



NYC 311 Service Requests

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Overview

- What and Who is 311?
- Q1: What Were the Most Common Types of Service Requests in 2023?
- Q2: Which Agency Handled the Most Common Requests in 2023?
- Q3: Which Agency Handled the Most Amount of Service Requests in 2023?
- Q4: On Average, How Long Did Each Agency Take to Respond to a Service Request in 2023?
- Q5: In 2023, What was the Relationship Between Agency's Response Time and Amount of Service Requests?
- Q6: How Many Service Requests did Each Borough Have During 2023?
- Q7: What was the Relationship Between Borough Population and Amount of Service Requests?
- Recommendations

311

What?















311 is for requesting **Non-Emergency** New York City services

311 also provides **Information** about Government programs

People use 311 to **Report Issues** such as illegal parking, noise complaints, and building conditions.

NYC collects all of their 311 service requests and compiles a dataset. That dataset is updated daily and contains about 37 million service requests.

Who?

DOB	Department of Buildings	
DCWP	Department of Consumer and Worker Protection	
DOE	Department of Education	
DEP	Department of Environmental Protection	
DOHMH	Department of Health & Mental Health	
DHS	Department of Homeless Services	
DPR	Department of Parks & Recreation	
DSNY	Department of Sanitation	
DOT	Department of Transportation	
EDC	Economic Development Corporation	
HPD	Housing Preservation & Development	
NYPD	New York Police Department	
OTI	Office of Technology & Innovation	
TLC	Taxi & Limousine Commission	

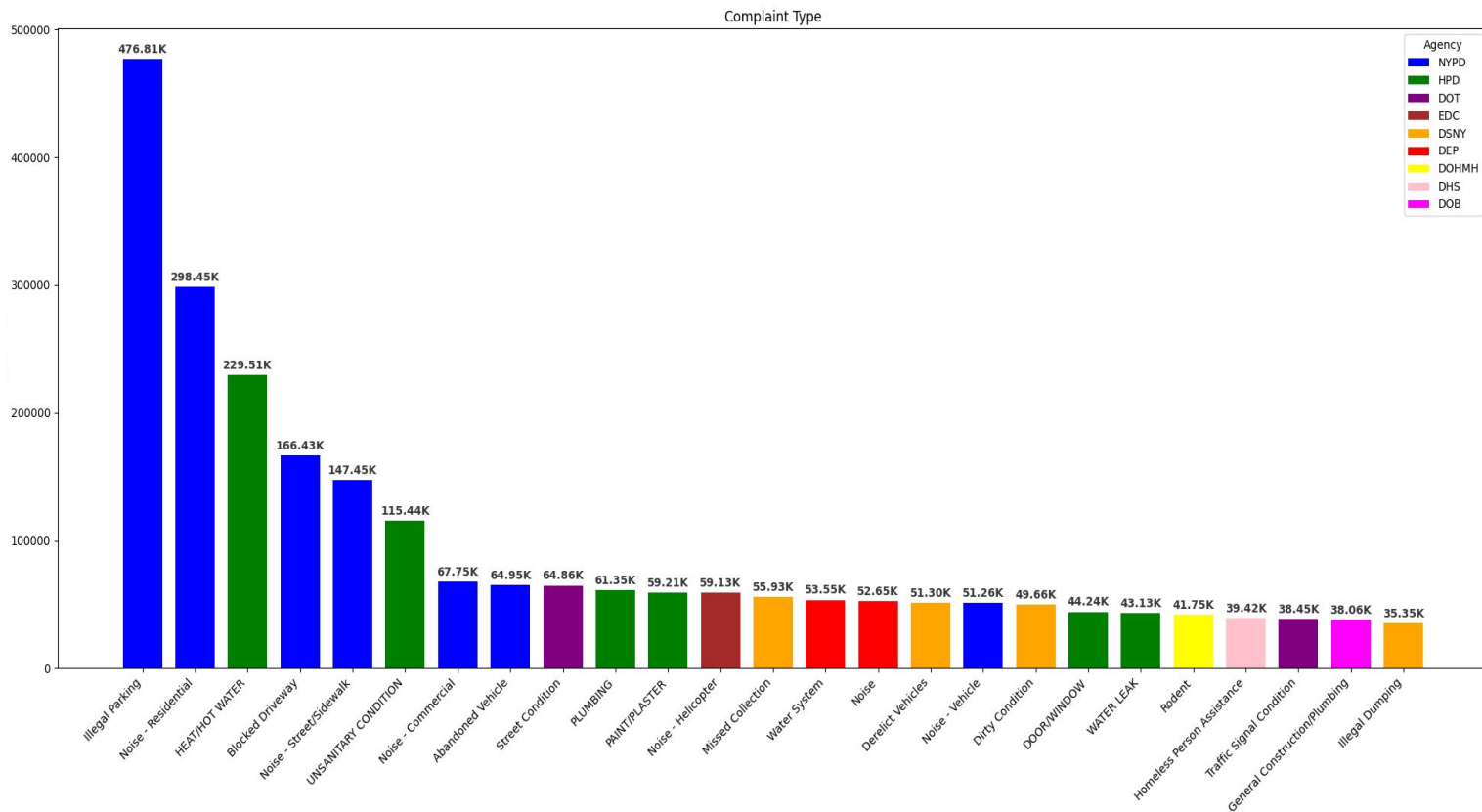
What Were the Most Common Types of Service Requests in 2023?

