

Citywide Average Wait Times

Center Number	Center Name	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
Benefits Access Centers														
66	Bushwick	0:33	0:34	0:33	0:47	0:48	0:46	1:14	1:11	1:04	1:22	1:30	1:37	1:17
17	FSCC Bronx	1:49	1:33	1:03	0:48	0:42	0:38	0:39	0:34	1:08	0:55	1:24	2:06	1:18
17	FSCC Brooklyn ⁷	0:00	0:00	0:49	1:05	0:27	0:38	0:34	0:44	0:39	0:38		0:19	0:28
17	FSCC Jamaica ¹							0:22	0:33	0:27	0:30	1:17	1:59	1:57
17	FSCC Manhattan ²						0:00	0:00	0:00	0:00	5:22	0:00	0:00	0:00
17	FSCC Queens	0:42	0:47	0:41	0:34	0:22	0:22	0:22	0:19	0:25	0:43	0:35	0:37	0:34
67	Clinton Hill	1:16	0:55	0:59	0:49	0:59	1:09	1:25	1:46	1:42	2:07	2:11	2:05	1:51
45	Concourse	0:36	0:42	0:40	0:43	0:47	1:03	1:16	1:22	0:57	1:00	0:56	1:16	0:40
63	Coney Island	0:43	0:52	0:52	0:49	0:52	0:43	0:47	0:58	1:24	2:15	2:45	2:26	1:44
46	Crotona	0:18	0:16	0:18	0:19	0:24	0:28	0:31	0:35	0:31	0:53	0:43	1:18	0:57
64	Dekalb	0:42	0:44	0:35	0:30	0:36	0:47	0:48	1:08	1:15	1:52	1:48	1:52	1:33
35	Dyckman	1:19	1:04	0:57	0:46	0:45	0:33	1:07	1:12	0:54	1:35	1:21	1:18	0:50
23	East End	0:48	1:01	0:44	0:51	0:51	0:43	0:57	0:54	1:04	1:23	1:38	1:25	0:57
44	Fordham	0:31	0:31	0:31	0:34	0:35	0:40	0:51	0:49	0:45	0:43	0:50	1:06	0:31
40	Hunts Point	0:34	0:31	0:28	0:29	0:37	0:48	1:15	1:27	1:29	2:03	2:15	2:07	1:56
54	Jamaica	0:16	0:23	0:17	0:23	0:25	0:24	0:34	0:43	0:42	0:51	1:05	1:15	1:09
13	Lower Manhattan ³									1:01	0:43	2:34	1:24	1:04
53	Queens	1:28	1:18	1:16	1:20	1:28	1:33	1:49	1:43	1:46	1:59	1:02	2:30	2:17
99	Richmond	0:40	0:44	0:41	0:32	0:40	1:03	0:53	0:46	0:56	1:15	1:21	1:57	1:12
38	Rider	1:08	1:30	0:57	1:00	0:35	0:39	0:51	1:05	1:04	1:07	1:24	1:59	1:15
79	Rockaway	0:46	0:39	0:50	0:52	0:59	0:54	1:17	1:23	1:06	1:22	1:24	1:42	0:59
18	St. Nicholas ⁴					0:16	0:20	0:35	0:46	0:40	0:57	1:18	1:12	1:03
62	Veterans ⁵	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	1:04
13	Waverly ³	0:44	0:42	0:45	0:39	0:35	0:30	0:37	0:47					
	Total Monthly Average CA	0:43	0:42	0:40	0:41	0:36	0:37	0:46	0:50	0:53	1:07	1:16	1:25	1:07
		Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
NCA SNAP Centers														
S45	Concourse	0:36	0:42	0:40	0:43	0:47	1:03	1:16	1:22	0:57	1:00	0:56	1:16	0:40
S22	Coney Island	0:46	0:47	0:30	0:43	0:46	0:57	1:03	1:08	1:20	1:24	1:44	1:39	1:03
S46	Crotona	0:30	0:33	0:37	0:37	0:37	0:38	0:44	0:26	0:27	0:47	1:06	0:39	0:28
S13	Washington Heights	0:21	0:15	0:27	0:37	0:31	0:32	0:42	0:44	0:35	0:23	0:28	0:27	0:25
S02	East End	0:59	1:07	1:01	1:16	0:26	0:27	0:34	0:44	0:26	0:22	0:30	0:27	0:22
S28	East New York	0:19	0:16	0:13	0:24	0:33	0:55	0:46	1:31	1:09	1:15	0:38	1:00	0:28
S40	Hunts Point	0:40	0:34	0:31	0:41	0:41	1:31	1:00	0:32	0:24	0:41	0:32	0:46	0:25
S54	Jamaica	0:36	0:27	0:27	0:32	0:36	0:36	0:35	0:24	0:28	0:40	0:42	0:59	0:44
S53	Queens	0:45	0:49	0:35	0:44	0:41	0:33	0:49	0:31	0:23	0:39	0:20	0:34	0:22
S99	Richmond	0:14	0:14	0:11	0:08	0:05	0:07	0:00	0:11	0:11	0:14	0:20	0:23	0:14
S79	Rockaway	0:18	0:18	0:13	0:15	0:18	0:27	0:30	0:23	0:16	0:22	0:29	0:21	0:23
S19	Waverly ⁶	0:20	0:15	0:16	0:20	0:23	0:18	0:20	0:28					
S21	Williamsburg	0:20	0:15	0:13	0:21	0:20	0:20	0:25	0:23	0:26	0:32	0:34	0:50	0:26
	Total Monthly Average NCA SNAP	0:31	0:30	0:28	0:34	0:32	0:34	0:37	0:38	0:30	0:36	0:35	0:41	0:26
	Citywide Monthly Average Wait Time	0:40	0:38	0:36	0:39	0:35	0:37	0:43	0:47	0:48	0:59	1:06	1:13	0:56

¹The Jamaica satellite center opened in June 2022.

²The Manhattan satellite center opened in May 2022.

³Waverly Job Center relocated in August 2022 and was renamed HRA Benefits Access Center Lower Manhattan.

⁴St. Nicholas Benefits Access Center reopened in April 2022.

⁵Currently, there is no ticket data in POS for Veterans Benefits Access Center.

⁶Waverly SNAP Center closed in August 2022.

⁷There were no user finished tickets in FSCC Brooklyn in October 2022.