

Citywide Average Wait Times

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

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.

⁵Waverly SNAP Center closed in August 2022.

⁶There were no user finished tickets in FSCC Brooklyn and FSCC Manhattan in March 2023.

⁷Dekalb Benefits Access Center was renamed HRA Benefits Access Center Boerum Hill in August 2022