



NYC311 Monitoring Tool

Highlights

- Public demand for non-emergency services has increased each year since at least 2019 despite the temporary impact of the COVID-19 pandemic.
- The same five complaint types have remained among the largest by volume since 2019 (illegal parking, blocked driveways, residential noise, street and sidewalk noise, and heat and/or hot water).
- Illegal parking is by far the most frequent non-emergency issue reported by NYC311 as of 2024.
- Illegal parking complaints, on a citywide basis, have more than doubled since 2019 (by 155 percent, from 198,346 to 505,733).
- The City's noise code defines limits on ambient noise levels throughout the City. In 2024, the NYPD received noise complaints under three subcategories that ranked in the top 10 by volume (residential, commercial and sidewalks and streets).
- These complaints totaled more than 379,200 for residential buildings, more than 68,300 complaints for commercial buildings and over 163,000 for streets and sidewalks..
- The HPD investigates maintenance complaints and tickets owners who violate the law.
- In 2024, HPD received over 246,700 heat and hot water complaints. The complaints correspond with communities with the most number of housing units under administrative review by HPD.

"311" non-emergency call systems emerged in the 1990s to divert a portion of the call volume previously directed to "911" emergency call centers. NYC311 was established in 2003 to consolidate the various agency call centers into a single point of entry for the public to access government services and information. Since then, the customer services center has responded to hundreds of millions of customer contacts.

The City maintains a public dataset of all NYC311 service requests on [NYC OpenData](#). The NYC311 dataset is updated automatically daily. As a strength, the public dataset provides real-time insights on demand for government services, which can help agencies to more effectively address acute problems and allocate their resources. But the NYC311 dataset has some drawbacks. For example, the data may be skewed by very high-volume repeat requests from, or attributed to, a small number of individuals.

To continue efforts to promote data-informed decision-making and increased transparency, the Office of the New York State Comptroller (OSC) is releasing a new [NYC311 Monitoring Tool](#) drawing from the NYC311 dataset to include neighborhood-level insights on monthly requests by complaint type. The Tool allows the user to identify certain agencies or complaint types experiencing a high public demand for service and geographical concentration of such service demands. NYC311 covers a vast array of non-emergency services, spanning more than two dozen agencies and issues that include housing, parking, noise, garbage, air quality and other quality-of-life items.

This report includes a summary of the data processing methods OSC used to develop the Tool and some examples of the insights users can glean from it.

Background and Methodology

NYC311 is a customer service center with a mission to deliver to New Yorkers fast and easy access to government services and information. The concept of using the “311” phone number as a non-emergency alternative to “911” emerged in the 1990s to help reduce the call volume of the emergency call systems.

NYC311 was launched by Mayor Bloomberg in March 2003 as the non-emergency alternative to the City’s “911” call system, consolidating 40 call centers and hotlines. Twenty years later, the City reported that NYC311 had received over 525 million customer contacts. NYC311 services can be accessed in many ways, including by phone (in 175 languages), the [NYC311 website](#) and the 311 mobile application.

NYC311 Monitoring Tool

As part of a [continued effort](#) to improve transparency and support data-informed decision-making, OSC used the City’s 311 Service Request (SR) Data to create a new NYC311 Monitoring Tool that can track the trends on public demand for non-emergency services at a neighborhood level beginning in calendar year 2019.

Data Processing

The primary source of information on the NYC311 SRs is the public dataset published on the NYC OpenData Portal. The dataset is updated on a daily basis and includes more than three dozen columns and nearly 40 million requests at the time of publication.

According to NYC311, there are currently over 500 unique SR types accepted by the system when the user submits a request. As discussed in more detail in Appendix A, OSC completed a review of the public dataset and included in the Tool information on 17.1 million SRs across 186 unique complaint types. These selected SRs adhered to OSC data comprehensibility and

completeness requirements noted in the Appendix.

To prepare the neighborhood-level visualization of the data, OSC selected the “Incident Zip” column to identify the ZIP code for each SR. OSC then used data processing techniques to “standardize” and check the validity of each ZIP code entry. The valid entries were next assigned to a corresponding Public Use Microdata Area (PUMA). Each PUMA represents the approximate boundaries of a local neighborhood (i.e., Community Districts).