Which Agency Handled the Most Common Requests in 2023?

NYPD and **HPD**
lifting **HEAVY**
loads

EIGHT of top 25
concern the
STREET and
VEHICLES

More FEETS
on STREETS!!

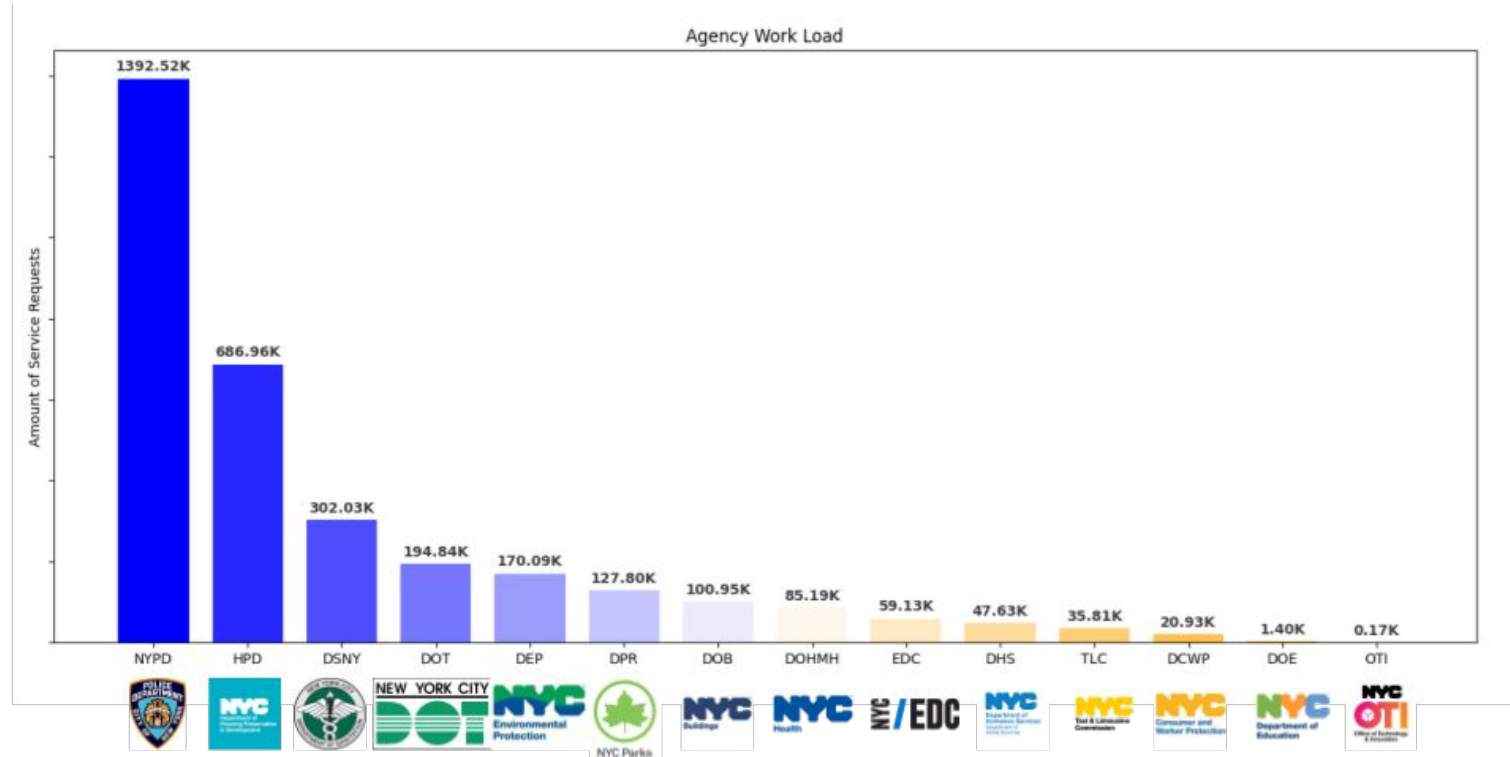


Which Agency handled the most amount of service requests in 2323?

