



NYC 311 Improvements

311 is a non-emergency number that connects residents to local government services, helping them report issues, request services, and get city information.

The logo for NYC 311 is displayed on a bright yellow square background. The letters "NYC" are in a large, bold, black sans-serif font at the top. Below them, the numbers "311" are also in a large, bold, black sans-serif font, with the "3" and the first "1" being slightly larger than the second "1".

NYC
311



Hypothesis

If certain complaint types, agencies, location types, submission methods, or times of day are associated with longer resolution times, then targeted improvements in those specific areas are needed to enhance overall complaint resolution speed.

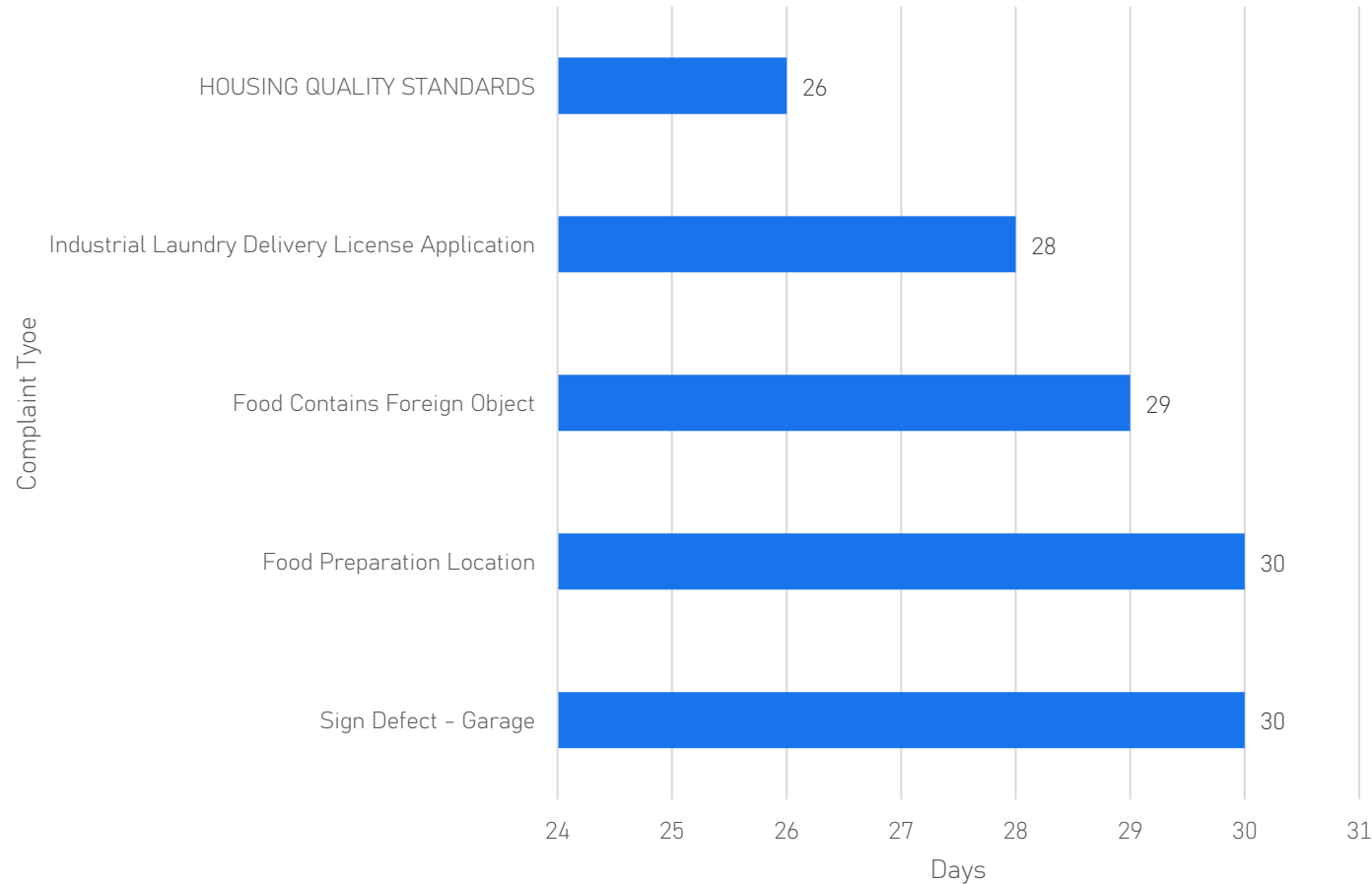


Goal: identify
areas that
have long
closing times

Data reflects
complaint
resolution
times from
2018–2020.