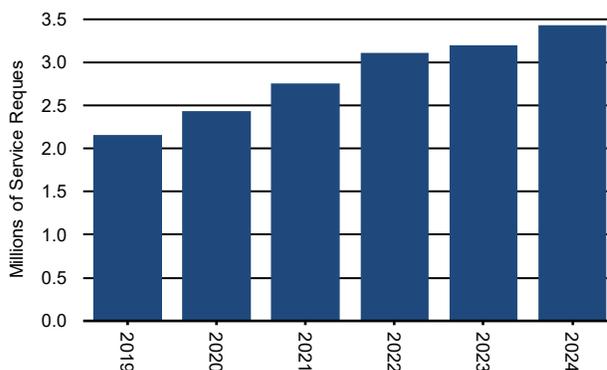
The SRs which did not have a valid ZIP code entry (321,012) are still included in citywide trends.

Highlighted SR Trends

Public demand for services as measured through NYC311 has increased each year since at least 2019 (see Figure 1), despite a temporary, but significant, disruption to social and economic activity after the COVID-19 pandemic took hold in the City in March 2020. As of calendar year 2024, the number of SRs rose to more than 3.4 million, an increase of 229 thousand (7.2 percent) since 2023.

The NYC311 requests are concentrated in several quality-of-life issues handled by the New York City Police Department (NYPD) (e.g.,

FIGURE 1
Annual Service Requests



Sources: NYC311; OSC analysis

illegal parking and noise complaints) as well as complaints about the maintenance of subsidized housing overseen by the Department of Housing Preservation and Development (HPD). The same five complaint types have remained among the largest by volume since 2019 (see Figure 2). While it received a temporary surge in noise complaints in 2020, NYC311 has also received a significant increase in illegal parking complaints since then. Illegal parking is by far the most frequent non-emergency issue reported by NYC311 as of 2024.

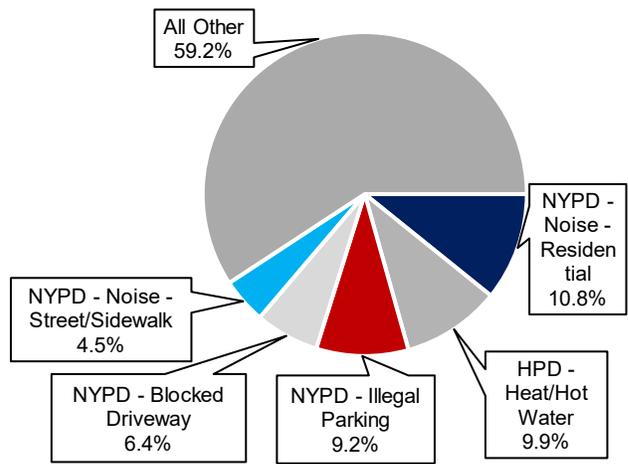
The top 10 complaint types by number of requests accounted for more than half (54.9 percent) of the total SRs in 2024. The number of requests for these top complaint types grew significantly faster over the last full year than all other complaint types (10.8 percent since 2023, compared to 3 percent for all other types, see Appendix B). In addition to the top five complaints highlighted above, the other five most common issues as of 2024 consist of unsanitary conditions and plumbing issues in residential buildings, street conditions, noise complaints in commercial buildings and abandoned vehicles.

Although the top 10 most frequent complaint types reported by NYC311 are generally shared across the City, some neighborhoods experienced relatively high complaint volumes over time, suggesting these issues are more prevalent or pressing in those communities.