NYPD putting up **BIG** numbers

HPD doing **SOLID** work

OTI got under **200** service requests



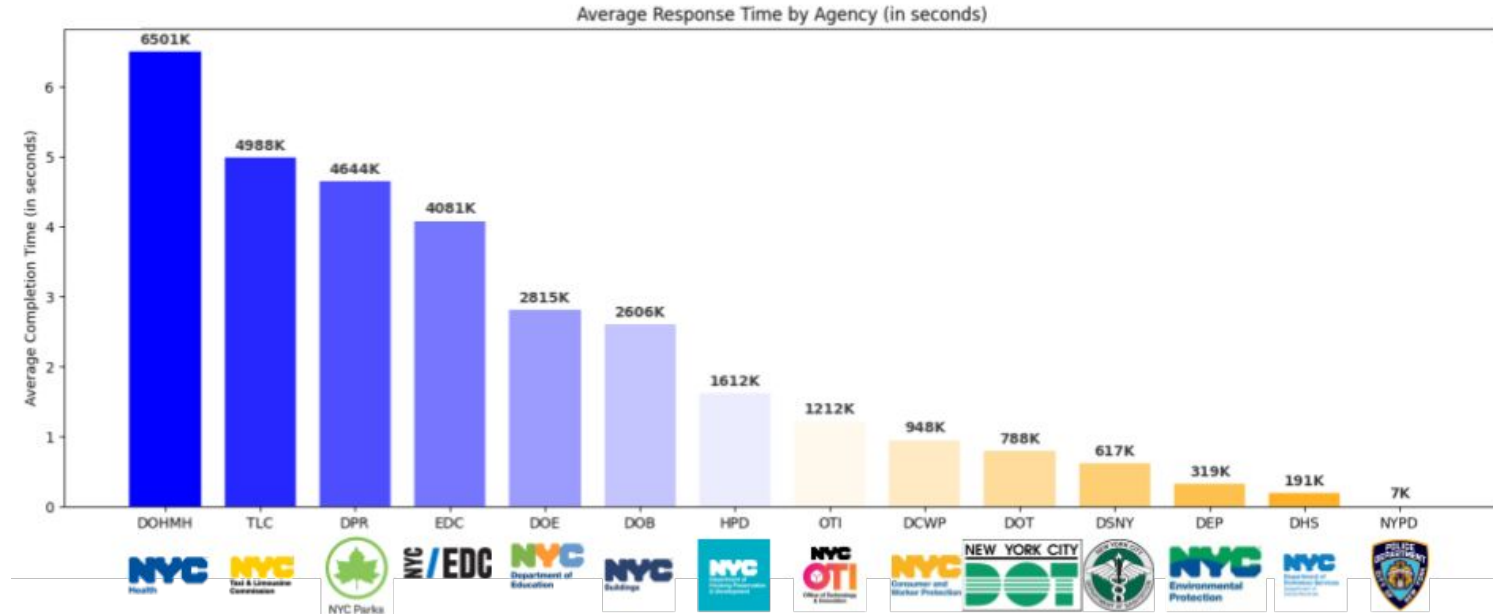
On Average, How Long Did Each Agency Take to Respond to a Service Request in 2023?