Top 5 Complaint Types by Average Closing Time



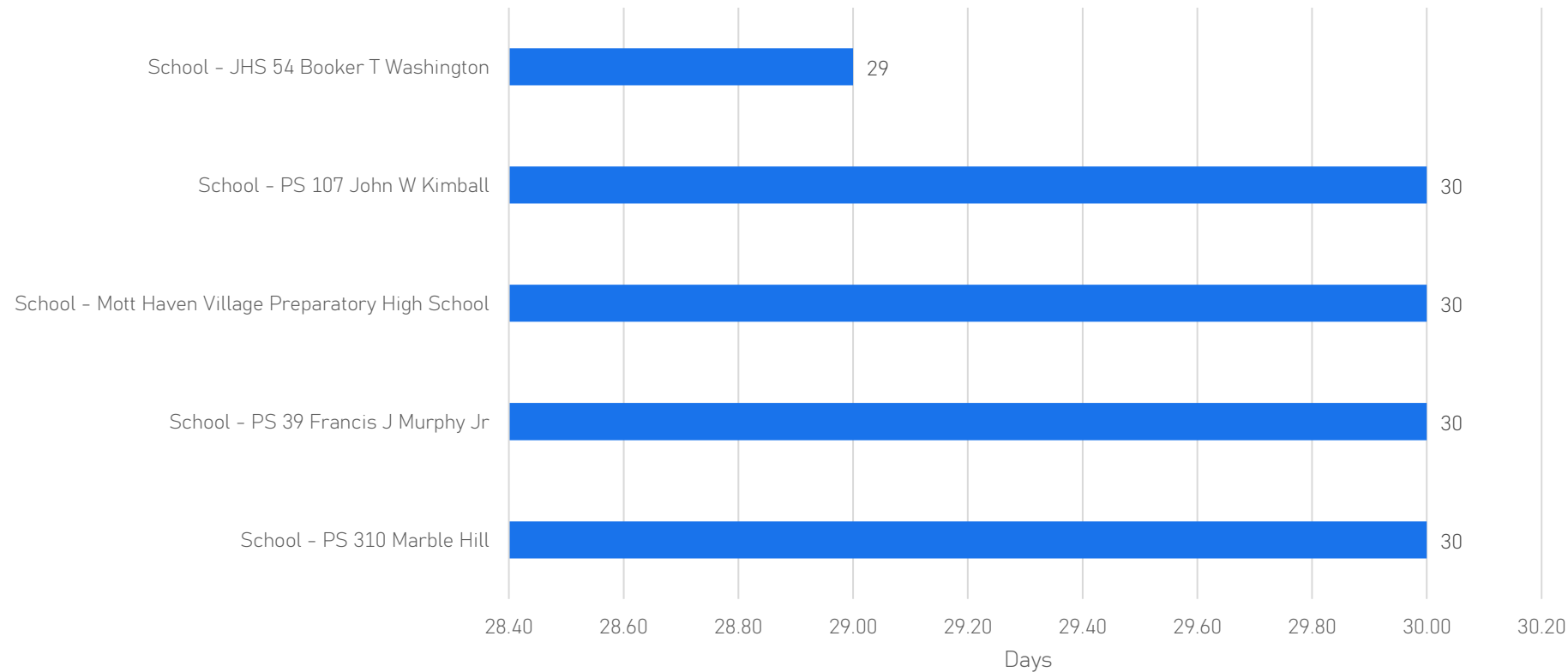
Complaint Types

SOLUTION: CREATE OR REVISE STANDARD OPERATING PROCEDURES FOR EACH COMPLAINT TYPE

Agency

Solution: Hire more staff for each slow agency (school)

