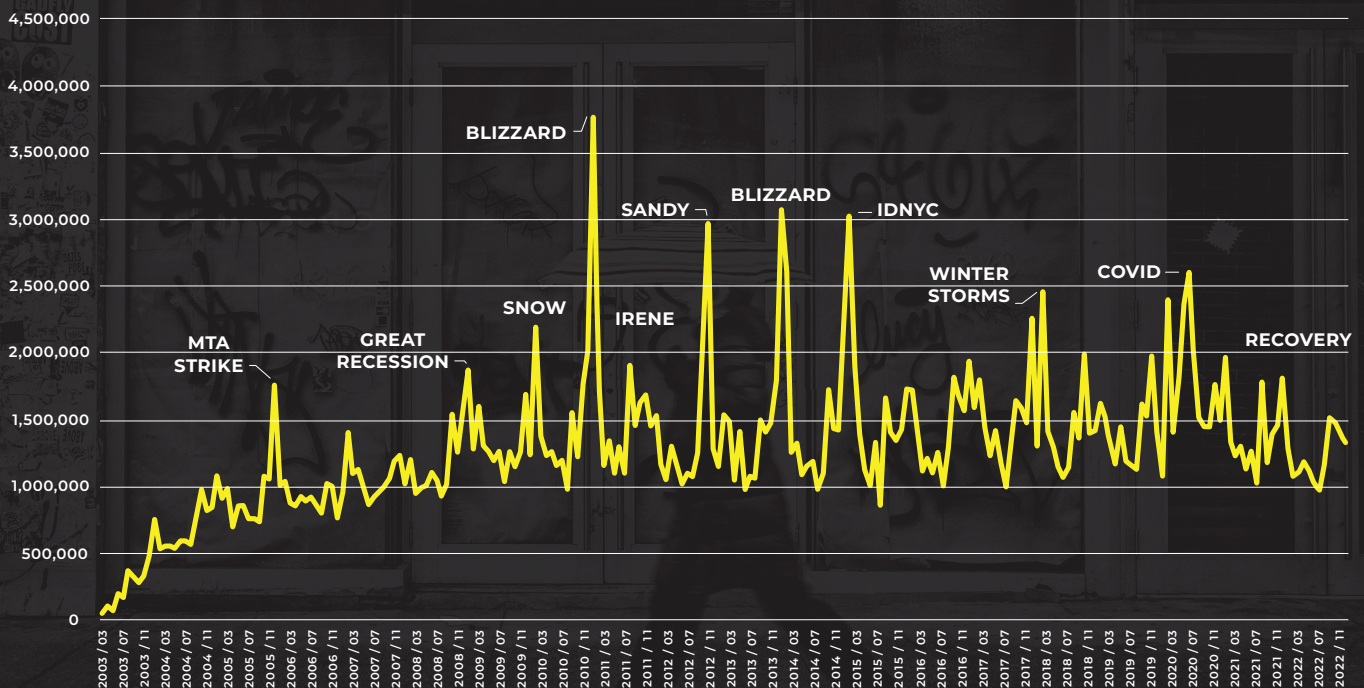
Mayor Eric Adams
City of New York

All-Time Contacts

Total Contacts	311 Phone	311 Online	311 Mobile App	311 Text
525,000,000+	359,000,000+	147,000,000+	16,000,000+	3,000,000+
311 Chat	311 Social Media	Avg Contacts Per Day	% Phone	% Other
650,000+	150,000+	71,000+	68%	32%

ANNUAL CONTACTS	MILESTONE	TOTAL CONTACTS	AVG PER DAY
2003	First Year	4,516,512	15,133
2013	10 th Year	21,716,387	62,265
2022	19 th Year	35,037,317	95,993
2023	Jan, 2023	3,038,877	98,028

All-Time Calls to 311 2003 – 2023



Then & Now

Comparing top inquiries and service requests from NYC311's first and latest full year of reporting.

