

NYC 311 Service Request - Street Condition Complaints

311: A *non-emergency service* that people can call to reach the City to make inquiries regarding services, report problems / complaints, and etc.

[New York City]
From 2018 to beginning of 2021:

Total of **7.4 million** complaints
logged with 311

Approximately **11%** of
all complaints were for
Department of Transportation

Approximately **33%**
of those **11%** were related to
Street Condition

Number of **Street Condition Complaint** from 2018 to 2021 quarterly

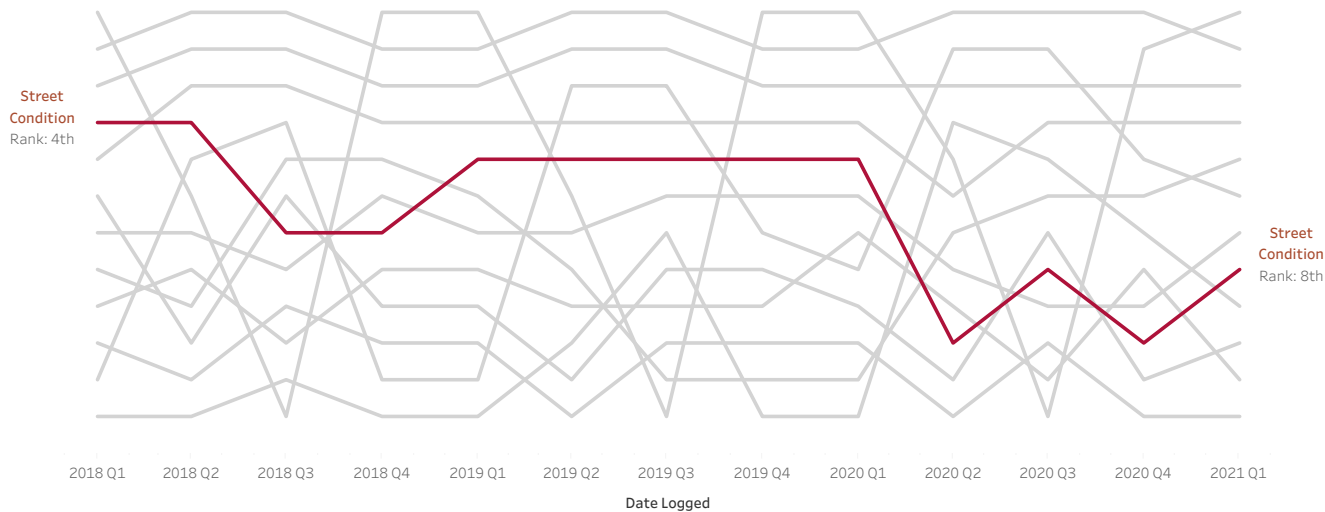
The amount of **Street Condition complaint** has **declined** over the years

2018 Quarter 1: Street Condition (**4th**)

2021 Quarter 1: Street Condition (**8th**)

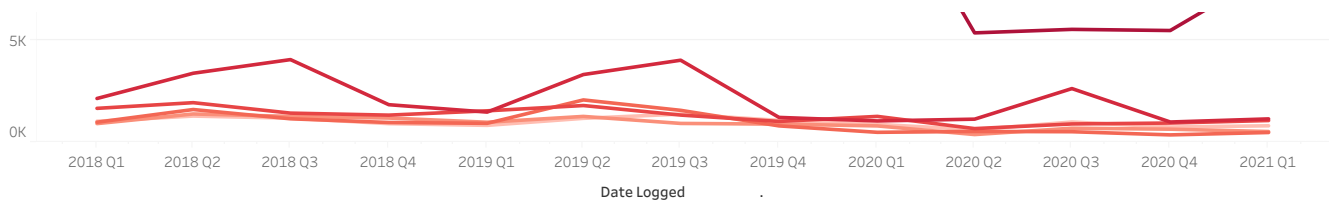
Ranking Top 12 Complaint Types:

Hover for details about the ranking & amount quarterly



Street Condition complaints are logged into sub-categories determined by their descriptor (Top 6)

