



THE CITY OF NEW YORK
OFFICE OF THE MAYOR
NEW YORK, NY 10007

FOR IMMEDIATE RELEASE: January 8, 2015

CONTACT: pressoffice@cityhall.nyc.gov, (212) 788-2958

**DE BLASIO ADMINISTRATION ANNOUNCES RECORD-BREAKING NUMBER OF 311
CONTACTS WITH NEW YORKERS IN 2014**

*Unprecedented 28 million customer contacts attributable to expanded services like pre-K and paid sick leave,
increased 311 Online and 311 Mobile App usage*

NEW YORK—The de Blasio administration today announced that 311, New York City’s primary source of government information and non-emergency services, set a record in 2014 for the most annual customer contacts—over 28 million—in its history. This surpasses the previous record set in 2011 by approximately 14 percent.

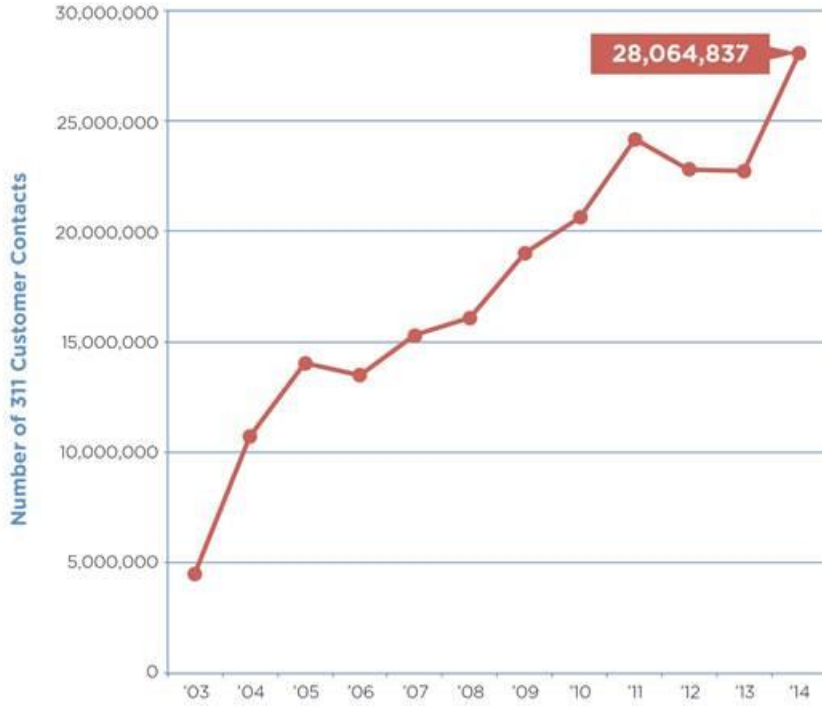
New Yorkers contact 311 on a host of issues, ranging from information requests about expanded services like pre-kindergarten to heat-related inquiries and parking tickets. In November, the City launched a revamped [311 Mobile App](#), which allows tenants to file heat and hot water complaints from their mobile devices for the first time.

“Our administration is proud to announce today that 311 connected with more New Yorkers than ever in 2014,” said **Mayor Bill de Blasio**. “This unprecedented number of customer contacts is a testament to the extraordinary daily efforts of our 311 team to inform the public on all City matters and deliver essential services to New Yorkers in every neighborhood. The historic growth in contacts is also credited to expanded programs like pre-K for all 4-year-olds in this City and paid sick leave for more New Yorkers, in addition to increased and more varied use of 311 technologies to reach more New York City families. I commend 311 and challenge them to an even more productive year as we kick off 2015.”