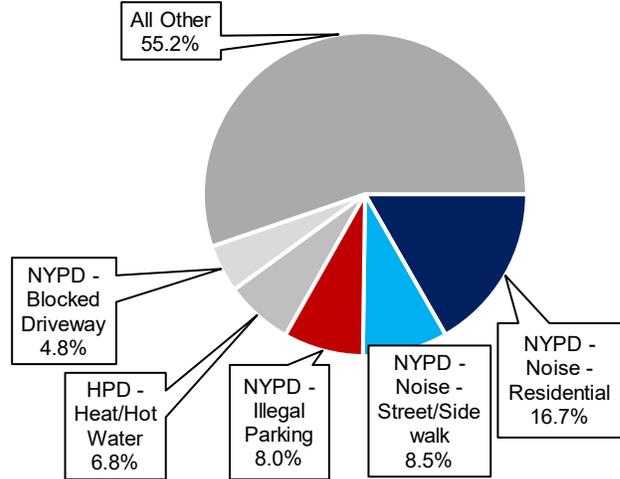
To control for population differences and their potential effect on analyzing neighborhood trends using the NYC311 data, OSC also calculated the complaints for each neighborhood on a per capita basis based on census data derived from the American Community Survey as of 2023.

The following subsections highlight recent trends for three categories of complaints by per capita complaint volume in 2024 (see also Appendix C). It is notable that some neighborhoods rank among the highest in per capita complaint volume in more than one complaint type in the top 10 list.

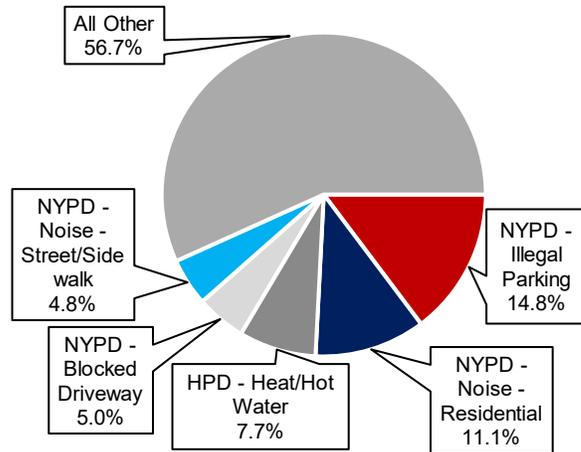
FIGURE 2
Pre-Pandemic Public Demand in 2019



Early Pandemic Public Demand in 2020



Post-Pandemic Public Demand in 2024



Sources: NYC311; OSC analysis

While OSC did not investigate the underlying cause of these trends, further study by City officials may be warranted.

Illegal Parking

The NYPD received over 505,700 SRs from the public in 2024 for non-emergency vehicles and motorcycles that are allegedly violating parking regulations. These alleged violations include double-parking, occupying the same spot for seven days and blocking fire hydrants, crosswalks, bike lanes, sidewalks, bus stops and parking spaces for people with disabilities. The public may also report commercial vehicles parked overnight on a residential street.

Illegal parking complaints, on a citywide basis, have more than doubled since 2019 (by 155 percent). Such complaints totaled a little over 198,300 in 2019, declined slightly in 2020 (to 194,281) in the beginning of the pandemic, but then rebounded sharply in 2021 (to 317,982). Complaints have increased each year since (totaling 505,733 in 2024).

In 2024, the three neighborhoods experiencing the highest number of complaints per 1,000 residents were Downtown Brooklyn and Fort Greene (193); Park Slope and Carroll Gardens (174); and Long Island City, Sunnyside and Woodside (145).

Noise

The City's Noise Code defines limits on ambient noise levels throughout the City. The public can submit complaints on many types of alleged violations of the code, including loud music/parties, from neighbors or from the sidewalk or street. The Department of Environmental Protection and NYPD share the duties of enforcing the Noise Code. In 2024, the NYPD received noise complaints under three subcategories that ranked in the top 10 by volume (residential, sidewalks and streets, and commercial). These complaints totaled more than

379,200 for residential buildings; over 163,000 for streets and sidewalks and more than 68,300 complaints for commercial buildings.

Taken together, the number of SRs for these three categories totaled 610,645 in 2024, an increase of 19 percent since 2023. The top three neighborhoods experiencing the largest per capita rates in SRs for residential complaint types were all located in the Bronx.

Heat and Hot Water

From October 1 through May 31, the City requires building owners to provide their tenants with indoor heating at a minimum temperature based on the time of day and outside temperatures. Owners must also always provide tenants hot water throughout the year.