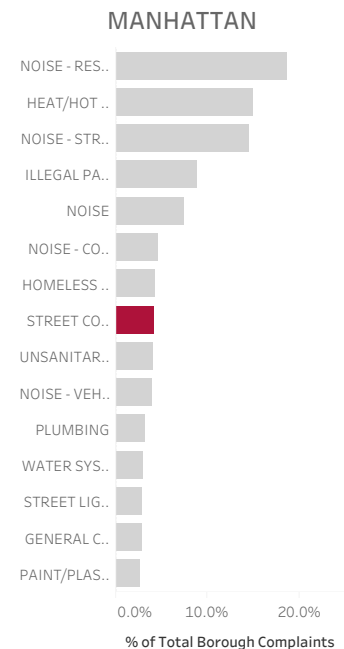
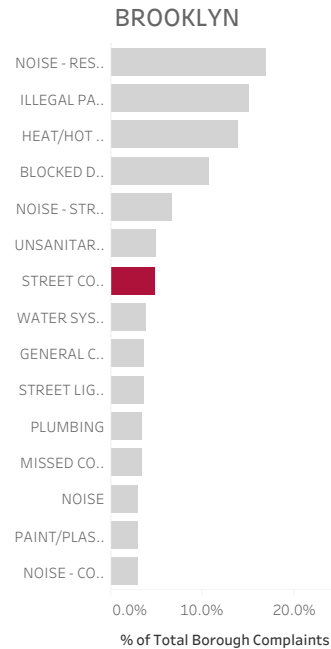
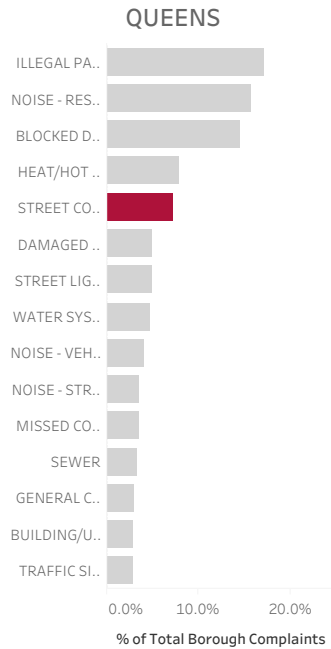




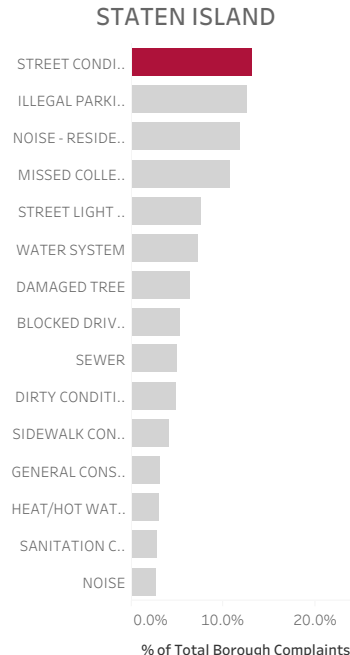
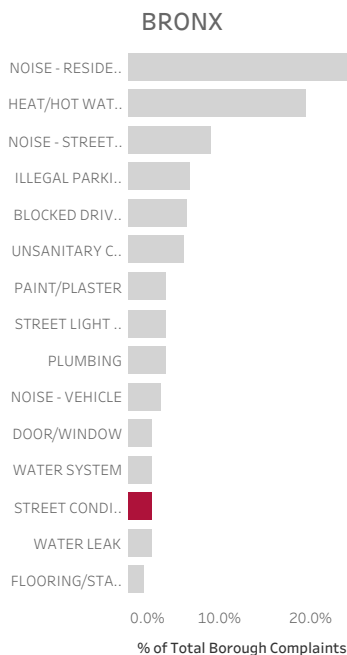
Top 15 types of complaint in each Borough

Street Condition complaint

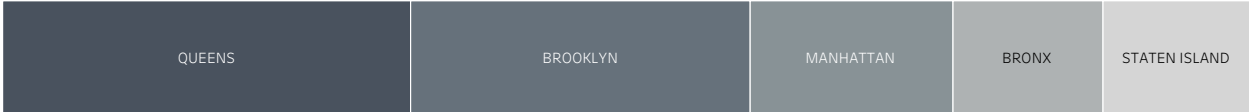
ranked as **13th** most common complaint in **Bronx** (**2.6%** of total borough complaints),
but ranked as **1st** in **Staten Island** (**13.0%** of total borough complaints)



Hover for details about the complaint type



Street condition ranked high in most common complaint in **Staten Island**, however, it has the lowest amount of street condition complaint when compared to other Boroughs



Majority of street condition complaints were reported in **Queens, Brooklyn and Manhattan**