Top 5 Agencies with the Slowest Complaint Resolution

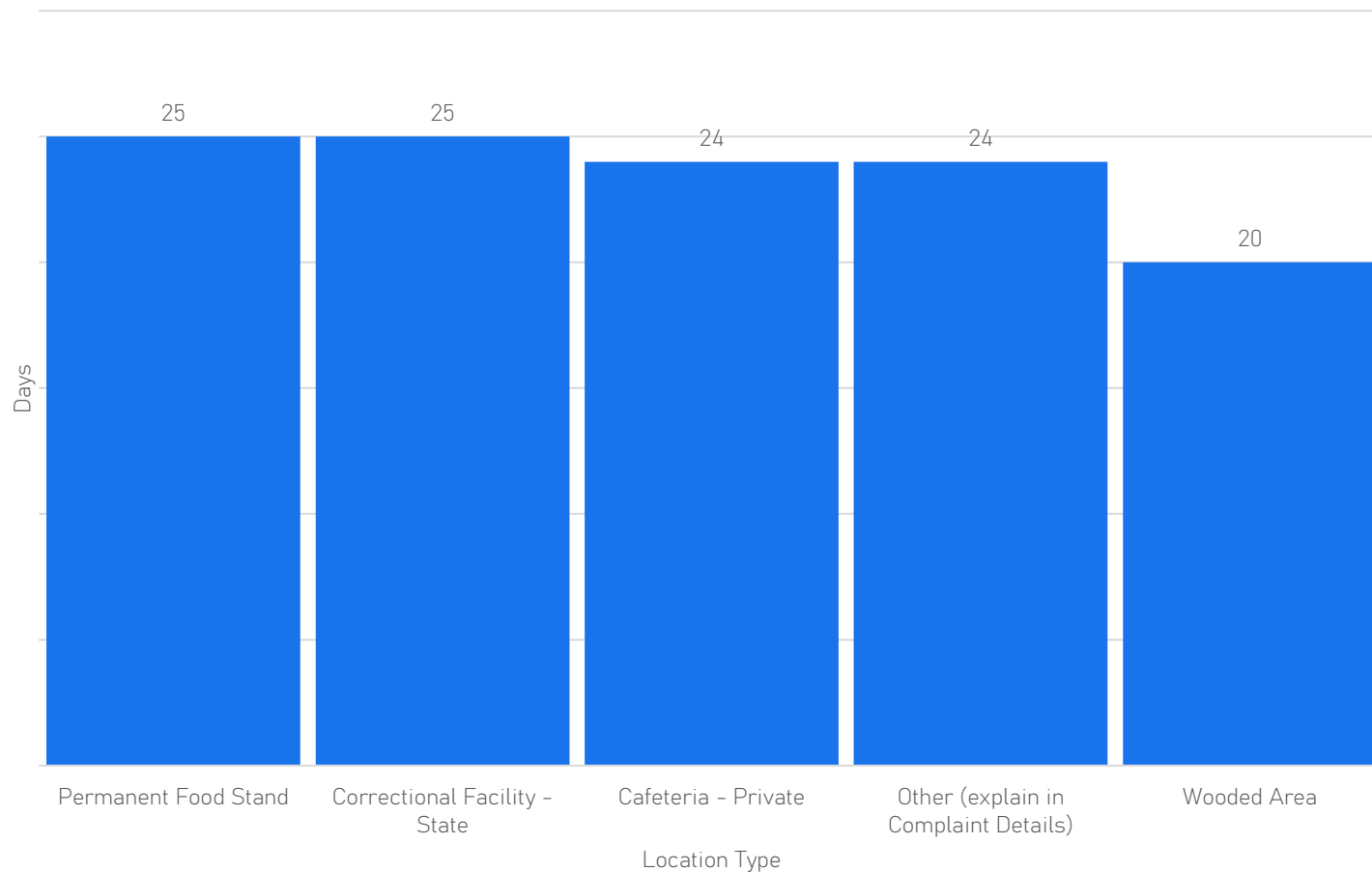


Location Type

Solution: Increase city patrol in
specific areas

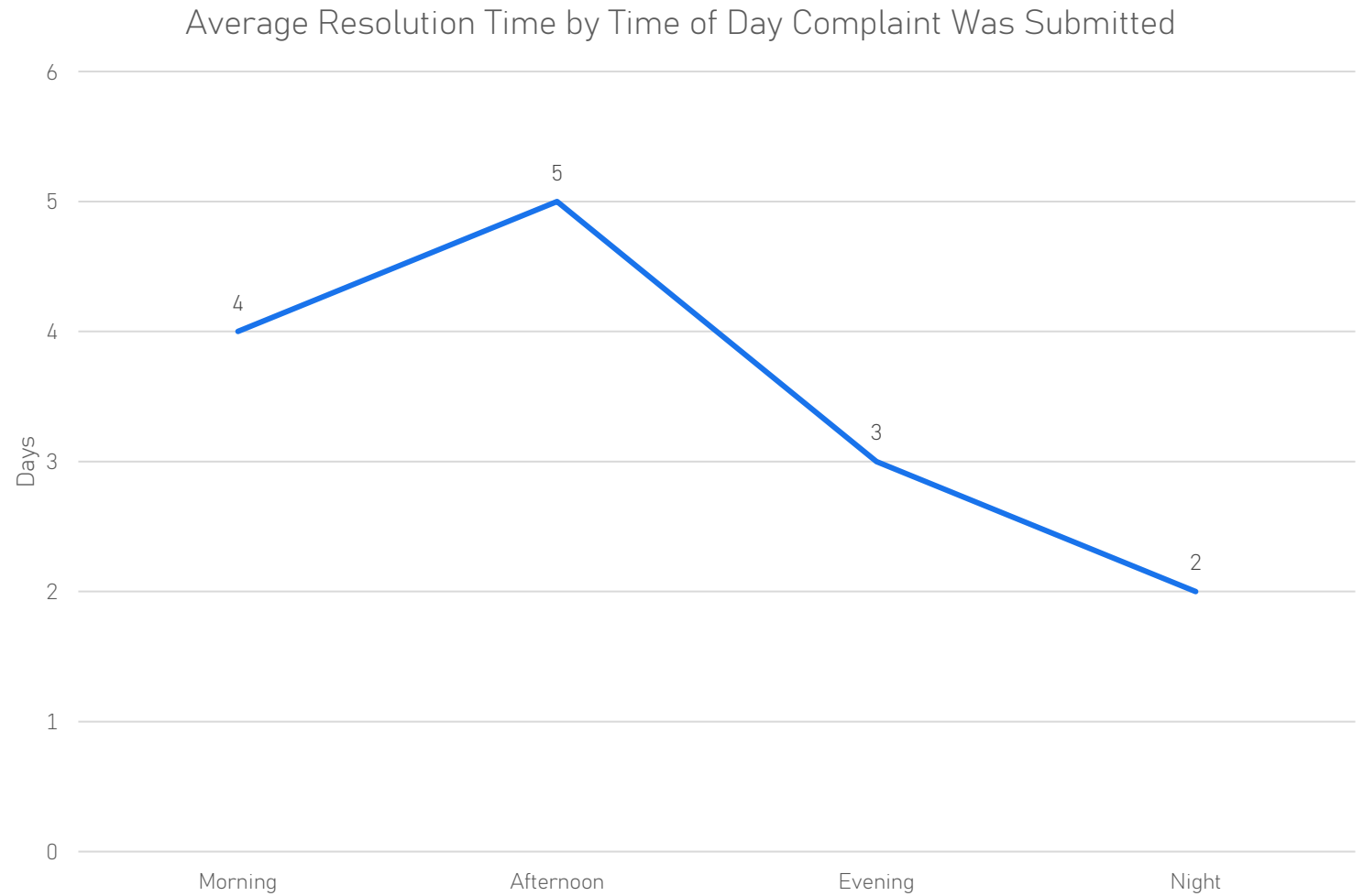


Top 5 Slowest Complaint Resolution Times by Location Type



Time of Day

Solution: Hire more staff for busy times of day