Each column is measured in thousands of seconds.

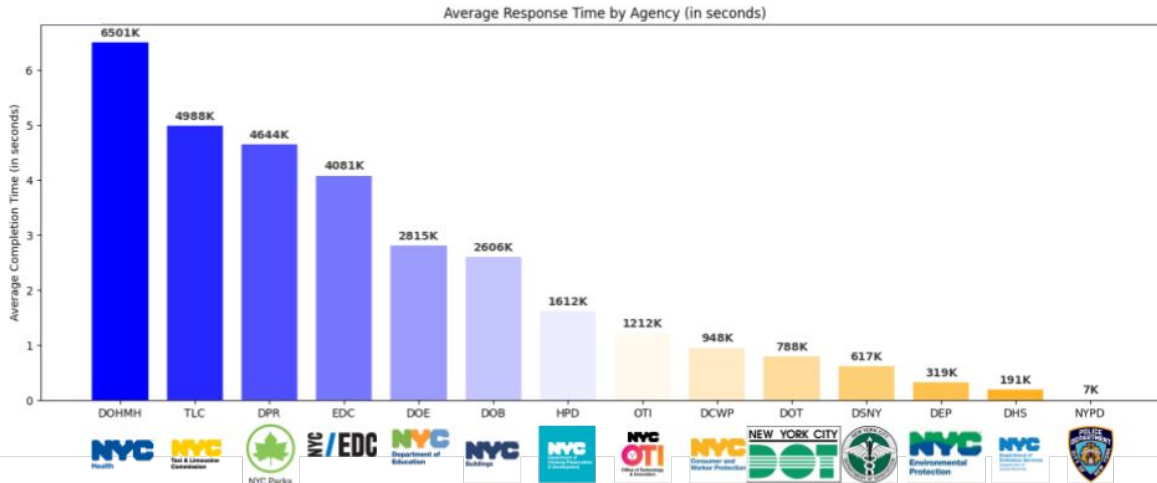
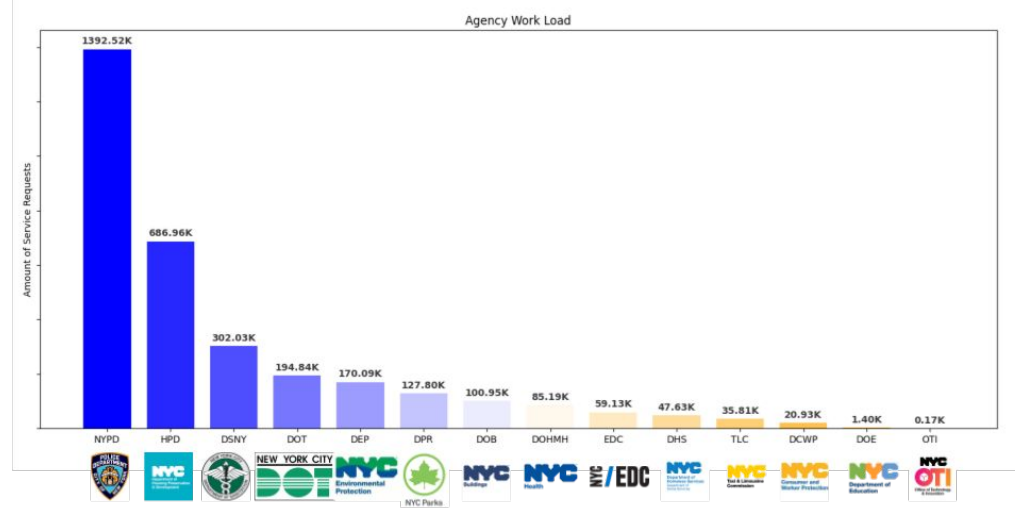
1,000 seconds is approximately **15 minutes**

DOHMH taking **GOOD** time with each case

NYPD moves near **LIGHTSPEED**



WHAT do these graphs MEAN?



HOW do these graphs RELATE?