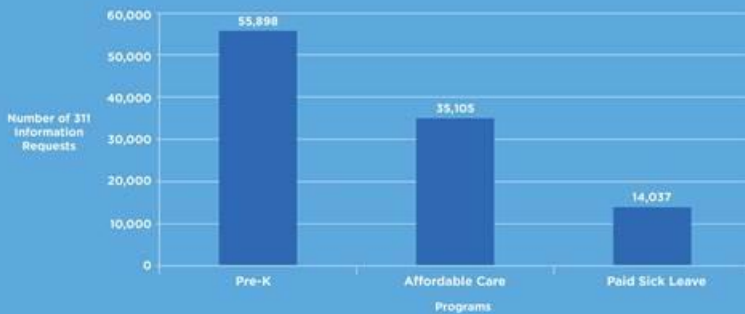
“NYC311 remains committed to meeting New Yorkers where they are and providing excellent customer service. This record growth of contacts is a testament of the trust New Yorkers have placed in 311 for providing city government information. It also speaks to the dedication of the women and men at 311 who strive to serve and help our customers every day,” said **NYC311 Executive Director Joseph Morrisroe**.

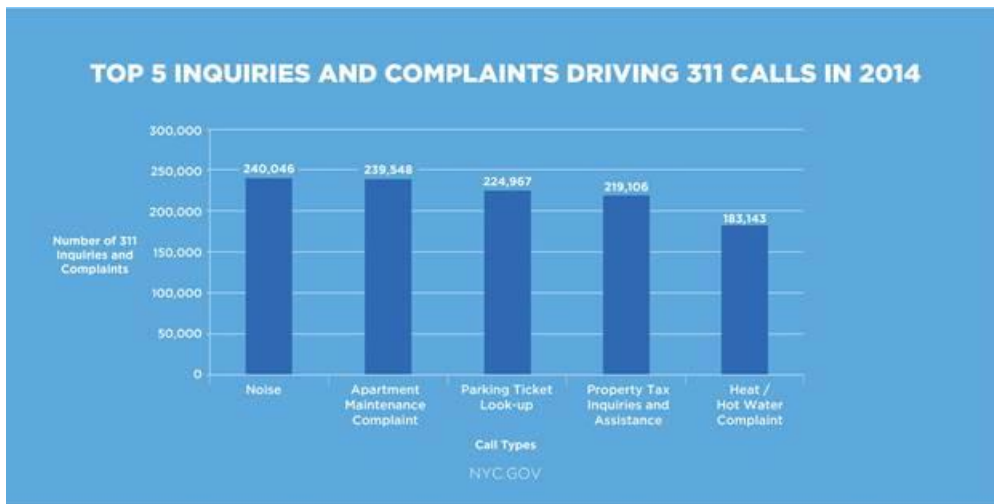
311 SETS RECORD NUMBER OF CUSTOMER CONTACTS IN 2014

311 CONTACTS | 2003–2014



TOP NEW PROGRAMS GENERATING 311 INFORMATION REQUESTS IN 2014





“311’s record achievement demonstrates that innovation and technology can enhance the government in ways that are far reaching and hit-home for millions of New Yorkers,” said **Chair of City Council Technology Committee James Vacca**. “The people of New York City expect their government to work efficiently, and 311 has become a powerful instrument in meeting that expectation. By helping residents smoothly navigate the vast web of city services, 311 is improving the quality of life for all New Yorkers.”

311 aims to provide the public with quick, easy access to all New York City government services and information. New Yorkers can connect with 311 online, by text, phone, Skype, or social media. The agency works continuously to make government services more accessible to non-English speakers, with 311 Online available in more than 50 languages.

New Yorkers can connect with 311 by:

- Visiting [311 Online](#).
- Texting 311-692.
- Calling 311 or (212) NEW-YORK, (212) 639-9675, from outside New York City.
- Skyping NYC311.
- Contact 311 using a Video Relay Service (VRS) at (212) NEW-YORK, (212) 639-9675.
- Contacting 311 using TTY or Text Telephone at (212) 504-4115.
- Following 311 on [Twitter](#), [Facebook](#), and [Instagram](#).
- Downloading 311’s [iPhone](#) or [Android](#) app

###