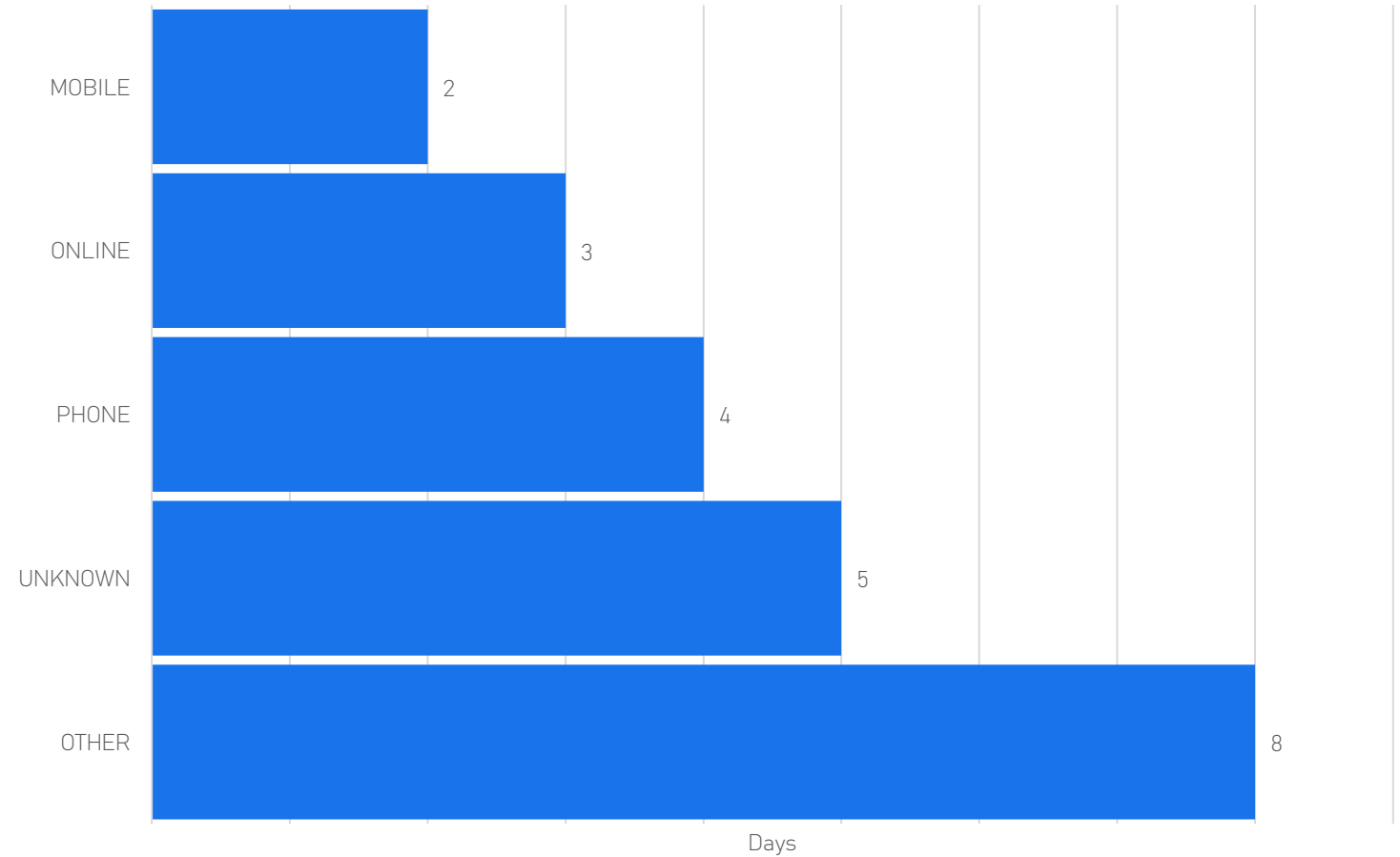


Submission Method

Solution: Encourage complaint to be submitted via cell phones (mobile) or online



Average Closing Time by Complaint Submission Method





Solution: Targeted improvements with areas with long closing times

- Complaint type -> Create or revise standard operating procedures for each complaint type
- Agency-> Hire more staff for each slow agency (school)
- Location type -> Increase city patrol in specific areas
- Time of day -> Hire more staff for busy times of day
- Submission method -> Encourage complaint to be submitted via cell phones (mobile) or online