

NYC Human Resources Administration
3/21/2022

* Temporarily closed as of April 2020 due to COVID-19

Note: Tickets attributed to closed centers have been excluded

Citywide Average Wait Times
December 2021

Center Name	Center Number	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
Job Centers														
Bushwick	66								0:21	0:18	0:18	0:26	0:32	0:33
FSCC Bronx	17									0:45	1:17	1:24	1:48	1:49
FSCC Brooklyn*	17													
FSCC Queens*	17													0:42
Clinton Hill	67	2:02	1:16	0:58	0:43	0:34	0:39	0:51	0:53	0:42	0:55	1:01	1:07	1:16
Concourse	45								0:22	0:36	0:12	0:25	0:24	0:36
Coney Island	63	1:15	1:10	0:51	0:51	0:39	0:43	0:52	0:47	0:50	0:48	0:52	0:57	0:43
Crotona	46	1:36	1:13	0:43	0:45	0:32	0:35	0:36	0:29	0:21	0:25	0:23	0:21	0:18
Dekalb	64								0:21	0:27	0:40	0:44	0:43	0:42
Dyckman	35								0:32	0:37	0:44	0:45	1:17	1:19
East End	23									0:41	0:30	0:32	0:38	0:48
Fordham	44									0:37	0:42	0:46	0:48	0:31
Hunt's Point	40								0:10	0:19	0:30	0:34	0:37	0:34
Jamaica	54									0:28	0:21	0:24	0:18	0:16
Queens	53	2:00	1:07	0:48	0:52	0:29	0:38	1:06	1:25	1:18	1:42	1:51	1:48	1:28
Refugee*	47													
Richmond	99	0:54	0:38	0:38	0:37	0:28	0:36	0:36	0:45	0:47	0:39	0:40	0:35	0:40
Rider	38	1:23	1:06	0:52	1:11	0:53	0:51	0:58	1:32	2:05	1:36	1:47	1:45	1:08
Rockaway	79								0:16	0:31	0:34	0:36	0:51	0:39
Southern Brooklyn*	70													
St. Nicholas*	18													
Veterans*	62													
Waverly	13	2:07	1:47	0:59	1:02	0:50	1:01	1:14	1:10	0:51	0:51	0:41	0:43	0:44
Total Monthly Average CA		1:31	1:07	0:48	0:50	0:37	0:41	0:49	0:43	0:39	0:42	0:44	0:48	0:43
NCA SNAP Centers														
		Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
Concourse	S45								0:21	0:36	0:12	0:25	0:24	0:36
Coney Island	S22										0:15	0:33	0:53	0:46
Crotona	S46	1:34	1:35	0:46	0:36	0:35	0:38	0:48	0:51	0:43	0:28	0:34	0:42	0:30
Washington Heights	S13								0:15	0:14	0:09	0:20	0:23	0:21
East End	S02									0:30	0:22	0:58	1:21	0:59
East New York	S28								0:44	0:34	0:40	0:18	0:30	0:19
Hunt's Point*	S40											0:37	0:45	0:34
Jamaica	S54									0:30	1:03	0:47	1:11	0:36
Queens	S53	1:39	0:39	0:41	0:52	1:05	1:03	1:03	0:57	1:14	0:45	0:36	0:39	0:45
Richmond	S99	0:16	0:06	0:05	0:05	0:06	0:07	0:07	0:08	0:14	0:10	0:16	0:16	0:14
Rockaway	S79								0:08	0:17	0:18	0:14	0:20	0:18
SSI*	S15													
Waverly	S19	0:38	0:40	0:21	0:16	0:25	0:11	0:14	0:19	0:13	0:19	0:18	0:21	0:20
Williamsburg	S21								0:11	0:11	0:14	0:17	0:24	0:20
Total Monthly Average NCA SNAP		1:00	0:54	0:28	0:28	0:35	0:30	0:34	0:26	0:24	0:23	0:28	0:38	0:31
Citywide Monthly Average Wait Time		1:25	1:04	0:44	0:46	0:37	0:39	0:46	0:39	0:35	0:37	0:39	0:45	0:40