2004

TOP 5 INQUIRIES

Inquiry Name

CFC and Freon Removal
Parking Ticket
Noise - Residential
Heat Complaint - Residential Building
Apartment Maintenance Complaint

TOP 5 SERVICE REQUESTS

Service Request

CFC Recovery
Noise – Residential
Literature Request
Heat Complaint - Residential Building
Water System

2022

TOP 5 INQUIRIES

Inquiry Name

Parking Ticket or Camera Violation
Apartment Maintenance Complaint
Illegal Parking
Towed Vehicle
Heat Complaint - Residential Building

TOP 5 SERVICE REQUESTS

Service Request

Illegal Parking
Apartment Maintenance Complaint
Noise – Residential
Heat Complaint – Residential Building
Blocked Driveway

Digital Channels

DIGITAL CHANNELS

311 Online

Twitter

NYC311 Mobile App

311-692 Text

Instagram

LAUNCH DATE

3/24/2009

5/4/2009

10/23/2009

5/4/2011

1/13/2014

311 MOBILE APP DOWNLOADS

<u>Year</u>	<u>Downloads</u>	<u>iPhone</u>	<u>Android</u>
2015	150,730	54%	46%
2016	136,619	49%	51%
2017	168,432	53%	47%
2018	173,754	55%	45%
2019	143,520	50%	50%
2020	185,304	44%	56%
2021	82,977	68%	32%
2022	79,217	67%	33%
2023	6,260	69%	31%
Grand Total	1,120,553	53%	47%

Calls to Remember

311 customer service representatives, managers, and executives list their twenty most memorable calls, questions, complaints, and service requests since 2003.

1. A cat is terrorizing someone through a screen door. (2003)
2. I'd like to file a noise complaint against my refrigerator. (2004)
3. Can you tell me the steps for boiling a live chicken? (2005)
4. Can I claim my dog as a dependent on my taxes? (2006)
5. Who won "American Idol"? (2007)
6. How long does a baseball game typically last? (2008)
7. Can I use Medicaid for my cat's surgery? (2009)
8. Can you check if my boyfriend is married? (2009)
9. Is there a law limiting how many times you can flush the toilet? (2013)
10. What is the best pizza near me? (Multiple years)
11. When does Santa land in Manhattan? (Multiple years)
12. A raccoon is eating lasagna on my porch. (2014)
13. Do dogs see in black & white or in color? (2015)
14. I'd like to report a ghost in my window. (2015)
15. How do I cook a turkey for Thanksgiving? (2016)
16. I'd like to report my neighbor for waving to everyone on the block. (2018)
17. A goat is tied to the stairwell in my building. (2016)
18. If a couple is divorced, can they still live in the same house but in different rooms? (2019)
19. Can someone spray the trees so the leaves stop falling? (2022)
20. Can you transfer me to a "UFO-ologist"? (2023)

Acknowledgements

Mayor Eric Adams

Sheena Wright, First Deputy Mayor of New York City

Matthew Fraser, Chief Technology Officer
of New York City

Michael R. Bloomberg, 108th Mayor of New York City

Bill de Blasio, 109th Mayor of New York City

Joseph Morrisroe, Deputy Commissioner, NYC311,
NYC Office of Technology and Innovation

NYC Office of Technology and Innovation Team

NYC311 Team (Past and Present)

NYC311 “Day One” Team Members:

Germaine Barnes

Michelle Bazile

Denise Brereton

Gamble

Nicholas Burriesci

Virona Campbell

Wanda Carlos

Peggy Clarke

Marlo Colquhoun

Wilfredo Cortes

Nelson Davila

Mariama Delph

Joseph Dixon

Christopher Fan

Edward Gruber

Marlene Hayden

Michael Hutchinson

Sherone Lewis

Ramona Mcguire

Todora Millington

Mitchell Palmer

Nicole Prince

Almale Pundruwillow

Anajaay Salmon

Elizabeth Saxen

Celine Seale

Gerald Shaw

Lisa Sotomayor

Brian Williams