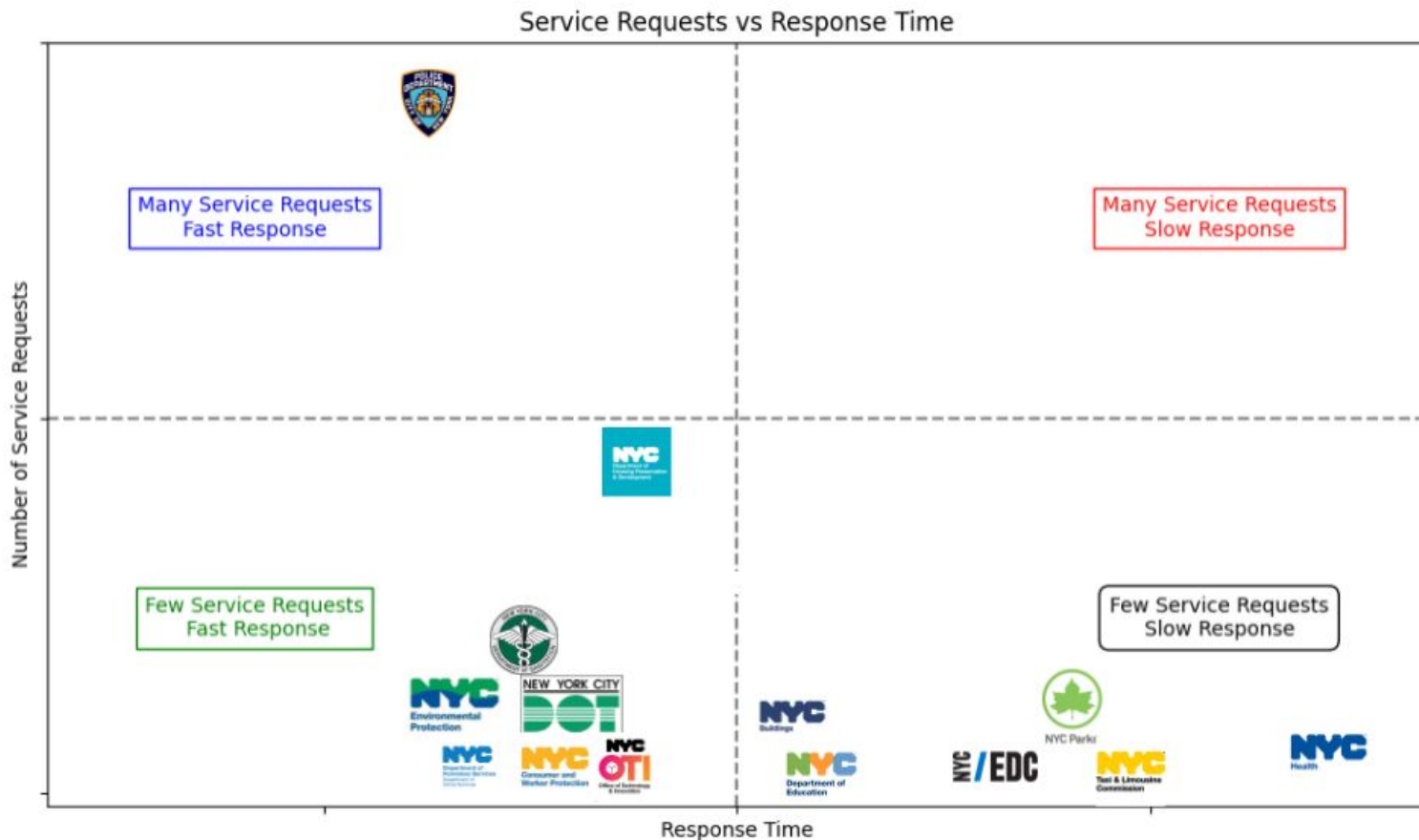
In 2023, What was the Relationship Between Agency's Response Time and Amount of Service Requests?

NONE in the **RED**

DPR and **TLC** are taking **SWEET TIME**

HPD riding the **LINE**

Let's get the **HPD** some extra help!