Residents can report heat or hot complaints. They may also, from June through September, make complaints regarding excessive heat. HPD investigates maintenance complaints and tickets owners who violate the law. In 2024, HPD received over 246,700 heat/hot water complaints via NYC311.

The neighborhoods with the largest per capita rates of such complaints in 2024 are Fordham, Bedford Park, and Norwood (192); Morrisania, Tremont, Belmont, and West Farms (112); and Washington Heights and Inwood (102).

Each year, HPD designates severely distressed multiple dwellings for participation in the Alternative Enforcement Program (AEP). The neighborhoods highlighted in this subsection correspond with those with the most residential units participating in the AEP.

Conclusion

Just 10 of the 186 unique complaint types reviewed by OSC have accounted for more than half of the total complaint volume each year from 2019 through 2024. Based on OSC's review of the public dataset, quality-of-life issues referred to

NYPD (noise and improper use of vehicles), as well as the maintenance and condition of City public spaces (e.g., streets and sidewalks) and residences are, by far, the most frequently demanded non-emergency services.

or to better allocate resources within the agency to match local demands for service.

Furthermore, OSC found that the public NYC311 dataset can provide some clues regarding the communities that are experiencing relatively high public demands for each service, when the data is normalized for local population levels. Relatively high complaint volumes among some neighborhoods compared with other communities may correspond with a need for additional resources from the City's agencies and a targeted approach to solving underlying problems that lead to recurring complaints.

The public can review and make its own assessment of complaints within their own neighborhoods with the new NYC311 Monitoring Tool, which may improve local advocacy efforts and aid elected officials in fiscal and operational planning and response. The NYC311 Tool can be accessed on OSC's web page at: <https://osc.ny.gov/reports/osdc/nyc311-monitoring-tool>. These observations can also be expanded on by the public using OSC's expanded Agency Services Monitoring [Tool](#).

Agency staff and budget monitors can also use neighborhood-level NYC311 data as one of many sources to identify potential new agency funding needs driven by fluctuations in service demand,

Appendix A: Data Processing Methods

As noted in OSC's [December 2024 report on the Agency Services Monitoring Tool](#), OSC uses various data processing techniques to “clean” the primary source data to ensure the portion used for research and for the Tool is accurate and consistent.

OSC included NYC311 SRs that were opened and recorded to the public dataset beginning on January 1, 2019, through December 31, 2024 (the 2019-2024 sample), which totaled more than 18.6 million at the time of publication. OSC has observed that the City can (and does) make changes to the SRs reported on the NYC OpenData Portal, including adding new entries from prior periods. As a result, the number and content of the SRs reported during the 2019 through 2024 period may differ slightly over time.

According to NYC311, there are currently over 500 unique SR types accepted by the system when the user submits a request. For this report and the Tool, OSC organized the data based on the number of unique data entries recorded in the “Complaint Types” column of the public dataset. A small number of SRs (114) were removed because they contained unintelligible text in the Complaint Type column.

After removing the entries with unintelligible text, OSC observed 330 unique complaint types included in the 2019-2024 sample. More than two-fifths of these complaint types have no new SRs reported within the last three years, representing about 8.4 percent of the sample (nearly 1.6 million SRs). The SRs for these complaint types have been excluded since they do not drive the current public demand for services, reducing the sample to 17.1 million SRs across 186 unique complaint types.

The public dataset also includes several columns that identify the location of the incident referenced in each SR. To prepare the neighborhood-level visualization of the data, OSC selected the “Incident Zip” column to identify the ZIP code for each SR. OSC observes that the entries in the Incident Zip column are not standardized (entries contain either the five-character or nine-character ZIP code), and a number of the SRs do not include either a valid ZIP code within the New York City geographical boundaries or any entry.