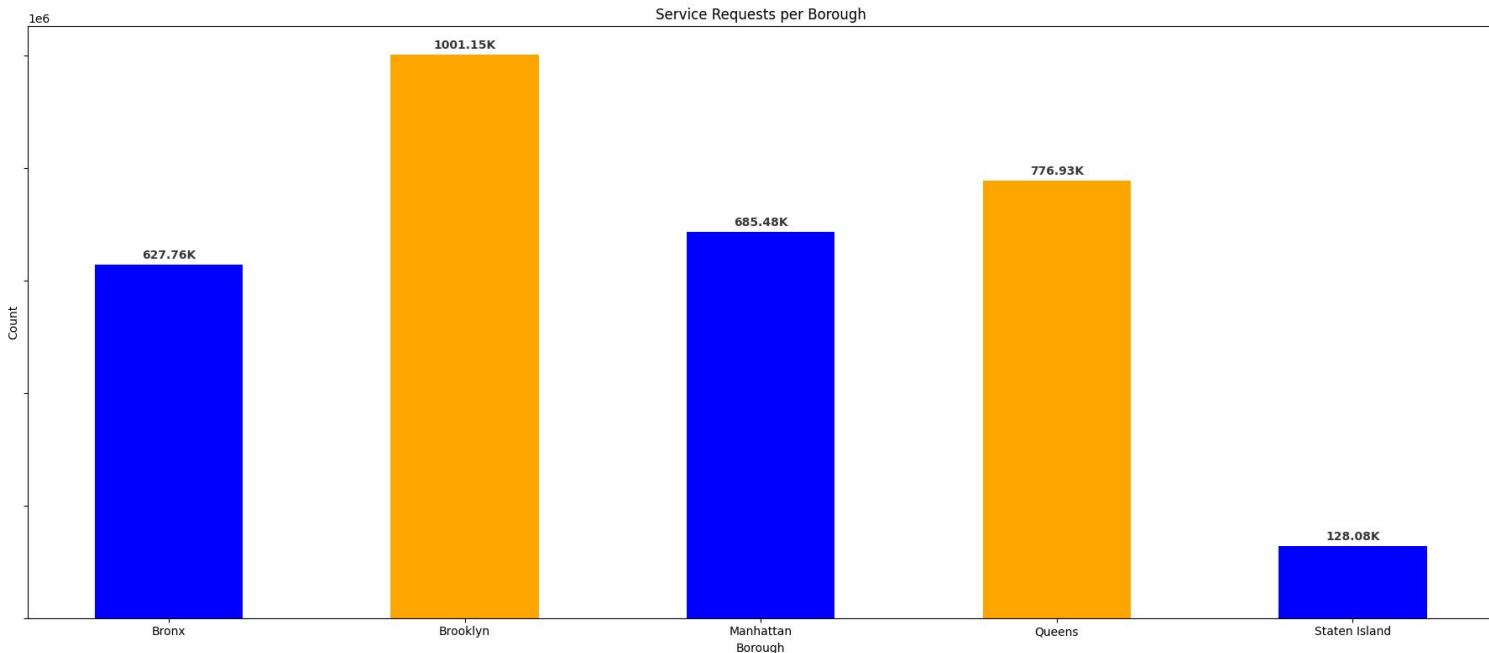


How Many Service Requests did Each Borough Have During 2023?

BROOKLYN and
QUEENS leading
the way!

MANHATTAN
and the **BRONX**
not far behind!

STATEN ISLAND -
Doing **STATEN**
ISLAND things



**THE NUMBERS
MAKE SENSE!**

What was the Relationship Between Borough Population and Amount of Service Requests?