Appendix B: Top 10 Complaint Types

Agency - Complaint Type	2019	2023	2024	Percent Change, 2023-2024
NYPD - Illegal Parking	198,346	476,809	505,733	6.1%
NYPD - Noise - Residential	232,848	298,453	379,297	27.1%
HPD - Heat/Hot Water	212,565	231,323	264,746	14.4%
NYPD - Blocked Driveway	137,736	166,430	170,192	2.3%
NYPD - Noise - Street/Sidewalk	97,913	147,449	163,002	10.5%
HPD - Unsanitary Condition	63,225	116,703	120,903	3.6%
DOT - Street Condition	88,460	64,962	72,485	11.6%
NYPD - Abandoned Vehicle	24,179	64,946	70,326	8.3%
NYPD - Noise - Commercial	40,493	67,749	68,346	0.9%
HPD - Plumbing	36,016	62,871	65,933	4.9%
Subtotal	1,131,781	1,697,695	1,880,963	10.8%
All Other	1,025,555	1,501,905	1,547,610	3.0%
Total	2,157,336	3,199,600	3,428,573	7.2%

Sources: NYC311; OSC analysis

Appendix C: Highlighted Neighborhoods

(Annual Number of Service Requests for Each Selected Neighborhood Within Complaint Type)

Agency - Complaint Type	Number of Requests			Rate per 1,000 Residents	
	2019	2024	Percent Change	2019	2024
NYPD – Illegal Parking					
Downtown Brooklyn & Fort Greene	4,793	24,205	405.0%	38	193
Park Slope & Carroll Gardens	5,431	21,425	294.5%	44	174
Long Island City, Sunnyside, & Woodside	7,058	18,296	159.2%	56	145
NYPD – Noise - Residential					
Wakefield, Williamsbridge, & Eastchester	3,134	67,191	2043.9%	20	428
Fordham, Bedford Park, & Norwood	13,430	17,139	27.6%	105	133
Morrisania, Tremont, Belmont, & West Farms	10,285	17,338	68.6%	62	105
HPD – Heat/Hot Water					
Fordham, Bedford Park, & Norwood	19,098	24,678	29.2%	149	192
Morrisania, Tremont, Belmont, & West Farms	13,468	18,620	38.3%	81	112
Washington Heights & Inwood	12,950	17,560	35.6%	75	102
NYPD – Blocked Driveway					
South Ozone Park & Howard Beach	6,030	7,738	28.3%	51	66
Elmhurst & Corona	6,881	9,498	38.0%	44	61
Sheepshead Bay & Gravesend (East)	5,702	8,544	49.8%	37	56
NYPD – Noise - Street/Sidewalk					
Washington Heights & Inwood	11,962	13,601	13.7%	69	79
Fordham, Bedford Park, & Norwood	4,827	9,861	104.3%	38	77
Morningside Heights & Hamilton Heights	5,426	7,897	45.5%	49	72
HPD – Unsanitary Condition					
Fordham, Bedford Park, & Norwood	4,800	9,638	100.8%	37	75
Morrisania, Tremont, Belmont, & West Farms	4,357	8,700	99.7%	26	53
Melrose, Mott Haven, Longwood, & Hunts Point	2,706	6,622	144.7%	19	47
DOT – Street Condition					
Mid-Island	4,265	2,837	-33.5%	30	20
South Ozone Park & Howard Beach	2,374	1,972	-16.9%	20	17
Long Island City, Sunnyside, & Woodside	2,135	2,087	-2.2%	17	16
NYPD – Abandoned Vehicle					
East New York & Cypress Hills	553	10,336	1769.1%	3	54
South Ozone Park & Howard Beach	1,819	3,867	112.6%	16	33
Ridgewood, Maspeth, & Middle Village	1,756	4,794	173.0%	10	27
NYPD – Noise - Commercial					
Lower East Side & Chinatown	2,952	5,817	97.1%	20	39
Williamsburg & Greenpoint	3,303	5,666	71.5%	17	30
Financial District & Greenwich Village	2,077	4,158	100.2%	14	27
HPD – Plumbing					
Fordham, Bedford Park, & Norwood	2,840	5,707	101.0%	22	44
Morrisania, Tremont, Belmont, & West Farms	3,059	5,128	67.6%	18	31
Melrose, Mott Haven, Longwood, & Hunts Point	1,785	3,983	123.1%	13	28

Note: Per capita rates are based on American Community Survey Data as of 2023.
Sources: NYC311; U.S. Census Bureau; OSC analysis

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