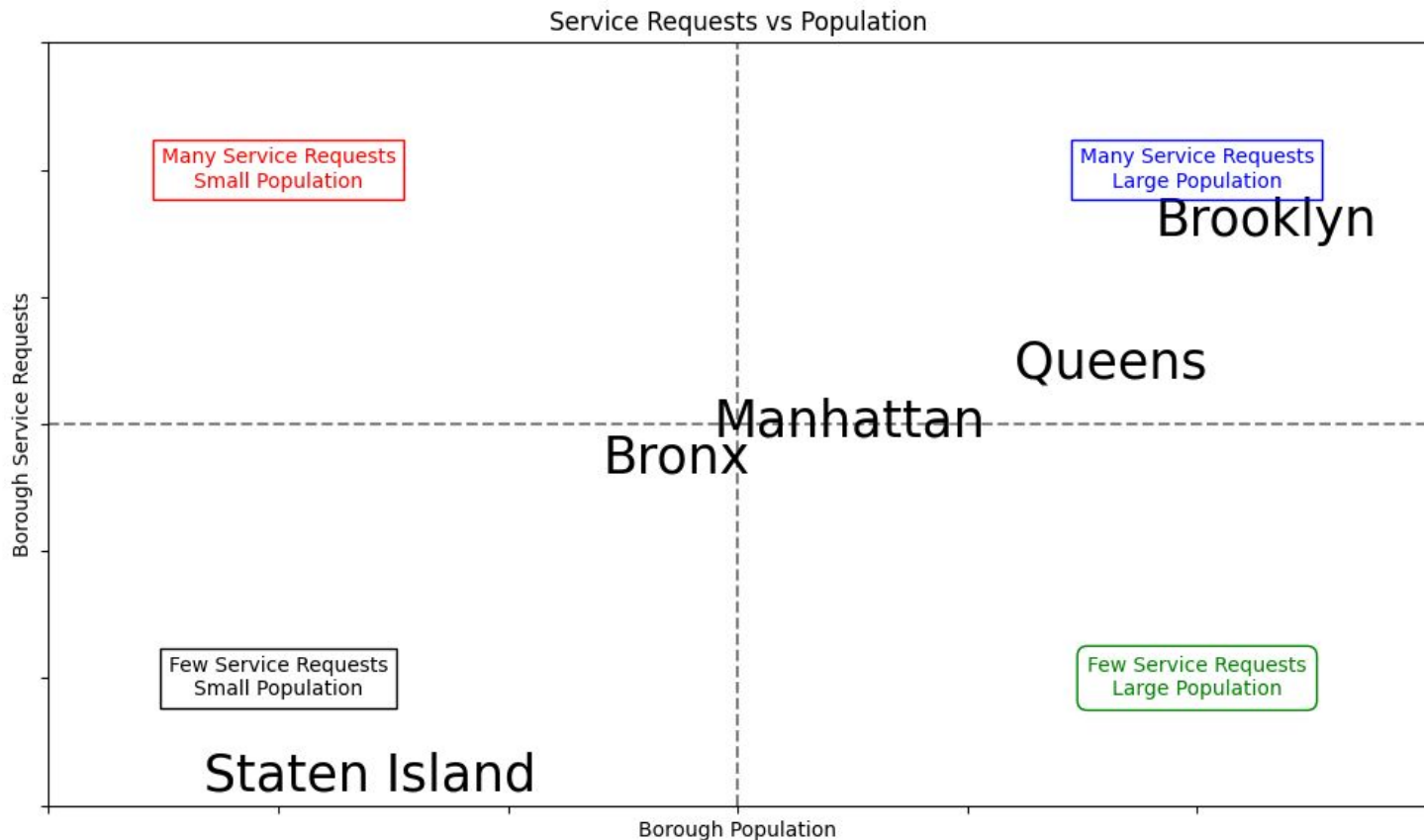
**Positive
Correlation!**

**More People =
More 311**

**Higher Population =
Higher Amount of
Service Requests**

NONE in the ~~RED~~

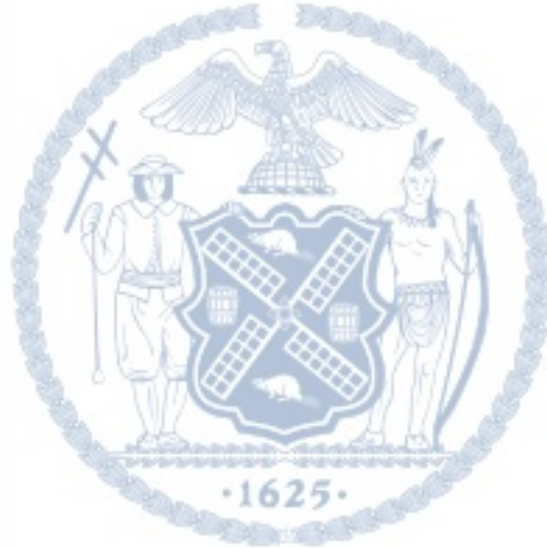
The **BRONX** can
go **LOWER!**



NYC 311 Service Requests

RECOMMENDATIONS

More **FEETS**
on **STREETS !!**



The **BRONX** can go
LOWER!

Let's get the
HPD some
extra help!



Thank You